



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Date: 11 August 2023

CORRIGENDUM NO. 1 to UNHCR ITB No. UKRKI/ITB/2023-07

**FOR THE PROVISION OF CYBER SECURITY SOFTWARE LICENSE FOR THE MINISTRY OF
SOCIAL POLICY (MOSP) IN UKRAINE**

**INTERESTED BIDDERS ARE REQUESTED TO CONSIDER THE FOLLOWING
CHANGES TO THIS REQUEST FOR PROPOSAL**

**1. Additional requirements have been added to the ITB under paragraph: 2.4.1
II, 2 and 4 as follows:**

*“2.4.1, II. 2 Proof that your company is licensed and certified to sell **and maintain** the required software license package to Ukraine (i.e., Distributor agreement, reselling partner agreement, etc.):*

A. The bidder must provide copies of the authorization letter(s) from the Vendor(s) of the software package (or its modules and components) confirming the status(es) of the official Partner of the Vendor(s) with the existing right for sale and a sufficient technical resource of the necessary qualifications for the implementation and support of the software products to the final Customers in the territory of Ukraine. The authorization letter(s) must contain the purchase number or item.

B. The bidder must provide copies of at least one certificate of technical accreditation by the Vendor (s) of the specialist(s) for each of the modules and components of the software package.

C. The bidder's obligations must include (the bidder must provide a letter of guarantee that he will fulfill the below in full and at the appropriate competent level. The letter must be drawn up on a letterhead and signed by an authorized person):

C.1. provision of local (Ukrainian language) technical support for the software package until 31 December 2024, in accordance with the following requirements:

- consultations on the installation of the software package, its modernization (updating to new versions), integration with third-party*

solutions and services (only about software settings) and solving problems during work;

- consultations on administration of the software package, including modules and components (consoles, agents, etc.);
- consultations on setting up fault-resistant configurations of the software package;
- consultations on installation and configuration of software agents of the software package;
- consultations on the creation and setting of rules for the functioning of software components of the software package (consoles, agents, etc.) on the basis of the technical task provided in advance and agreed by the parties;
- consultations on working with software package software journals, including modules and components (consoles, agents, etc.);
- consultations regarding identified problems during the operation of the software package, including modules and components (consoles, agents, etc.) with recommendations for eliminating such problems;
- consultations on interaction with the Vendor(s) of software modules and components of the software package (working with the site, opening cases, downloading keys, etc.).

D. The awarded bidder, if requested, shall be able to provide training of the Customer's specialists (at least three persons) on policy setting, creation of rules according to which the software package should function, configuration, administration and operation of modules and components of the software package.

2.4.1, II. 4. Past experience: please submit minimum 1 contract **successfully executed** from the past **2 years** where your company has provided any of the software license required in Annex A in Ukraine.”

2. Technical Offer Form (Annex B), evaluation criterion 9 has been amended as follows:

“Please submit proof that your company is licensed and certified to sell **and maintain** the required software license package to Ukraine (i.e. Distributor agreement, reselling partner agreement, etc.) - **Please refer to the ITB provision 2.4.1, II. 2 with all the requirements listed** /Будь ласка, подайте підтвердження того, що ваша компанія має ліцензію та сертифікати для продажу необхідного ліцензійного пакета програмного забезпечення в Україні (наприклад, угода дистриб'ютора, угода партнера з перепродажу тощо)”

3. Technical Offer Form (Annex B), evaluation criterion 11 has been amended as follows:

Past experience: please submit minimum 1 contract **successfully executed** from the past **2 years** where your company has provided any of the software license required in Annex A

4. The Software Specifications (Annex A) have been changed, “HPO” was removed from the Solarwind Software requirements.

Attachments to this Corrigendum no. 1:

- Revised ITB invitation cover sheet with the revised requirements as per above point 1;
- Revised Annex B – Technical Offer Form as per above point 2 and 3;
- Revised Annex A – Software Specifications as per above point 4.

Thank you for your attention,

All other tender provisions remain unchanged.

Thank you for your kind attention.

A handwritten signature in black ink, consisting of a horizontal line with a vertical stroke crossing it, and a few loops and flourishes.

Kristof Horvath,
Supply Officer
UNHCR Ukraine