**Training centre for facilitation of IT training   
for Financial Investigation Department and Information Technologies Department   
of the State Financial Monitoring Service of Ukraine**

**Terms of Reference**

1. **Background**

The programme “EU Anti-Corruption Initiative in Ukraine (EUACI)” II is a four-year programme (2020-2024) implemented by the Danish Ministry of Foreign Affairs using the indirect implementation modality.

The overall objective of the programme is to improve the implementation of the anti-corruption policy in Ukraine, thereby ultimately contributing to a reduction in corruption. In pursuing this objective, the programme will support all key institutions in the flow of anti-corruption justice in Ukraine, from prevention to investigation, prosecution, adjudication of corruption cases and recovery of illegally obtained assets in line with international norms and the best European practices as well as the parliamentary and civilian oversight of the execution of the anti-corruption policy.

In 2002, the State Financial Monitoring Service of Ukraine (SFMS) was created the main task of which in the anti-corruption area is to analyze the suspicious financial transaction for generating and submitting case referrals and additional case referrals to NABU and other law enforcement agencies. The SFMS is not a fully anti-corruption authority but it helps NABU and other law enforcement agencies to investigate the financial flows within criminal investigations.

With the outbreak of the Russian full-scale invasion of Ukraine state authorities, which are the owners of different sensitive information were under constant cyber-attacks. The need to protect and provide up-to-day knowledge on how to maintain available data and systems of the state authorities becoming one of the issues, which require constant support.

The purpose of the support is to provide timely and effective assistance to SFMS Financial Investigation Department experts who work with big data sets and to ensure delivering knowledge to IT experts of the SFMS to increase their capacity in sustainable support of the SFMS’s information-telecommunication system (ITS). It is important to ensure the sustainable functionality of the SFMS's ITS and the relevant level of data protection in it, as the SFMS is the holder of sensitive information, which is important for criminal and financial investigations.

1. **Objective**

The objective of the assignment is to facilitate training for the SFMS staff according to the list provided in paragraph 4.1 “Scope of work” of this TOR. The training of the SFMS’s personnel on authorized courses of the manufacturer is within the mandatory requirements for its effective operation.

1. **Scope of work and expected deliverables**

**3.1. Scope of work**

The selected service provider will be responsible for assisting the EUACI in providing technical assistance with IT training for SFMS. The responsibility of the service provider will include the following tasks:

* Conducting a series of certified offline training for the SFMS:

|  |  |  |
| --- | --- | --- |
| **No.** | **Course name** | **Number of participants** |
| 1. | VMware vSphere: Install, Configure, Manage [V7] | 2 |
| 2. | VMware vSphere: Fast Track [V7] | 2 |
| 3. | Optimize and Scale [V7] | 2 |
| 4. | VMware vSphere: Troubleshooting [V7] | 2 |
| 5. | VMware NSX-T Data Center: Install, Configure, Manage [V3.2] | 2 |
| 6. | Web development course on .NET Core | 3 |
| 7. | Course C#/. NET PRO | 3 |
| 8. | Windows applications on WPF | 3 |
| 9. | MS Excel (basic level) | 25 |
| 10. | MS Excel (advanced level) | 30 |
| 11. | MS Word | 35 |

Additionally, the service provider will be requested to submit the following documentation:

* Providing the EUACI feedback forms after each training;
* Preparing all the necessary documents and materials to facilitate each training;
* Service provider has to have facilities to conduct pieces of training offline.

A contractor is responsible for:

* Sharing necessary reading materials before training;
* In consultation with the EUACI and the SFMS select the dates of training;
* Providing the possibility of delivering training both onsite and online, depending on the situation with Covid – 19 restrictions and war-related issues;
* Complete other supporting tasks.

**3.2. Expected deliverables**

* All training listed above conducted on time by qualified trainers;
* Feedbacks forms provided;

1. **Timeline**

The intended commencement date is the date of signature of the contract by both parties and the period of implementation of the contract will be up to 4 months, with facilitation of work from October 2022 – January 2023.

1. **Professional Requirements**

* Organization/company/centre officially registered in Ukraine for at least three years;
* Experience in facilitation of similar training for state institutions;

*Staff:*

The Contractor shall appoint one of its staff members to be the Team Leader for the implementation of this contract. The Team Leader shall be the main contact point for the EUACI and shall be responsible for the implementation of the contract and the services foreseen in this contract.

The Contractor shall designate qualified staff necessary for the performance of services defined in this ToR.

Qualifications, skills and professional experience of the trainers:

* At least a Master’s (or equivalent) degree in a relevant related field;
* Minimum of five years of professional experience in facilitation training for different projects, companies, and state institutions;
* Excellent knowledge of Ukrainian

The Contractor may select and hire other experts as required according to the needs. The procedures used by the Contractor to select these other experts shall be transparent and based on pre-defined criteria, including professional qualifications, language skills and work experience.

The costs for backstopping and support staff, as needed, are considered to be included in the tenderer's financial offer.

1. **Documents to be submitted in a Proposal**

* A personal CV of the trainers including information about their experience in similar projects;
* The company’s portfolio of previous projects (at least two references);
* Financial Proposal (the financial proposal should include the price for online and offline training)

1. **Monitoring and evaluation**

Definition of indicators

The performance of the Contractor will be judged upon reaching the purpose of this contract as well as obtaining its results, as indicated in the section “Objective” and “Expected Deliverables (Outputs)” herein respectively. Moreover, the performance of the Contractors will be judged upon the successful implementation of all the specific activities indicated in Section “Scope of work” of the present document. The quality assurance of the final product will be conducted by the EUACI.

Special requirements

By signing the contract, the Contractor agrees to hold in trust and confidence any information or documents ("confidential information"), disclosed to the Contractor or discovered by the Contractors or prepared by the Contractors in the course of or as a result of the implementation of the contract, and agrees that it shall be used only for the contract implementation and shall not be disclosed to any third party.

1. **Cross-cutting issues (integration of the youth, equal opportunities)**

The project will be implemented ensuring equal opportunities for men and women and the integration of the youth.

**HOW TO APPLY**

The deadline for submitting the proposals is **10 October 2022, 17:00 Kyiv time**.

The proposal shall include the information described in Section 6 of this ToR and should be submitted within the above deadline to [vikpop@um.dk](mailto:vikpop@um.dk) CC: Serhii Kononenko, [serkon@um.dk](mailto:serkon@um.dk) with the subject: **IT training for SFMS**.

Bidding language: English.

Clarification questions

Any clarification questions regarding the request for bid should be addressed to Viktoria Popyk, [vikpop@um.dk](mailto:vikpop@um.dk) CC: with a copy to Serhii Kononenko, [serkon@um.dk](mailto:serkon@um.dk) not later than **5 October 2022, 17:00 Kyiv time.**