**Technical Requirements and Scope of Services**

The Bidder shall:

* 1. Have retail chain **locations** in the following oblasts of Ukraine, in particular:
     + 1. Lvivska
       2. Kyivska
       3. Chernihivska
       4. Sumska
       5. Dnipropetrovska
       6. Zaporishzhia
       7. Kharkivska
       8. Donetska
       9. Mykolaivska
       10. Odeska
       11. Khersonska

1. Be able to design and issue, in an aesthetically pleasing manner, digital vouchers with a unique barcode or QR code, to deliver in the following forms to mobile phones, email, or printed with the below information as a minimum:
   1. Expiry date of voucher
   2. Donor and NRC logos
   3. Unique bar code or QR code (that can be scanned by cashiers and that can be used to pay at the online checkout)
   4. Legal text with useful information – terms of use and hotline number
2. Be able to design and created an online landing page for voucher recipients, to provide information on NRC’s voucher response. NRC will provide content.

1. Be able to design, create and provide printing services for information fliers on the NRC voucher response in stores in A5 and A4 sizes. NRC will provide content
2. Restrict the voucher purchases to specific items such as: construction material, home appliances, winter clothing, and other product categories as defined by NRC.
3. Provide different nominal **value vouchers** as requested by NRC.
4. Remain flexible with NRC towards value of vouchers, nominal value of vouchers, and validity dates of vouchers.
5. Have a hotline for a **Complaints and Feedback Mechanism (CFM**) that can support address the issue of voucher redemption and can refer cases as necessary to NRC.
6. Provide and deliver in bulk to key areas such as Dnipropetrovska, Zaporishzhia, Khersonska, Sumska and Kyivska Oblasts specific construction and non-food items purchased with the vouchers.
7. Be able to provide in English to NRC a weekly summary report, in excel format, containing a minimum of:
   1. Bar code number exchanged
   2. Valid until date
   3. Date of activation
   4. Status: used/not used
   5. Date of use
   6. Denomination of voucher:
   7. Retail branch address
   8. Oblast
   9. Total sum of receipt
   10. Items purchased
8. Provide a focal point that can work and liaise with NRC in professional English.
9. Ensure the value of the items purchased using the digital vouchers do not differ from the ticket price of such items on the day of purchase.
10. Submit a pricing proposal that is inclusive of all fees, costs, and charges, itemized and detailed, for the provision of the services outlined in Parts 1-11 above, which shall form the Framework Agreement (FWA) for provision of Supermarket Digital Voucher System.
11. Ensure that the items detailed in Annex 1 are available for purchase in the Oblasts specified in requirement 1.
12. Ensure that these categories of the items are available for purchase:
    1. Construction materials: all items related to internal and external construction use, like cement, roof sheets, PVC doors (internal external), PVC windows, building blocks, hammers, screws, etc…
    2. Winterization category: winter clothes, gloves, boots, wool hats, jackets, etc…
    3. Heating appliances: radiators, electric heating appliances, thermal insulation
    4. Non-Food Items: plastic sheets, utensils, kitchen tool ware, jerry cans, flash lights etc…
13. Ensure that the items purchased and redeemed are delivered to beneficiaries’ location/ property.
14. **Transportation/Delivery:**
    1. Additional delivery services will be covered by the beneficiaries
    2. First delivery service is free of charge for the beneficiary and covered by NRC
    3. Outline the transportation methodology and the combination of deliveries for each location to reduce transportation costs.
    4. Provide comprehensive information on the delivery of items (departure, destination, and charges).
    5. Supply a clear delivery cost catalogue for each area office/location.
    6. Submit a delivery report to NRC before dispatching to ensure all possible combinations of deliveries in the same direction are considered to save costs.
15. **Customer Services** 
    1. Ensure the supplier can provide adequate induction to NRC staff and BFs on the voucher system.
    2. Nominate focal points for each location.
    3. Provide brochures/leaflets/information packages about the voucher system, eligible/non-eligible items, delivery details
    4. Offer specific customer service communication lines for BFs' Q&A.
16. **Data Analysis / Sharing** 
    1. Provide regular reports on the number of BFs visiting stores, submitting online requests, high-demand categories/items
    2. Submit invoices with adequate supporting documents such as reports, evidence of delivery, transportation charges.