**Terms of Reference**

**for Supply and Delivery of 500 Tablets**

**1. Objective:** The objective of this project is to procure, and deliver 500 tablets to the indicated locations in Kherson and Kharkiv regions

**2. Scope of Work:**

The purpose of this Terms of Reference (ToR) is to outline the requirements and guidelines for the supply and delivery of 500 tablets to the listed locations in Annex 4. Detailed elements are listed in the Annex 3 Specifications. The contractor must adhere ensuring compliance with relevant regulations, standards, and contractual obligations. The above should be carried out according to the instructions of the project team.

The methods and technology employed for the supply, delivery and installation of the requested items must adhere to the requirements specified in applicable norms, standards, and regulatory legal acts in Ukraine. Additionally, the Contractor must adhere to other pertinent documents governing the quality of work outlined in this documentation.

All materials utilized must conform to regulatory documents, including quality assessment based on Quality certificates, Certificates of conformity, and Product data sheets, where applicable. The Contractor bears responsibility for ensuring that the materials used comply with State standards and specifications.

The products supplied must come with a warranty period of no less than 12 months from the date of signing the certificate of completion.

During the warranty period, the Contractor is obligated to promptly respond to any requests from the Customer to address defects in the works. The Contractor must visit the facility within 2 days of such a request to rectify any issues, provided that proper operation procedures have been followed. The Contractor is liable for addressing defects identified within the warranty period.

**2.1. Tablet items:**

* Supply and delivery of list of items indicated in the Annexes
* Installation and configuration of all IT equipment ensuring the items are ready to be used.
* Testing and ensuring proper functionality of all IT items post-installation if requested.

**3. Amendments:**

* Any changes or amendments to this Terms of Reference must be agreed upon in writing by both parties.

This Terms of Reference serves as a guideline for the procurement, delivery, and installation of 500 tablets specifies and outlines the responsibilities and expectations of both HIA and the selected vendor.