Technical requirements for the development of the UNITA information website

1. General provisions
- 1.1. Project name: Information Website of The Ukrainian National Insolvency Trustee Association (UNITA).
- 1.2. Project Goal: Creating a modern, functional, and user-friendly informational Website to provide UNITA members, stakeholders, and the public with up-to-date information about the association's activities, industry news, regulatory framework, reporting, and other relevant materials.
- 1.3. Beneficiary: The Ukrainian National Insolvency Trustee Association (UNITA).
- 1.4. Supplier: to be determined by open bidding.

2. Goals and objectives of the site
- 2.1. Main goals:
  - Provide UNITA members with timely and complete information.
  - Provide convenient access to the regulatory framework in the field of bankruptcy.
  - Ensure transparency of UNITA's activities through the publication of reports.
  - Inform the public about key events and decisions of the association.
  - Create an authoritative online resource in the field of bankruptcy in Ukraine.
- 2.2. Objectives of the site:
  - Publication of news, announcements of events and other relevant information.
  - Provision of structured access to decisions of UNITA management bodies.
  - Provision of convenient search and viewing of regulatory documents.
  - Publication of reports on UNITA activities.
  - Posting of reference information and information on bankruptcy issues.
  - Maintaining an internal register of insolvency trustees (with periodic updating by importing data from a structured MS Excel file).
  - Provision of contact information and opportunities for feedback.

3. Site structure requirements
- 3.1. Main sections:
  - HOME
  - MANAGEMENT
    - Council of Insolvency Trustees of Ukraine
    - Secretariat
    - Committee on the Protection of the Rights of Military Personnel and Veterans The National Association of Insolvency Trustees of Ukraine
    - Audit Commission
    - Regional Councils
  - NEWS
    - All Association News
    - Events
    - General News
    - Regional News

- o DECISIONS
  - ▪ All Decisions
  - ▪ Decisions of the Congress of Insolvency Trustees of Ukraine
  - ▪ Decisions of the Council of Insolvency Trustees of Ukraine
  - ▪ Decisions of the Congresses of Insolvency Trustees of Regions
  - ▪ Decisions of the Councils of Insolvency Trustees of Regions
  - ▪ Decisions of the Audit Commission
  - ▪ Disciplinary Practice
- o ORDER
- o RECOMMENDATIONS AND CLARIFICATIONS
- o BY THE INSOLVENCY TRUSTEES
  - ▪ Internship of insolvency trustees
  - ▪ Membership fees of insolvency trustees
  - ▪ Register of insolvency trustees
- o INFORMATION TO PARTIES IN BANKRUPTCY CASES
- o REGULATORY FRAMEWORK
  - ▪ Legislation for insolvency trustees
  - ▪ UNITA Statute
  - ▪ Regulations
  - ▪ Codes
  - ▪ Useful Links
- o JUDICIAL PRACTICE
- o REPORTING
- o MEMORY PAGE
- o UNITA MUSEUM
- o CONTACTS
  - ▪ Facebook
  - ▪ X (formerly Twitter)
  - ▪ UNITA address.
  - ▪ Phone numbers.
  - ▪ Email addresses.

The detailed list of sections will be specified in Stage 1 "Development of the technical specification".

4. Functional requirements
- 4.1. Content management system (CMS):
  - o WordPress: Use the WordPress content management system.
  - o Intuitive interface for creating, editing and publishing news, articles, reference information, regulatory documents and reports.
  - o Ability to differentiate access rights for different roles of WordPress editors.
  - o Support for various content formats (text, images, videos, PDF, DOC, etc.) using WordPress.
  - o Ability to schedule publications using WordPress.

- o Tools for SEO-optimization of content (meta tags, keywords, URLs) using appropriate WordPress plugins.
  - o Ability to create and manage sections, categories and tags using WordPress.
- 4.2. News:
  - o News separation by categories (implemented through WordPress categories).
  - o News filtering and sorting by date, category (standard WordPress functions or appropriate plugins).
  - o News search (standard WordPress search).
  - o Ability to comment on news (standard WordPress function with the possibility of moderation).
  - o Newsletter subscription (implemented using email marketing plugins integrated with WordPress).
  - o Ability to share news on social networks (implemented using appropriate WordPress plugins).
- 4.3. Decision:
  - o Structured presentation of UNITA management decisions by category (implemented via separate pages or custom WordPress post types).
  - o Search for decisions by date, number, keywords (implemented via standard WordPress search or specialized plugins).
  - o Ability to view and download documents (PDF) (implemented via file upload in WordPress).
- 4.4. Regulatory framework:
  - o Hierarchical structure of regulatory documents (implemented through WordPress pages or custom post types).
  - o Search by number, date, keywords, document type (implemented using standard WordPress search or specialized plugins).
  - o Ability to view and download documents (implemented through file uploads in WordPress).
- 4.5. Reporting:
  - o Posting reports for different periods (implemented via WordPress pages or custom post types).
  - o Ability to view and download reports (PDF) (implemented via file uploads in WordPress).
- 4.6. Register of insolvency trustees:
  - o Provide for the technical possibility of synchronizing the data of insolvency trustees with the register of the Ministry of Justice of Ukraine by importing data from a structured file (MS Excel format).
  - o Ability to search by tax code of the National Tax and Customs Administration of Ukraine code, last name, first name, patronymic, region (implement using plugins for advanced WordPress search).
  - o Display contact information of insolvency trustees (implement via meta fields).
- 4.7. Search:
  - o Full-text search across all site content (standard WordPress search).
  - o Advanced search with filtering by sections, date, content type (implemented using WordPress advanced search plugins).

- 4.8. Contacts:
    - Feedback form (implemented using WordPress contact form plugins).
    - Contact information (address, phone numbers, email) (implemented via WordPress page).
    - Posting news from posts on social networks (Facebook, X) (implemented using WordPress plugins).
    - Ability to display location on a map (Google Maps) (implemented using WordPress plugins).
- 4.9. Personal user account for UNITA members and the executive director (administrator role), for more details see separately below **Appendix 3. User account on the UNITA website**
- 4.10. Administration:
    - Standard WordPress user and role management tools.
    - Site structure and menu management via the WordPress interface.
    - User activity monitoring using analytics plugins (e.g. GA4).
    - Data backup (implemented using WordPress backup plugins).

5. Non-functional requirements
- 5.1. Productivity:
    - Optimize WordPress, PostgreSQL database and plugins used for fast page loading.
    - Use WordPress caching plugins.
    - Optimize images.
- 5.2. Security:
    - Using strong passwords and two-factor authentication for WordPress administrative accounts.
    - Regularly updating WordPress, themes, and plugins.
    - Using WordPress security plugins.
    - Setting up a firewall at the hosting level (Mirohost).
- 5.3. Scalability:
    - Choosing a WordPress theme and plugins that provide scalability.
    - Readiness to optimize the PostgreSQL database as data volume increases.
    - Ability to scale hosting resources on Mirohost as traffic increases.
- 5.4. Usability:
    - Choosing an intuitive WordPress theme.
    - Designing user-friendly navigation.
    - Responsive design (ensure selection of a responsive WordPress theme or development of a responsive theme).
    - Ensuring readability of content.
    - Checking accessibility using appropriate WordPress plugins and tools.
- 5.5. SEO optimization:
    - Using WordPress SEO plugins (e.g. Yoast SEO, Rank Math).
    - Configuring robots.txt and sitemap.xml files using WordPress or plugins.
    - Integrating with Google Analytics and Google Search Console (using WordPress plugins).
- 5.6. Responsive Design:

- o Choosing or developing a WordPress theme with responsive design.
- o Testing display on different devices.
  - 5.7. Language support:
    - o Using WordPress multilingual plugins (e.g. WPML, Polylang) to support Ukrainian and English languages.

6. Design requirements
- 6.1. General style: Official, modern, professional, consistent with UNITA's corporate identity.
- 6.2. Color scheme and fonts: Consistent with UNITA's corporate identity (implemented through WordPress theme settings or CSS).
- 6.3. Page layouts: Development of layouts for all major page types and their implementation using a WordPress theme and, if necessary, page builder plugins (e.g. Elementor, Beaver Builder).
- 6.4. Readability: Selection of appropriate fonts and sizes, adjustment of spacing and indentation through WordPress theme CSS.
- 6.5. Use of multimedia: Correct display of images, infographics, videos using WordPress tools.

7. General requirements for security
- User authentication should be limited to authorized networks and/or devices only.
- Secure authentication protocols used should comply with industry standards (encryption protocols used have not been compromised) and best practices.
- Login pages should protect all confidential data entered and should only issue a general error in case of login failure.
- The site should comply with the requirements of regulatory documents on technical information protection.
- Cryptographic libraries for qualified electronic signature should be used for authorization. For this purpose, "IIT User CSK-1" libraries (or similar) should be used, which should operate as a separate service to which the authorization service will refer. **The cost of licenses and technical support for the cryptographic library for qualified electronic signature should be submitted as part of the proposal.**
- Classification of processed information by status/access order – **open information** (in accordance with the Law of Ukraine "On Information").
- **The creation of a comprehensive information protection system is not included in the scope of work** according to these Technical Requirements.

8. Technical requirements
- CMS: WordPress.
- Programming language: PHP (WordPress's main language), JavaScript, HTML, CSS.
- Database: PostgreSQL. Configure WordPress to work with a PostgreSQL database (may require the use of specialized plugins or settings).
- Hosting: Mirohost (https://mirohost.net/).
  - o Selection of the tariff plan: it is necessary to know the approximate number of visitors, the volume of content, the intensity of use of the functionality. It is necessary to take into account the possibility of scaling the tariff plan in the future.
- Domain name:unita.community

Note: The cost of hosting and the cost of using a domain name are **not included in the cost of these Technical requirements and are the responsibility of UNITA**.

9. Development stages
- Development of the technical specification, including Website design;
- Website software development (WordPress-based layout, functionality development (WordPress plugins, custom PHP code), CMS setup), development of software and operational documentation; development of a test program and experimental operation methodology;

- Introduction of Website into experimental operation, including training the Beneficiary's specialists.

10. Testing requirements
- Functional testing of all WordPress site elements and developed plugins.

- Usability testing.

- Performance and load testing on Mirohost hosting.

- WordPress and PostgreSQL database security testing.

- Cross-browser and cross-platform testing.

- Adaptability testing on different devices.

11. Staff training requirements
- The training consists of training the Beneficiary's specialists in website administration and work, including training in working with CMS WordPress.

- Distance learning is allowed.

- The language of instruction is Ukrainian.

- The training is conducted for UNITA specialists - at least 2 people.

12. Acceptance criteria
- Compliance of the developed site with these technical requirements and the document "Technical specification" developed at the appropriate stage of contract execution.

- Correct operation of all functional WordPress elements and developed plugins.

- Compliance of the design with approved layouts implemented on the basis of the WordPress theme.

- Compliance with non-functional requirements (performance on Mirohost, WordPress security, usability, etc.).

- Successful completion of all testing stages.

13. Using third-party software
If the Supplier proposes to use standard software from other manufacturers (including WordPress) in its proposal, the cost of the proposed software **must be included in the proposal price**. The specified software is also subject to warranty service requirements.

14. Ownership of materials
Property, including exclusive, intellectual property rights to the site software, including those provided for by the Civil Code of Ukraine, the Law of Ukraine "On Copyright and Related Rights", as well as other legislation of Ukraine and international regulatory legal acts, are transferred to UNITA from the moment of development (creation, modernization).

The site software must not have the status of EOL / EOS (end of life / end of support) at the time of delivery.

The Supplier provides the latest version of the site software.

Updated versions of the site software are provided by the Supplier during the warranty period free of charge.

The site software must correspond to the description provided in the operational documents.

15. Warranty support requirements

- Warranty support terms are provided in Appendix 4.

14. Appendices

- Appendix 1. Sample page layouts for the UNITA website.
- Appendix 2. Information guide on bankruptcy cases.
- Appendix 3. User account on the UNITA website.
- Appendix 4. Warranty support terms.

Appendix 1. Sample page layouts for the UNITA website.

Color scheme:
- Primary colors: Use yellow and dark green.
- Secondary colors: Gray (for background, block separation) and white (for text, cards).
- Accent colors: Richer shades of yellow and dark green for buttons, links, and other interactive elements.

Typography:
- Use the font of the Ministry of Digital Economy: e-Ukraine Head.
- Headings: Larger and bolder, highlighted in color (yellow or dark green).
- Main text: Medium size, sufficient line spacing for comfortable reading.

1. Home page

- Header:
  - o UNITA logo (in the upper left corner).
  - o Below the logo is a brief description of the association.
- Main menu - vertical, to the right of the logo, with links:
  - o Management
  - o News
  - o Decisions
  - o Orders
  - o Recommendations and clarifications
  - o Insolvency trustees
  - o Infographics
  - o Regulatory framework
  - o Case law
  - o Reporting
  - o Contacts.
- "Menu" button (in the upper right corner). When clicked, a drop-down menu opens with the following items:
  - o Home
  - o News
  - o Decisions
  - o Regulatory framework
  - o Management (from the submenu - management structure)
  - o Register of insolvency trustees from the submenu - search, information. Is a mirror of the register of the Ministry of Justice
  - o Legislation
  - o Insolvency trustees (from the submenu - information for insolvency trustees)
  - o Infographics

- o UNITA Bulletin (questions)
- o Contacts
- Search field (in the upper right corner under the "Menu" button).
- Main content:
  - o "News" block: Carousel or list of the latest news with headlines, short descriptions and images.
  - o "Decisions" block: List of the latest decisions of UNITA's governing bodies with the ability to filter by type.
  - o "Orders" block
  - o "Management" block
  - o "Chairmen of the Insolvency Governing Councils of Regions" block with photo and contacts (phone, e-mail)
  - o "Regulatory Framework" block
  - o "Reporting" block
  - o "Feedback" block
  - o "About Us" block with map and geolocation
- Footer:
  - o UNITA contact information (address, phone numbers, email).
  - o Social media links.
  - o Sitemap.
  - o Copyright information.
  - o "Login" button (for UNITA members - transition to an electronic account, in which the identification of its members is by internal login (email)-password. A qualified electronic signature should be used only for verification when registering new members and when resetting the password of existing members. Provide for adding a member's login-password manually (exclusively by the executive director under various circumstances).

2. "Management" page

- Header: As on the main page.
- Navigation: Breadcrumbs ("Home" → "Management").
- General page title: "Management".
- Management person cards by type:
  - o Subtitle "Management of the Council of Insolvency Trustees of Ukraine" contains the following information:
    - ▪ Photo.
    - ▪ Full name.
    - ▪ Regalia, specialization.
    - ▪ Contact information (email).
  - o Subtitle «Secretariat of the Council of Insolvency Trustees of Ukraine», contains the following information:
    - ▪ Photo.
    - ▪ Full name.

- - - Regalia, specialization.
    - Contact information (email).
  - Subtitle "Committee on the Protection of the Rights of Military Personnel and Veterans The National Association of Insolvency Trustees of Ukraine", contains the following information:
    - Photo.
    - Full name.
    - Regalia, specialization.
    - Contact information (email).
  - Subtitle «Audit Committee», contains the following information:
    - Photo.
    - Full name.
    - Regalia, specialization.
    - Contact information (email).
  - Subtitle «Regional Councils of Insolvency Trustees of Ukraine», contains the following information:
    - Photo.
    - Full name.
    - Regalia, specialization.
    - Region of activity.
    - Contact information (email).
- Footer: As on the main page.

3. News page

- Header: As on the main page.
- Navigation: Breadcrumbs ("Home" → "News").
- Page Title: "News".
- Filters:
  - Select news category (all, events, general, regional).
  - Search by keywords.
  - Calendar for filtering by date.
- News list:
  - News cards with headlines, publication dates, short descriptions and images.
  - Pagination (page navigation) for large numbers of news items.
- Footer: As on the main page.

4. Page «Decisions»

- Header: As on the main page.
- Navigation: Breadcrumbs ("Home" → "Decisions").
- Page Title: "Decisions".
- Filters:

- o Choice of decision category (All, congress decisions, council decisions, disciplinary practice, ethics committee)
- o Decision date

- List of decisions:
  - o Tabular representation of solutions with columns: "Number", "Date", "Name", "Type", "Document link".
  - o Ability to sort by each column.
  - o Pagination (page navigation).
- Footer: As on the main page.

5. "Orders" page
- Header: As on the main page.
- Navigation: Breadcrumbs ("Home" → "Orders").
- Page Title: "Orders".
- List of orders:
  - o Tabular representation of solutions with columns: "Number", "Date", "Name", "Type", "Document link".
  - o Ability to sort by each column.
  - o Pagination (page navigation).
- Footer: As on the main page.

6. «Recommendations and clarifications» page
- Header: As on the main page.
- Navigation: Breadcrumbs ("Home" → " Recommendations and clarifications ").
- Page Title: "Recommendations and clarifications".
- List of recommendations and clarifications:
  - o o Cards with titles, publication dates, short descriptions and images.
  - o o Pagination (page navigation) for large amounts of news.
- Footer: As on the main page.

7. «Insolvency Trustees» page
- Header: As on the main page.
- Navigation: Breadcrumbs ("Home" → " Insolvency trustees ").
- Page Title: " Insolvency trustees ".
- Information on decisions on UNITA membership fees and payment details
- Link to the page "Register of insolvency trustees "
- Link to the page "Internship of insolvency trustees"
- Footer: As on the main page.

8. "Register of insolvency trustees" page
- Header: As on the main page.
- Navigation: Breadcrumbs ("Home" → " Insolvency trustees " → "Register of insolvency trustees").

- The "Register of insolvency trustees" page is an interactive tool for searching for information about insolvency trustees in Ukraine. The main elements of the page include:
    - Page Title: "Register of insolvency trustees"
    - A table that contains the following information:
        - Full name.
        - Region of activity.
        - Contact information (address, phone, e-mail).
        - Certificate number.
        - Additional information (for example, work experience, specialization).
    - Ability to sort cards by name, region, etc.
    - It is a mirror of the data of insolvency trustees from the register of the Ministry of Justice of Ukraine. It is updated once a month.
- Footer: As on the main page.

9. "Internship of insolvency trustees" page. Manual content management
- Header: As on the main page.
- Navigation: Breadcrumbs ("Home" → "Insolvency trustees" → " Internship of insolvency trustees").
- Page Title: " Internship of insolvency trustees ".
- Information on the internship of insolvency trustees:
    - Internship requirements
    - Required documents
    - Details
- List of interns:
    - Tabular representation of interns with columns: "Intern's full name", "Internship supervisor", "Internship referral number", "Internship start date", "Internship supervisor's review approval date".
    - Ability to sort by each column.
- List of internship supervisors:
    - Tabular representation of internship supervisors with columns: "Head's full name", "Certificate number", "Regional Council", "Specialization", "Experience", "Number of intern vacancies", "Contact details".
    - Ability to sort by each column.
- Footer: As on the main page.

10. «Information for parties in bankruptcy cases» page
- Header: As on the main page.
- Navigation: Breadcrumbs ("Home" → "Information for parties in bankruptcy cases").
- Page Title: " Information for parties in bankruptcy cases".
- Information on bankruptcy cases:
    - Link to obtain information certificate on bankruptcy cases at https://asbn.minjust.gov.ua/dashboard
    - Instructions with pictures on how to obtain a certificate (Appendix 2):
- Footer: As on the main page.

11. «Regulatory framework» page

- Header: As on the main page.
- Navigation: Breadcrumbs ("Home" → "Regulatory framework").
- Page Title: "Regulatory framework".
- Cards with links to key laws, statutes, regulations and codes. Links – to primary sources (laws) and to internal site resources
- Footer: As on the main page.

12. «Case law» page

- Header: As on the main page.
- Navigation: Breadcrumbs ("Home" → "Case law").
- Page Title: "Case law".
- Filters:

  - Categories of cases (bankruptcy of individuals, bankruptcy of legal entities, appeals against decisions of insolvency trustees).

  - Articles of legislation.

  - Court.

  - Date of decision.

  - Search by keywords.

- List of court decisions:

  - Cards or tabular representation:

    - Case number.
    - Date of decision.
    - Name of court.
    - Brief description of decision.
    - Case category.
    - Articles of law applied.
    - Link to the full text of the decision (PDF, HTML).
- Detailed page of the court decision:
    - Case title.
    - Full name of the court.
    - Case number.
    - Date of decision.
    - Formatted text of the decision.
    - Applied articles of legislation.
    - Link to download the decision file.
- Additional features:
    - Sorting the list of decisions by date, case number, court.
    - Pagination for convenient viewing of a large number of decisions.
- Footer: As on the main page.

13. «Reporting» page

- Header: As on the main page.
- Navigation: Breadcrumbs ("Home" → "Reporting").
- Page Title: "Reporting".
- Reporting sections:
    - Annual reports.

- o Financial reports.
- o Other reports.
- List of reports:
  - o Tabular presentation of reports:
    - ▪ Report name.
    - ▪ Reporting period.
    - ▪ Report type.
    - ▪ File format (PDF, DOCX).
    - ▪ Download link.
- View report:
  - o Ability to view the report online.
  - o Convenient navigation through the document.
- Download report:
  - o Ability to download the report in various formats (PDF, DOCX).
- Additional features:
  - o Search by report name, period.
  - o Sort by date, report type.
- Footer: As on the main page.

14. «Memory Page»

General design principles for this page:
- Restrained, respectful style.
- Use of dark colors (e.g., dark gray) with small accents (e.g., muted yellow).
- Clear structure, easy navigation.
- Use of photographs of the deceased (with the consent of relatives).

Page structure:
- Header: As on the main page.
- Navigation: Breadcrumbs ("Home" → "Memory Page").
  - o Page Title: "Memory Page" (large, stylized headline).
- Introduction:
  - o A short text about the purpose of the page and the importance of honoring the memory of the dead.
- Sections by year of death (or other criterion):
  - o For example, "Dead in 2022", "Dead in 2023", etc.
- Information about the dead:
  - o For each person:
    - ▪ Photo (if available).
    - ▪ Full name.
    - ▪ Position, place of work.
    - ▪ Circumstances of death (brief description).
    - ▪ Date of death.
    - ▪ Place of burial (at the request of relatives).
    - ▪ Memories from colleagues, friends, relatives (optional).
- Additional elements:
  - o Memory book (possibility to leave a note).
  - o Video memories (if available).
  - o Links to resources with information about the deceased (if necessary).

Footer: As on the main page.

15. «UNITA Museum» page

The general goal of the Museum's activities:

- collection, preservation and systematization of materials related to the activity of insolvency trustees;
- reflection of key stages in the formation of the institution of bankruptcy in Ukraine;
- perpetuating the role of insolvency trustees in protecting the rights of creditors and debtors and ensuring economic stability;
- creation of an educational space for young professionals and students interested in the institution of bankruptcy and law in general;
- presentation of UNITA's achievements, projects and initiatives to the general public and international partners.

The format of the museum could be a digital online museum, providing open access for all interested parties.

General design principles for this page:
- Restrained, informative style. Emphasis on content and easy navigation.
- Use of corporate colors.
- Clear structure that allows easy transition between sections and exhibits.
- Use of multimedia materials (photos, videos, documents).

Page structure:
- Header: As on the main page.
- Navigation: Breadcrumbs ("Home" → "UNITA Museum").
- Page Title: "UNITA Museum" (large, stylized headline).

Introduction:
- A short text about the purpose of the museum and its importance for preserving the history of insolvency trustees.

Sections (Galleries) by topic:
- For example, "History of the Institute of Bankruptcy", "Personalities", "UNITA Projects".

Information about exhibits:
- For each exhibit (e.g. document, photograph):
    - Photo (high quality, with the ability to enlarge).
    - Title.
    - Date of creation/event.
    - Brief description, historical context.
    - Link to the full version (if it is a document).

Additional elements:
- Feedback form for submitting materials to the museum.

Footer: As on the main page.

16. "Contacts" page

- Header: As on the main page.
- Navigation: Breadcrumbs ("Home" → "Contacts").
- Page Title: "Contacts".
- Contact information:
    - UNITA address.
    - Phone numbers.
    - Email addresses.

   o Social media links.
- Feedback form.
- Google Maps showing the location of UNITA.
- Footer: As on the main page.

General design elements

- Color accents: Use UNITA colors to highlight important elements (buttons, links, headings).
- Buttons: Modern design, with rounded corners, change color when hovered over.
- Cards: Use to display news, articles, information about insolvency trustees.
- Tables: Make them easy to read, with alternating row colors.
- Responsive design: The site should display correctly on all types of devices (computers, tablets, smartphones).
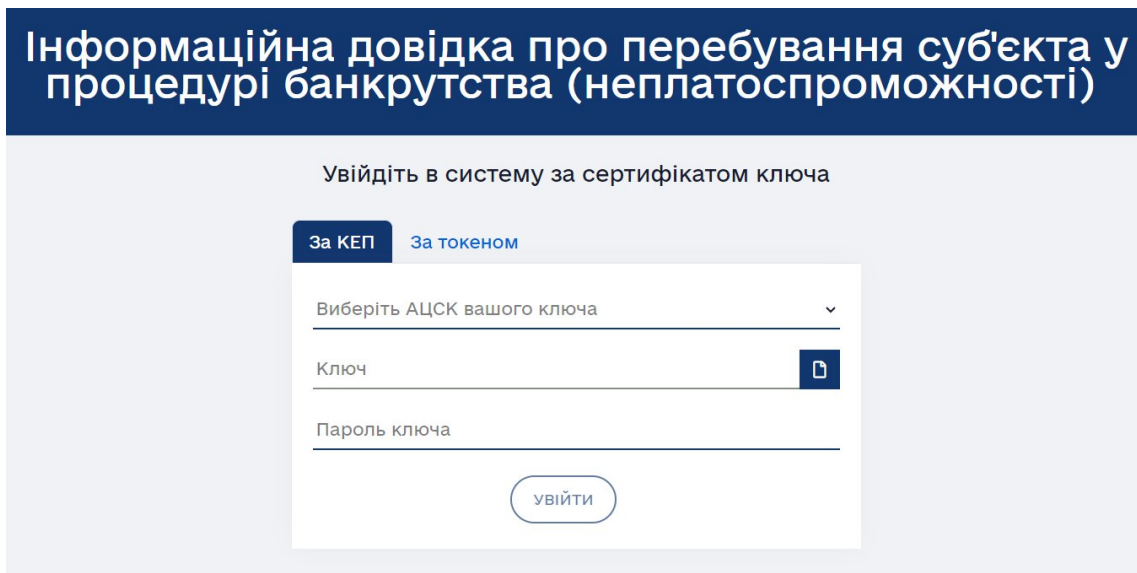
## Appendix 2. Information guide on bankruptcy cases

After following the link, you must select "Information on Bankruptcy Cases" (picture, Ukrainian):
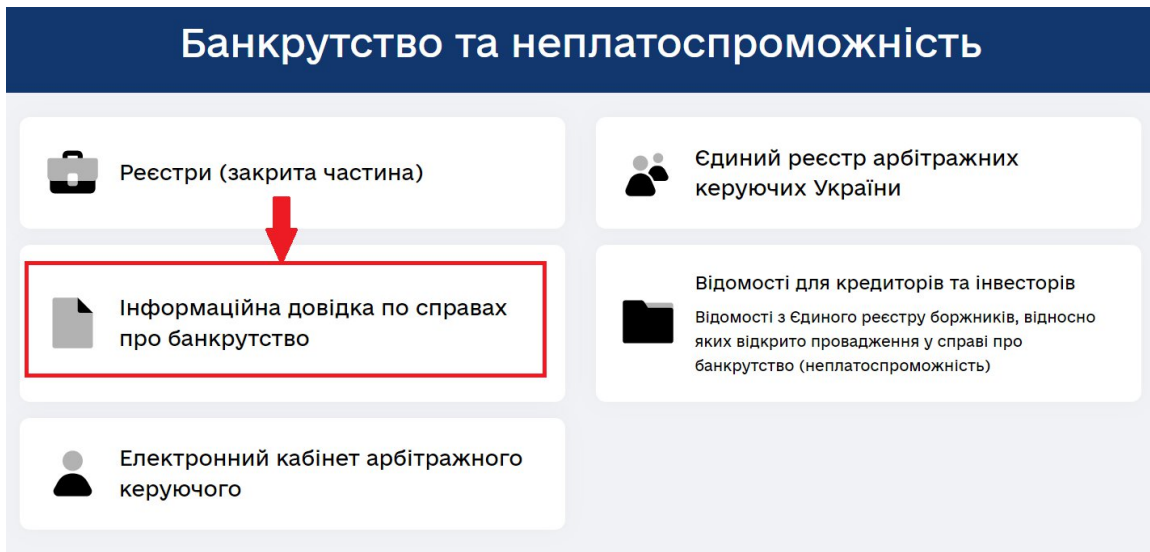
You can enter the system by applying an electronic signature (picture, Ukrainian):


After authorization (i.e. after logging into the system by applying an electronic signature), you must enter data search parameters to generate an information certificate. (picture, Ukrainian):

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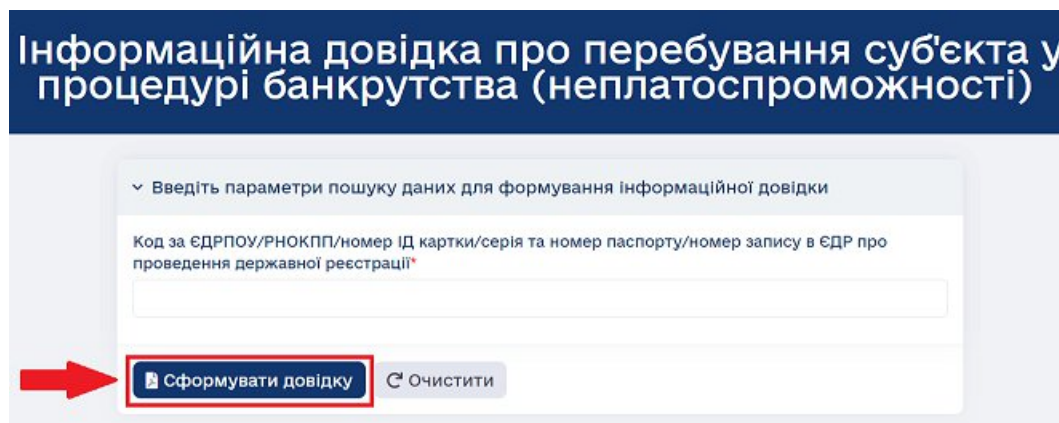
After entering the tax (EDRPOU/RNOKPP) code, etc., you need to click the "Generate a certificate" button.

You will see a new window with a preview of the certificate containing all the necessary information. You can also download this certificate. (picture, Ukrainian):
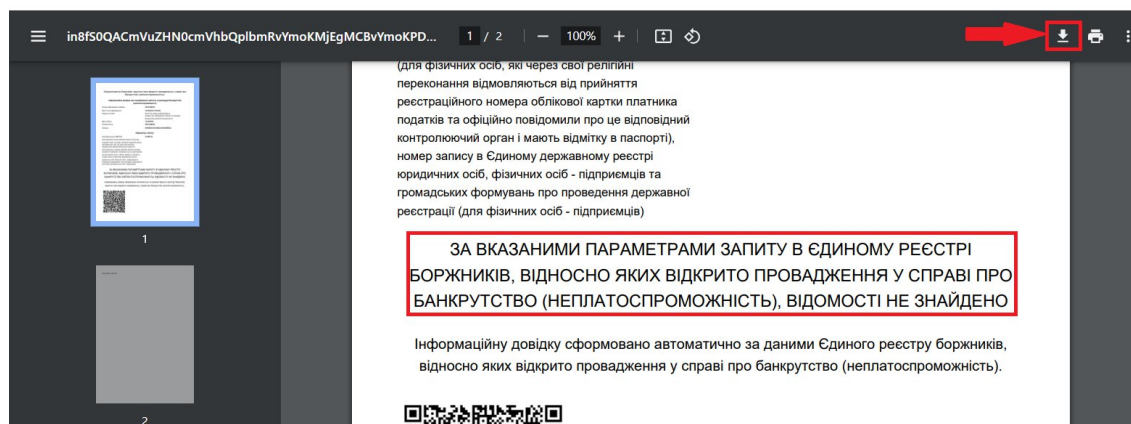
Appendix 3. User account on the UNITA website

The goals of creating a user account on the website of The National Association of Insolvency Trustees of Ukraine

Creating a personal user account on the website of The National Association of Insolvency Trustees of Ukraine (UNITA) can serve for the purpose of interaction between the Association and its members..

For members of the Association (insolvency trustees)
- ***Centralized access to information and documents:***
  - ***UNITA documents:*** *Statutes, regulations, decisions of management bodies, minutes of meetings, orders, etc.*
  - ***Regulatory and legal framework:*** *Current laws, bylaws, clarifications and case law relating to the activities of insolvency trustees.*
  - ***Sample documents:*** *Templates for applications, requests, reports, remediation plans and other documents necessary for work.*
- ***Management of personal data and membership:***
  - ***View membership status:*** *Information about the validity of the certificate, contribution payment history, and any arrears.*
- ***Education and development:***
  - ***Access to educational materials:*** *Webinars, presentations, methodological recommendations, recordings of conferences and seminars organized by UNITA.*
  - ***Event schedule:*** *Information about upcoming conferences, seminars, advanced training courses, online registration option.*
- ***Communication and interaction:***
  - ***Forum or community:*** *A closed platform for discussing professional issues, sharing experiences, and asking for advice.*
  - ***Notification system:*** *Receive prompt notifications about important changes in legislation, UNITA news, upcoming events. Notification method – e-mail.*

For UNITA (Executive Director. He is also the site administrator)
- *Internship: Information on certification and attestation of interns, the ability to track the progress of interns' training;*
- *Management of mailings (e-mail), surveys;*
- *Content management (documents, materials, regulatory framework, news);*
- *News management;*
- *Accounting for payment of membership fees;*
- *Budget management, budget execution (tables).*

Basic requirements for a user account on the UNITA website

1. General regulations

- **Project name:** User account of The National Association of Insolvency Trustees of Ukraine.
- **Project goal:** Increasing the efficiency of interaction between UNITA and its members, centralizing information, automating processes, and improving the quality of services provided.
- • **Target audience:**
  - **Main:** UNITA members (insolvency trustees).
  - **Auxiliary:** UNITA Executive Director (administrator).
- **Technologies used (preliminary):** Modern web technologies (e.g. PHP/Python/Node.js for backend, React/Vue/Angular for frontend, PostgreSQL/MySQL for database).

2. Functional requirements

2.1. Registration and authorization
- **Registration:**
  - Registration for new UNITA members with basic data (name, ID number, contact details). Registration and login to the account – via login (email)-password with one-time confirmation of registration by qualified electronic signature.
  - Protection against spam (CAPTCHA).
- **Authorization:**
  - Login by login (email/certificate number) and password.
  - "Forgot password" function with the possibility of recovery via email with verification via qualified electronic signature.
  - Protection against password selection (temporary blocking after several unsuccessful attempts).
- **Role model:**
  - **User (UNITA member):** Full access to your account, viewing and editing your data.
  - **UNITA Executive Director (administrator):** Full access to managing users, content, documents, mailings, etc. (see section 2.5 for details).

2.2. User profile (for UNITA members)
- **View and edit personal data:**
  - Full name, date of birth, passport details, personal tax number.
  - Contact details (phone, email, address).
  - Number and date of issue of the insolvency trustees certificate.
  - Specialization (if available).
  - Photo (optional).
- **Membership information:**
  - Current status of the certificate (valid, suspended, terminated, etc.).
  - Date of joining UNITA.

- - Membership fee payment history (date, amount, status). Entered by the Executive Director.
    - Information on debts (if any). Entered by the Executive Director.
- **User documents:**
  - Ability to upload personal documents (e.g. copies of certificates, diplomas).
  - View documents uploaded by the executive director for a specific user (e.g. certificates, decisions).
- **Manage newsletter subscriptions:** Selecting topics for notifications.

2.3. Documents and materials section
- **General database of UNITA documents:**
  - Sections: UNITA Statute, Regulations, Council Decisions, Minutes of meetings.
  - Ability to search, filter and download documents.
  - Chronological sorting.
- **Regulatory and legal framework:**
  - Basic laws and by-laws regulating the activities of insolvency trustees.
  - Clarifications of state bodies.
  - Collections of case law. Mirror of data from the "Case law" page.
  - **Sample documents:**
    - Templates for applications, petitions, reports, and remediation plans.
    - Ability to download templates in editable format (e.g., .docx).

2.4. "Events and Training" section
- **Educational materials:**
  - Access to recordings of webinars, video lectures, presentations.
  - Methodological recommendations and training manuals.

2.5. Administrative panel (for UNITA Executive Director)
- **User management:**
  - View, edit, block/activate UNITA member accounts.
  - Add new users (manually or import).
  - Manage certificate validity status and dues payment history.
  - Reset user passwords.
- **Content management:**
  - Adding, editing, deleting documents and files in the sections "Documents and materials", "Legal framework", "Sample documents".
  - Managing news and announcements.
- **Mailing system:**
  - Create and send email newsletters to UNITA members (to all, by groups, by individual list).
  - Newsletter templates.
  - View the history of sent newsletters.
- **Create and manage surveys:**
  - Ability to create surveys for UNITA members (with multiple choice answers, open questions, rating scale).
  - Setting the timing of surveys.

- o Ability to take surveys anonymously.
- o View survey results in the form of graphs and tables.
- o Export survey results to various formats (e.g. Excel, CSV).

- **UNITA budget management (financial accounting of the Association):**
  The following tabular forms:
  - o Form of approved UNITA budget for the relevant period (membership fees, sponsorship, etc.).
  - o Form of actual execution of UNITA budget for the relevant period (administrative expenses, organizational, educational).
  - o Form of deviations from UNITA budget execution for the relevant period.

  Provide for the export of reports in Excel format.
  Provide for the ability to add reports

- **Moderation:** Verification of data uploaded by users, possibility of "manual" approval of registration.

3. Non-functional requirements
- **Performance:** Fast page loading and stable operation with at least 500 users working simultaneously (for example, during voting).
- **Security:**
  - o SSL certificate (HTTPS). (Paid by Beneficiary).
  - o Protection against SQL injections, XSS attacks, CSRF.
  - o Reliable storage of user passwords (hashing).
  - o Separation of access rights at the role level.
  - o Regular data backup.
- **Reliability:** High system availability (uptime of at least 99.5%).
- **Usability:**
  - o Intuitive user interface.
  - o Responsive design for correct display on different devices (PC, tablets, smartphones).
  - o Clear navigation.
- **Maintainability:** Clean, commented code, ease of further support and development.
- **Integration:** The user account should be a separate module/subdomain integrated into the main site.

Appendix 4. Warranty support terms

The warranty service period must be at least 12 calendar months from the date of completion of Stage 3 "Introduction of Website into experimental operation".

The Beneficiary informs the Supplier about problems arising during the operation of the Website by sending an e-mail to the Supplier's address (hereinafter referred to as the Application).

In the event of failures that prevent further work of the Website users, the Beneficiary informs the Supplier or the responsible representatives of the Supplier by telephone with the subsequent creation of an Application.

At the request of the Supplier, the Beneficiary promptly provides additional information necessary for the provision of warranty support services.

The application must contain the most extensive description of the error, as well as, if possible, other information necessary for the provision of warranty support services.

Authorized employees of the Beneficiary, having analyzed the technical problem and made a decision on the need to involve the Supplier, assign the specified technical problem a category:

- critical – the problem leads to inoperability or disruptions in the operation of the entire Website, or a separate module, or to the inability of users to use the module;
- urgent – the problem leads to a failure of one of the Website functions;
- non-urgent – the problem leads to software errors that are not included in the "critical" or "urgent" category.

A Website malfunction is its improper functioning.

An error in the documentation is a discrepancy between the description of the Website functionality in the installation manuals, user manuals, and administrator manuals.

Any errors in the software and equipment of third parties used by the Beneficiary when operating the Website are not recognized as malfunctions.

The Supplier, in response to the request, must begin solving the technical problem depending on the assigned category:

- critical – incident resolution within 8 business hours from the moment of receipt of the request. Website error resolution within 2 business days from the moment of receipt of the request (including installation and verification at the Beneficiary);
- urgent – within 5 business days from the moment of receipt of the request (including installation and verification at the Beneficiary);
- non-urgent – within 10 business days or upon agreement with the Beneficiary (including installation and verification at the Beneficiary) from the moment of receipt of the request.