TECHNICAL SPECIFICATION

for the provision of monitoring and media services in the following Middle Eastern countries: Jordan, the UAE, Saudi Arabia, Morocco, Algeria, Bahrein, Qatar, Oman, Sudan

SECTION 1. NAME OF SERVICE

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| Provision of monitoring and media services in the following Middle Eastern countries: Jordan, the UAE, Saudi Arabia, Morocco, Algeria, Bahrein, Qatar, Oman, Sudan (hereinafter, the countries of the Region) |

SECTION 2. DESCRIPTION OF SERVICE

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| Subsection 2.1 Description of services to be rendered |
| 2.1. Daily media alerts and Weekly media report[[1]](#footnote-2) in the following Middle Eastern countries: Jordan, the UAE, Saudi Arabia, Morocco, Algeria, Bahrein, Qatar, Oman, Sudan in accordance with the established form on the following topics: development of nuclear energy, nuclear technologies, construction of NPP, small modular reactors, radioactive waste management, desalination, Northern Sea Route, nuclear medicine, hydrogen, composite materials, public views on the development of nuclear energy, national policy of the countries of the region for nuclear energy, activities of competitors and Russian nuclear industry enterprise in the countries of the Region in the above-mentioned areas.  *The results of the services rendered are as follows:*  *2.1.1. Daily media alerts for the following Middle Eastern countries: Jordan, the UAE, Saudi Arabia, Morocco, Algeria, Bahrein, Qatar, Oman, Sudan.* ***Alerts shall include the link to the source, headline and/or subheading of the publication, translation of at least ½ of each material into English and/or Russian*** *(complete translation shall be carried out upon request of the Customer and within the period indicated in the request of the Customer and agreed upon with the Contractor).*  *Alerts count tracking of the publications both in media and social media popular in each country (but not less than two social media channels agreed with the Customer and not less than 5 accounts in each county). List of media and social media accounts to monitor shall be agreed with the Customer within 5 working days from the date of entering into (signing) the contract.*  *Daily alert review shall be prepared for the current day prior to 17:30 on working days (including the news that were issued after 17.30 on the day before)[[2]](#footnote-3). Alerts about publications made over weekend and public holidays shall be piled in the closest daily alert review on the first working day.*  ***Alerts about the Customer and its enterprises which are negative and/or critical for the Customer and enterprises of the Russian nuclear energy and industrial complex shall be delivered to the Customer immediately after the news is out, but not later than two hours after its release.***  ***Alerts have to be divided by countries and followed by the structure below:***   * *News about the Customer and its enterprises,* * *Energy, nuclear energy and related sectors news,* * *Important social, political, economic news covering current agenda in each country (elections, political crisis, governmental reshuffle, appointment and/or resignation of ministers and head of other authorities leading nuclear programs in the country major accidents, celebrations and important social events relevant for the country, etc.*   *2.1.2. Weekly media report with translation of at least ½ of the volume of the text into Russian, covering national and international media that are present in the following Middle Eastern countries: Jordan, the UAE, Saudi Arabia, Morocco, Algeria, Bahrein, Qatar, Oman, Sudan and containing a report that includes:*   * *News about the Customer and its enterprises,* * *Energy, nuclear energy and related sectors news,* * *Media landscape (country’s agenda recap, upcoming news important for the country, social and economic development etc.).* * *any negative or critical materials, that shall be highlighted in a separate section.*   *Each Weekly media report has to be provided before Tuesday 10.00.*  *2.1.3. Monthly report on negative, positive and neutral publications about Rosatom and Russian nuclear industry, topics received major media attention, including mentioning TIER level of media. Monthly report shall be prepared for the media of the following Middle Eastern countries: Jordan, the UAE, Saudi Arabia, Morocco, Algeria, Bahrein, Qatar, Oman, Sudan. Monthly report shall be forwarded prior to 14:00 on the second working day after the end of the calendar month. UAE time, working days, weekend and public holidays in the UAE are indicated in this clause.*  *2.1.4.* ***Upon the Customer’s request:*** *monitoring of TV broadcasting and radio of TIER-1 in selected country of the region (Jordan, the UAE, Saudi Arabia, Morocco, Algeria, Bahrein, Qatar, Oman, Sudan). Not less than 3 TV and 2 radio stations (for each country) for the 24-hour period of broadcasting.*  *2.1.5.* ***Upon the Customer’s request:*** *dispatching the press release among at least 10 TIER-1 media of the region (Jordan, Saudi Arabia, Morocco, Algeria, Bahrein, Qatar, Oman, Sudan, UAE) (media list has to be agreed with the Customer before dispatching) with at least 4 publications as of result. The Contractor sends the report of the dispatching not later than 3 working days after it’s done.*  Within 1 (one) working day from the date of start provision of services the Contractor provides an example of daily alert and weekly report to the Contractor for approval.  The Customer shall provide the mailing list for daily alerts and weekly reports by e-mail within 1 (one) working day after the provision of services. The Customer may change the mailing list within the whole period of provision of services as many times as they see fit.  The Customer shall provide the list of keywords for monitoring within 1 (one) working day after the provision of services and may amend it within the whole period of provision of services as often as they see fit. |
| Subsection 2.2 Scope of services to be rendered or share of rendered services in the total volume of procurement |
| Share/ volume of separate services in the total volume of procurement is not defined |

SECTION 3. REQUIREMENTS TO SERVICES

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| Subsection 3.1 General requirements |
| * The total period of rendering services within 12 months from the date of signing the contract. * Prepared materials (daily alerts and weekly reports) and translations shall be edited, corrected and comply with the requirements imposed on professional vocabulary; no grammar, semantic errors or misrepresentation are allowed. The text shall be prepared taking into account the linguistic characteristics of the language, the translation shall be appropriate from the standpoint of professional vocabulary and subject scope; * conflict of interest: similar services shall not be rendered by the Contractor (as well as by their affiliated companies or their counterparties in the country of interest) to the foreign and local companies that operate in the area of nuclear power generation industry without consent of the Customer within the whole period of provision of services as part of the contract; * the Contractor shall, as instructed by the Customer, communicate as set forth in the Technical Specification with as follows: * the Regional Center of ROSATOM State Corporation in the Middle East and North Africa; * the Department of PR Support of Foreign Business Projects of the Private Institution Of Atomic Energy Power Corporation “Rusatom International Network”; * the result of each rendered service shall be evaluated in accordance with the results described in Clause 2.1. of Subsection 2.1. of this Technical Specification; * structure, format and contents of the reporting documents associated with the provision of services shall be agreed upon and approved by the Contractor with the Customer 1 (one) weeks after the commencement of provision of services. |
| Subsection 3.2 Requirements to the quality of rendered services |
| In accordance with the description of services |
| Subsection 3.3 Requirements to the warranty obligations of rendered services |
| Not specified |
| Subsection 3.4 Requirements to confidentiality |
| The Contractor shall be liable for the disclosure of information obtained as a result of rendered services in accordance with the legislation of the UAE. |
| Subsection 3.5 Requirements to the safety of provision of services and safety of results of rendered services |
| Not specified |
| Subsection 3.6 Requirements to the training of personnel of the Customer |
| Not specified |
| Subsection 3.7 Requirements to the composition of the technical proposal of the participant |
| Not specified |
| Subsection 3.8 Special requirements |
| Principles of provision of services:   * communication with the Customer shall be carried out on an expedited basis:   + response to the request of the Customer shall be provided within 1 (one) hour (within the period of 08:00 - 20:00, UAE time (GMT+4)) on working days and on the weekend in reply to the written request of the Customer by e-mail;   + within 1 (one) hour (within the period of 08:00 - 21:00, UAE time (GMT+4)) from the issue of crisis news in the specified countries the Contractor shall inform the Customer about such events by e-mail.   + in case prompt response from the Contractor is required outside working time, the Customer may contact pre-agreed contact persons by phone. * confidentiality is ensured, among other things, by preventing conflicts of interest as a result of cooperation with competitors; * services shall be paid for each reporting period (which lasts 1 month) upon their provision after both the parties sign the Report on the rendered services and Certificate of Delivery and Acceptance of the rendered services for the respective reporting period. |

SECTION 4. RESULTS OF RENDERED SERVICES

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| Subsection 4.1 Description of final result of rendered services |
| The result of the provision of services is indicated in Subsection 2.1 of this Technical Specification. |
| Subsection 4.2 Requirements to acceptance of services |
| The Contractor shall send scanned copies of the following reporting documents signed by the Contractor to the Customer not later than within the first 5 (five) working days after the end of the reporting period of provision of services (which lasts 1 month): Report on the rendered services (hereinafter, the Report), the Acceptance Certificate of the rendered services (hereinafter, the Certificate) in accordance with the form set forth in Annex No. 4 to the Contract, invoice via e-mail to the address indicated by the Customer.  The Customer shall within 5 (five) working days from the date of receipt of reporting documents via e-mail approve them by e-mail or provide valid criticism or list of required updates (improvement) to the Contractor. All the observations shall be eliminated by the Contractor at its expense within 5 (five) working days from the date of receipt of observations from the Customer, once it is done the reporting documents shall be sent in the electronic format for the second time for approval.  The Contractor shall send the signed originals of the Report, Certificate in 2 (two) copiers, invoice in hard copy to the Customer within 2 (two) working days after the receipt of the approval of the reporting documents from the Customer by e-mail.  The Report, Certificate, invoice and Power of Attorney shall be prepared in accordance with the statutory provisions of the law of the UAE and good business practices, contain all the essential particulars of the document that allow identifying the rendered services clearly, as well as the officials responsible for making the transaction.  Within 5 (five) working days from the date of receipt of the originals of the Report, Certificate, invoice in hard copy signed by the Contractor from the Contractor, the Customer shall sign the Certificate and Report or provide a substantiated refusal to sign them with a list of required updates to be made and their completion dates. The updates shall be made using the resources and at the expense of the Contractor within 5 (five) working days from the date of receipt of the substantiated refusal the Certificate from the Customer. After the Contractor eliminates the observations (deficiencies), the delivery and acceptance shall be carried out for the second time. |
| Subsection 4.3 Requirements on the transfer of technical and other documents to the Customer (presentation of results of the services rendered) |
| In accordance with Subsection 4.2. of this Technical Specification |

SECTION 5. REQUIREMENTS TO THE TECHNICAL TRAINING OF THE PERSONNEL OF THE CUSTOMER

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| Not specified |

SECTION 6. LIST OF ABBREVIATIONS AND TERMS USED

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| Item No. | Abbreviations | Meaning of abbreviation |
| 1 | Media | Mass media |
| 2 | NPP | Nuclear Power Plant |
| 3 | UAE | United Arab Emirates |
| 4 | Reporting period | Period used to define the payment frequency, including the provision of services within 1 (one) month |
| 5 | Information threat | a potential event, action, material in the media or other public sources that may have a negative impact on the implementation of the business objectives and goals of the organization |
| 6 | Enterprises of the Russian nuclear energy and industrial complex | Any enterprises of “Rosatom” State Corporation, including the enterprises the shareholders of which are the enterprises of “Rosatom” State Corporation |

SECTION 7. LIST OF APPENDICES

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| Appendix number | Appendix name | Page number |
| The document contains no appendices | | |

1. The Contractor shall monitor periodic printed publications, websites, social networks, news from information agencies, online websites of TV and radio stations, websites of the state authorities of Jordan, UAE, Saudi Arabia, publications of foreign media registered in Jordan, UAE, Saudi Arabia and/or representatives of which (journalists/ special correspondents, etc.) are accredited in Jordan, UAE, Saudi Arabia in accordance with the established procedure [↑](#footnote-ref-2)
2. UAE time, working days, weekend and public holidays in the UAE are indicated in this clause. [↑](#footnote-ref-3)