

## TERMS OF REFERENCE

### For the purchase of services for the development and implementation of a Unified Recruitment Automation Platform using Artificial Intelligence technologies (AI -Based)

Item #	Requirements parameters of the goods, works, services to be purchased (subject of procurement)	Specific requirements for goods, work, services
1	Name/type, quantity/volumes, unit of measurement	<p>Implementation of a unified platform for automating recruitment using artificial intelligence technologies, including the following modules:</p> <ul style="list-style-type: none"> <li>- Candidate personal account;</li> <li>- Recruiter personal account;</li> <li>- Hiring manager (client representative) dashboard;</li> <li>- AI screening and ranking module;</li> <li>- Vacancy management subsystem;</li> <li>- Subsystem for processing applications and files;</li> <li>- Optional modules (chatbot, AI-based test generation, video interviews analysis, integrations with job boards, OCR).</li> </ul> <p><b>Quantity / volumes:</b> 1 (one) integrated platform, including full functionality in accordance with the Terms of Reference (ToR); ~ 15,000 applicant profiles per year; ~ 3,000 concurrent user sessions; ~ 5 concurrent recruiter workstations; ~ 50 concurrent hiring manager workstations.</p> <p><b>Unit of measurement:</b> Software suite (platform) - 1 set.</p>
2	Place of delivery of goods, provision of services/performance of work	<p>Kumtor Gold Company CJSC, Bishkek, Kyrgyz Republic.</p> <ul style="list-style-type: none"> <li>- implementation, configuration, integration, and piloting are allowed both on the territory of KGC and remotely, subject to compliance with the requirements of KGC;</li> </ul>
3	Terms (periods) of delivery of goods, provision of services, performance of work	<p>Overall project duration: up to 6 (six) months from the date of contract signing, including assessment, development, implementation, pilot operation, and commissioning into industrial operation.</p> <p>Recommended planned breakdown by stages:</p> <ul style="list-style-type: none"> <li>Stage 1 - Assessment and Design: up to 4 weeks.</li> <li>Stage 2 - Development, Configuration, and Integrations: 8-12 weeks.</li> <li>Stage 3 - Pilot Operation (pilot/PoC): 4-6 weeks.</li> <li>Stage 4 - Production Launch and Stabilization: 2-4 weeks.</li> </ul> <p>Additional Provisions:</p> <ul style="list-style-type: none"> <li>- The Supplier shall provide a detailed calendar project schedule</li> </ul>

		<p>upon completion of the assessment stage.</p> <ul style="list-style-type: none"> <li>- Adjustments to the timeline are possible by mutual agreement of the parties without an increase in cost, provided that functional requirements are not affected.</li> <li>- Commissioning of the platform into industrial (production) operation shall be confirmed by an acceptance certificate.</li> </ul>
4	Order (sequence, stages) of work performance	<p><b>Stage 1. Assessment and Requirements clarification</b></p> <ol style="list-style-type: none"> <li>1.1. Collection and analysis of the current personnel recruitment processes of KGC.</li> <li>1.2. Clarification of functional, technical and integration requirements.</li> <li>1.3. Definition of server infrastructure requirements considering the agreed deployment model (on-premise or hybrid).</li> <li>1.4. Provision of a description of the system architecture and component deployment.</li> <li>1.5. Preparation of the final technical design (Technical Specification).</li> </ol> <p><b>Deliverable:</b> an approved technical design and a detailed project schedule.</p> <p><b>Stage 2. Platform Design and Development</b></p> <ol style="list-style-type: none"> <li>2.1. Design of modules: candidate portal, recruiter portal, hiring manager (client representative) portal, AI module, and the application and file processing subsystem.</li> <li>2.2. Development of the user interface (web/PWA).</li> <li>2.3. Development of unified candidate profile functionality and application submission workflows.</li> <li>2.4. Implementation of the AI module (screening, ranking, explainability).</li> <li>2.5. Implementation of roles, access rights, and audit logs.</li> </ol> <p><b>Deliverable:</b> Functional platform builds ready for testing.</p> <p><b>Stage 3. Integrations and Configuration</b></p> <ol style="list-style-type: none"> <li>3.1. Configuration of integration with corporate email systems.</li> <li>3.2. (Optional) Integration with external job boards.</li> <li>3.3. (Optional) Integration with training systems, medical examination systems, and occupational health and safety (OHS) systems.</li> <li>3.4. Population and configuration of reference data and roles.</li> </ol> <p><b>Deliverable:</b> the platform is integrated with the required systems.</p> <p><b>Stage 4. Testing (Internal and User Acceptance Testing)</b></p> <ol style="list-style-type: none"> <li>4.1. Functional testing of all modules.</li> <li>4.2. Load testing (up to 1000 concurrent user sessions).</li> <li>4.3. Testing the accuracy of AI screening and ranking.</li> </ol>

		<p>4.4. UAT - testing with the participation of recruiters and hiring managers.</p> <p>4.5. Correction of identified defects.</p> <p><b>Deliverable:</b> Test reports confirming readiness for the pilot phase.</p> <p><b>Stage 5. Pilot operation</b></p> <p>5.1. Conducting a pilot for 3-5 selected vacancies (mass and/or office positions).</p> <p>5.2. Evaluation of AI accuracy of (precision/recall) and user experience.</p> <p>5.3. Collection of user feedback and functional adjustments.</p> <p>5.4. Preparation of a pilot results report.</p> <p><b>Deliverable:</b> successful confirmation of target metrics and readiness for production launch.</p> <p><b>Stage 6. Commissioning into Production Operation</b></p> <p>6.1. Deployment of the production version of the platform.</p> <p>6.2. Final system functionality verification.</p> <p>6.3. Preparation and signing of the commissioning acceptance certificate.</p> <p><b>Deliverable:</b> the platform is officially launched for use within KGC.</p> <p><b>Stage 7. User training and documentation</b></p> <p>7.1. Training of recruiters, hiring managers and system administrators.</p> <p>7.2. Delivery of user manuals, administrator guides, and architectural documentation.</p> <p>7.3. Delivery of video tutorials and methodological materials.</p> <p><b>Stage 8. Support and maintenance.</b></p> <p>8.1. Provision of technical support in accordance with the SLA.</p> <p>8.2. Incident resolution and platform updates.</p> <p>8.3. User consulting and support during operation.</p> <p><b>Stage 9. Project management and execution control</b></p> <p>9.1. The Supplier shall appoint a Project Manager who will be responsible for planning, coordination, reporting, and meeting the deadlines of all project stages.</p> <p>9.2. The Supplier shall prepare and agree with the Customer on the following:</p> <ul style="list-style-type: none"> <li>- a detailed project plan (Project Plan) containing stages, activities, timelines, dependencies, and responsible parties.</li> <li>- a responsibility assignment matrix for project participants (RACI matrix).</li> <li>- a delivery and milestone schedule (Milestones).</li> </ul>
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5	Requirements for goods supplied, work performed, services rendered	<p><b>1. General requirements</b></p> <p>1.1. The supplied solution (software) shall constitute a unified platform for automating recruitment processes, including modules for job applicants, recruiters, client managers, and an AI module for automating candidate screening and ranking.</p> <p>1.2. The platform shall be delivered as a fully functional software product, ready for operation within the KGC infrastructure (on-premise or hybrid, subject to agreement with KGC IT and Information Security departments).</p> <p>1.3. All works performed shall comply with the requirements of the Terms of Reference, the technical specification, and KGC's internal regulatory documents.</p> <p>1.4. The Supplier shall ensure the transfer of all rights to use the software product in accordance with the terms of the contract.</p> <p><b>2. Functional requirements</b></p> <p><b>2.1. Applicant Module</b></p> <p>2.1.1. Ability to register using an email address or phone number.</p> <p>2.1.2. A unified candidate profile ("Personal Account") including personal data, work history, experience, skills, education, additional education, professional development, and the ability to upload files.</p> <p>2.1.3. Saving partially completed application drafts for up to 3 hours.</p> <p>2.1.4. Ability to apply for a vacancy (no more than one application per vacancy).</p> <p>2.1.5. Ability to apply for multiple vacancies simultaneously.</p> <p>2.1.6. Viewing the status of recruitment stages (with the option to disable this feature by the recruiter/administrator).</p> <p>2.1.7. The platform shall provide a mechanism to prevent the creation of duplicate applicant accounts by verifying matching</p>

		<p>contact details (email, phone number) and analyzing matching identifiers and profile parameters. If a duplicate creation attempt is detected, the system shall notify the user and offer to restore access to the existing account.</p> <p>2.1.8. The platform shall allow applicants to edit their profile at any time, while the full history of changes shall be recorded in a log for data quality control and audit purposes.</p> <p>2.1.9. The platform shall ensure correct display of candidate statuses at all recruitment stages, including application submission, review, admission to testing, testing completion, interview invitation, decision pending, rejection, talent pool, and offer proposal.</p> <p>2.1.10. The platform shall provide protection against accidental browser or tab closure during the application process by automatically saving the verified applicant’s progress for a defined period (up to 3 hours).</p> <p><b>2.2. Recruiter module</b></p> <p>2.2.1. Creation of vacancies; automatic generation of a draft job posting based on the hiring manager’s request.</p> <p>2.2.2. Vacancy management, tracking recruitment stages, and working with the recruitment funnel.</p> <p>2.2.3. Manual and automated search, filtering, and sorting of candidates based on defined criteria.</p> <p>2.2.4. Ability to assign professional and technical tests.</p> <p>2.2.5. Communication with candidates (email / internal notifications, messengers).</p> <p>2.2.6. (Optional) Integration with calendars for interview scheduling.</p> <p>2.2.7. The platform provides automatic duplicate candidate profile detection, including comparison by full name, email, phone number, date of birth, and matching uploaded files (CVs). If a duplicate is detected, the system shall suggest merging records or selecting an existing record.</p> <p>2.2.8. The platform shall provide a mechanism to prevent a candidate from reapplying to the same vacancy by displaying a notification about a previously submitted application and allowing the candidate to update the existing application if necessary.</p> <p>2.2.9. The platform shall support flexible configuration of recruitment funnel stages for specific vacancy categories (mass hiring, office positions, engineering and technical staff, seasonal roles), including the ability to add, remove, or rename stages without involving the Supplier.</p> <p>2.2.10. The platform shall provide a bulk candidate processing mechanism (bulk actions), including bulk movement across stages, bulk test assignment, and bulk notification dispatch.</p> <p>2.2.11. The platform shall provide access to advanced HR analytics, including standard reports on key recruitment metrics:</p>
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		<ul style="list-style-type: none"> <li>- number of candidates at each funnel stage.</li> <li>- average time to complete each stage (Time-to-Stage)</li> <li>- total time to fill a vacancy (Time-to-Hire).</li> <li>- candidate sources and effectiveness of each channel.</li> <li>- share of rejections by reason.</li> <li>- conversion rates between stages.</li> <li>- recruiter workload and vacancy distribution.</li> </ul> <p>Reports shall be available in tabular and graphical formats, with the ability to filter by date ranges, departments, vacancy types, and recruiters.</p> <p><b>2.3. Customer Manager Module</b></p> <p><b>2.3.1. Creation of a Recruitment Request</b></p> <p>The customer manager shall be able to create a vacancy request in the system, including:</p> <ul style="list-style-type: none"> <li>- job title;</li> <li>- department;</li> <li>- employment type and work schedule;</li> <li>- minimum qualification requirements;</li> <li>- reasons for opening the vacancy;</li> <li>- testing requirements;</li> <li>- additional information (working conditions, etc.).</li> </ul> <p><b>2.3.2. Request for Approval Workflow</b></p> <p>The system shall support sequential electronic approval of the request by the following departments:</p> <ol style="list-style-type: none"> <li>1. Human Resources Department</li> <li>2. Financial Management</li> <li>3. Company Management</li> </ol> <p>Requirements:</p> <ul style="list-style-type: none"> <li>- sequential approval workflow;</li> <li>- separate statuses “Under Review,” “Approved,” “Returned for Revision,” “Rejected;”</li> <li>- ability to leave comments at each stage;</li> <li>- logging of all actions in an audit trail;</li> <li>- notifications (-e-mail / system) to all process participants.</li> </ul> <p><b>2.3.3. Vacancy Viewing and Management</b></p> <p>The Customer Manager shall have access to vacancies within their department after approval, including viewing the number of applications, recruiter comments, and current candidate statuses (with the option to disable this feature by the recruiter/administrator).</p> <p><b>2.3.4. Candidate Presentation Following Interviews</b></p> <p>(Entering comments and decisions on candidates, recording reasons for rejection). After candidate submissions are reviewed by the customer manager, the system shall forward them for further approval to the members of the recruitment committee (each committee member individually).</p> <p><b>2.4. AI Module</b></p>
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	<p>2.4.1. Automatic parsing of applications/resumes/attachments (RU/KG/EN).</p> <p>2.4.2. Ranking and initial screening based on the minimum qualification requirements specified in the recruitment request.</p> <p>2.4.3. Explainability of AI results (reasons for ranking).</p> <p>2.4.4. Antibias measures: exclusion of prohibited attributes during selection (gender, age, marital status, etc.).</p> <p>2.4.5. (Optional) AI-based generation of tests and interview questions.</p> <p>2.4.6. (Optional) Video interview analysis: speech recognition and competency identification (video interviews are conducted via MS Teams).</p> <p>2.4.7. (Optional) Chatbot for communication with candidates.</p> <p>2.4.8. The platform shall provide AI model version management (Model Versioning), including storage of all previous versions, the ability to compare them, perform regression testing, and roll back to previously used versions if required.</p> <p>2.4.9. The Supplier shall provide a mechanism for control testing of AI models prior to deployment to the production environment, including checks for degradation in accuracy metrics. Test results shall be recorded in a change log.</p> <p>The AI module shall support configuration of ranking criteria weights (skills weighting) so that recruiters can flexibly adjust the significance of individual competencies or requirements for a specific vacancy.</p> <p>2.4.10. The platform shall include automatic notification mechanisms for administrators and designated Customer personnel upon detection of critical deviations in AI operation (e.g., accuracy falling below an agreed threshold, detection of bias drift, sharp changes in data structure).</p> <p>2.4.11. In the event of a significant deterioration in the quality of the AI module (as determined by the Customer), the Supplier shall be obliged to:</p> <ul style="list-style-type: none"> <li>- diagnose the root causes.</li> <li>- provide a corrective action plan.</li> <li>- perform model fine-tuning or retraining.</li> <li>- Conduct retesting and validation.</li> <li>- document the results and submit a report to the Customer.</li> </ul> <p><b>2.5. Integrations</b></p> <p>2.5.1. (Optional) Integration with Office 365 applications (MS Teams, Outlook, SharePoint, PowerApps, etc.).</p> <p>2.5.3. (Optional) Integration with Office 365 applications (MS Teams, Outlook, SharePoint, PowerApps, etc.).</p> <p>2.5.4. (Optional) Integration with training, occupational safety, and medical departments (status data exchange).</p> <p>2.5.5. The platform shall provide capabilities for integration with KGK corporate analytics and reporting systems (e.g., BI</p>
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		<p>tools) by supplying recruitment process data via standardized APIs or exports in machine-readable formats (JSON, CSV).</p> <p>2.5.6. All integrations implemented within the project scope shall include data exchange monitoring and logging mechanisms, enabling tracking of successful and failed requests, response times, and the connection status of external systems.</p> <p><b>3. Technical requirements</b></p> <p>3.1. The platform should operate in a web / PWA format with adaptation for smartphones.</p> <p>3.2. Supported browsers: Chrome, Edge, Firefox, Safari.</p> <p>3.3. Performance: up to 3000 concurrent user sessions without degradation.</p> <p>3.4. Supported file formats: PDF, DOC/DOCX, JPG/PNG.</p> <p>3.5. (Optional) OCR for text recognition in images and PDFs.</p> <p>3.6. The platform shall support full localization of the user interface in Russian, Kyrgyz, and English. Localization shall include:</p> <ul style="list-style-type: none"><li>- user interface text elements.</li><li>- notifications and system messages.</li><li>- forms, fields, and headings.</li><li>- email and notification templates.</li><li>- elements of the mobile web/PWA version.</li></ul> <p>3.7. The platform shall allow users (candidates, recruiters, customer managers) to independently select the interface language, as well as automatically apply the default corporate language defined for the role or department.</p> <p>3.8. All documents and electronic notifications generated by the platform (including automated emails, system comments, and status messages) shall be produced in the language selected by the user.</p> <p>3.9. The platform shall ensure correct operation under unstable or slow internet connections for applicants, including:</p> <ul style="list-style-type: none"><li>- a data resubmission mechanism in case of temporary loss of connectivity.</li><li>- display of informative system messages related to network issues.</li><li>- prevention of data loss when refreshing the page or during short-term network interruptions (for authorized users).</li></ul> <p>3.10. The platform shall provide a responsive interface with correct rendering of all elements across various screen resolutions (mobile devices, tablets, laptops, wide-screen monitors), avoiding element overlap, text truncation, or layout displacement.</p> <p>3.11. All user interface elements shall comply with usability (UX) principles, including logical menu structure, intuitive navigation, visual highlighting of active elements, text</p>
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		<p>readability, and accessibility for users with different levels of digital literacy.</p> <p><b>4. Quality and reliability requirements</b></p> <p>4.1. The platform should ensure operational continuity during KGC business hours, with availability of at least 99.5%.</p> <p>4.2. In the event of critical failures, recovery must be made within 8 working hours at the latest.</p> <p>4.3. AI-based screening shall meet agreed accuracy requirements.</p> <p>4.4. The platform shall ensure correct operation when incorrect, incomplete, or ambiguous data is entered.</p> <p>4.5. The platform shall support regular data backups, including:</p> <ul style="list-style-type: none"> <li>- daily backup creation.</li> <li>- retention of backup copies for at least 7 days.</li> </ul> <p>4.6. Support for scaling up to <b>50,000</b> applications per year without performance degradation.</p> <p><b>5. Safety requirements</b></p> <p>5.1. Compliance with personal data protection requirements, including obtaining candidates' consent for data processing.</p> <p>5.2. Audit log: recording user actions, changes in vacancies, profiles, and settings.</p> <p>5.3. Personal data used by the AI module shall be processed in accordance with the data minimization principle and with the exclusion of sensitive attributes (gender, age, marital status, etc.) from automated ranking. Such attributes may be stored only for reporting and non-operational purposes and shall be masked based on user roles.</p> <p>5.4. Roles and Accesses Matrix (RBAC): The platform shall support a detailed role-based access control (RBAC) model based on the principles of least privilege and segregation of duties (SoD). Minimum set of roles: HR Administrator, Recruiter, Customer Manager, Interview Expert, Audit / Security, Candidate, Recruitment Committee Members. For each role, permissions for reading / create / update / delete actions shall be configured for the following objects: vacancies, recruitment requests, candidate profiles, tests, test results, reports / analytics, settings, audit logs, and integrations.</p> <p>5.5. Access lifecycle management: Procedures shall be implemented for access request and approval, temporary privilege escalation (including “break-glass” access with justification logging), as well as automatic deactivation of user accounts upon employee termination or transfer (based on data from HR systems, where integration is available).</p> <p>5.6. Transparency and Auditability:</p>
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		<p>All operations related to the granting, modification, or revocation of access rights shall be recorded in a security log, including the initiator, approving party, timestamp, and list of modified permissions. The log shall be accessible to the “Audit / Security” role in read-only mode and exportable in a machine-readable format.</p> <p><b>6. Requirements for the Scope of Work</b></p> <p>6.1. Conducting an initial assessment and preparing a technical design document.</p> <p>6.2. Development and configuration of all platform modules.</p> <p>6.3. Integration with internal systems (as required).</p> <p>6.4. Execution of functional, load, and user acceptance testing.</p> <p>6.5. Organization and support of a pilot operation phase lasting 4–6 weeks.</p> <p>6.6. Deployment of the platform into production operation.</p> <p>6.7. User training (recruiters, customer managers, administrators).</p> <p>6.8. Provision of comprehensive documentation.</p> <p>6.9. The Supplier shall ensure the development and implementation of a comprehensive Backup &amp; Recovery Plan, including:</p> <ul style="list-style-type: none"> <li>- Daily automatic data backups.</li> <li>- storage of backups on a separate storage for at least 7 calendar days.</li> <li>- integrity verification of backup copies at least once per week.</li> </ul> <p>6.10. The Supplier shall conduct training for Platform administrators covering role and access management, system monitoring, event log analysis, update management, fault diagnostics, and recovery from failures.</p> <p><b>7. Service Requirements</b></p> <p>7.1. Provision of consulting support throughout the warranty period.</p> <p>7.2. Delivery of platform updates and bug fixes.</p> <p>7.3. Capability to extend functionality as part of subsequent platform development phases (framework agreement, as required).</p> <p><b>8. Performance Requirements:</b></p> <p>8.1. The platform shall operate correctly under the following planned indicators:</p> <ul style="list-style-type: none"> <li>- up to 15,000 candidate applications per year (baseline).</li> <li>- scalability without degradation up to 50,000 applications per year.</li> <li>- Up to 3,000 concurrent candidate sessions.</li> <li>- up to 5 concurrent recruiter workstations.</li> </ul>
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6	Procedure for Delivery and Acceptance of	<p><b>1. General Provisions</b></p> <p>1.1. The delivery and acceptance of the results of work on the development and implementation of the Platform shall be</p>

<p>Goods, Services, Work Results</p>	<p>conducted in accordance with the terms of the contract, this Terms of Reference, and the requirements of KGK’s internal regulatory documents.</p> <p>1.2. All work results shall be accepted in stages, with mandatory execution of acceptance certificates or stage testing reports.</p> <p><b>2. Procedure for accepting the results by stages</b></p> <p><b>2.1. Acceptance of the “Assessment and Design «stage</b></p> <p>2.1.1. The Supplier shall submit to the Customer:</p> <ul style="list-style-type: none"> <li>- final assessment report;</li> <li>- an agreed technical design (specification);</li> <li>- detailed work schedule.</li> </ul> <p>2.1.2. Acceptance shall be conducted by the Customer’s working group or commission by verifying the completeness and compliance of the materials with the Terms of Reference.</p> <p>2.1.3. The results are accepted by signing a stage acceptance certificate.</p> <p><b>2.2. Acceptance of the “Platform Development and Configuration” Stage</b></p> <p>2.2.1. The Supplier shall provide:</p> <ul style="list-style-type: none"> <li>- a working version of the software deployed in a test environment;</li> <li>- access to the modules (applicant portal, recruiter portal, customer manager portal, AI module);</li> <li>- architecture and configuration documentation.</li> </ul> <p>2.2.2. The Customer shall conduct functional testing in accordance with the checklists.</p> <p>2.2.3. If non-compliances are identified, the Supplier shall rectify them within the established timeframes.</p> <p>2.2.4. The stage shall be deemed accepted after all critical and significant remarks have been resolved and the acceptance certificate has been signed.</p> <p><b>2.3. Acceptance of the “Integrations” stage (if applicable)</b></p> <p>2.3.1. The availability and correctness of the integrations provided for by the ToR shall be verified, including:</p> <ul style="list-style-type: none"> <li>- (optional) integrations with the KGC internal systems.</li> </ul> <p>2.3.2. The results shall be confirmed by the integration test report.</p> <p>2.3.3. The stage shall be deemed accepted after elimination of remarks and signing of the acceptance certificate.</p> <p><b>2.4. Acceptance of the “Testing” stage</b></p> <p>2.4.1. The Supplier shall provide:</p> <ul style="list-style-type: none"> <li>- results of functional testing.</li> </ul> <p>2.4.2. The Customer shall conduct UAT (User Acceptance Testing) with the participation of recruiters and customer managers.</p> <p>2.4.3. Based on the UAT results, a report with identified remarks shall be prepared.</p>
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	<p>2.4.4. The stage shall be considered accepted after all critical remarks have been resolved.</p> <p>2.4.5. Prior to pilot operation, the Supplier shall deploy and provide the Customer with a completed staging environment fully identical in configuration to the production environment.</p> <p><b>2.5. Acceptance of the “Pilot Operation” stage</b></p> <p>2.5.1. The pilot shall be conducted on selected vacancies (3–5 positions).</p> <p>2.5.2. During the pilot, the following shall be verified:</p> <ul style="list-style-type: none"> <li>- platform stability;</li> <li>- correctness of recruitment request approval workflows;</li> <li>- accuracy of AI screening and ranking;</li> <li>- correctness of audit logs;</li> <li>- usability of interfaces.</li> </ul> <p>2.5.3. Upon completion of the pilot, a final Pilot Operation Results Report shall be prepared.</p> <p>2.5.4. The stage shall be considered complete upon achievement of the agreed metrics and elimination of all comments and deficiencies.</p> <p><b>2.6. Acceptance of the “Go-Live / Production Deployment” Stage</b></p> <p>2.6.1. The Supplier shall deliver:</p> <ul style="list-style-type: none"> <li>- the production (industrial) version of the Platform;</li> <li>- configured roles and access rights;</li> <li>- training materials;</li> <li>- complete documentation (user, administrator, and architectural documentation).</li> </ul> <p>2.6.2. The Customer conducts a final verification of all Platform functions.</p> <p>2.6.3. A <b>Commissioning Acceptance Certificate</b> is executed, which serves as the basis for the commencement of the Supplier’s warranty obligations.</p> <p><b>3. Warranty Obligations and Final Acceptance</b></p> <p>3.1. The warranty period begins after the Platform is put into commercial operation.</p> <p>3.2. During the warranty period, the Supplier shall eliminate identified defects within the timeframes established by the SLA.</p> <p>3.3. Final acceptance of the work results is conducted after the expiration of the warranty period or upon the absence of defects during an agreed period of stable operation.</p> <p>3.4. Based on the results, a Final Acceptance Certificate is executed, confirming the full fulfillment of the Supplier’s obligations.</p> <p>3.5. The Supplier shall notify the Customer of the release of new module versions, fixes, and critically important updates, and shall provide a list of changes (release notes) prior to installing updates in the production environment.</p>
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		<p>3.6. The Supplier shall conduct joint system performance checks with the Customer after updates are installed, including verification of core business processes, approval workflows, functional modules, and key AI functions.</p> <p><b>4. Acceptance and Handover Documentation</b></p> <ul style="list-style-type: none"> <li>- Stage acceptance certificates.</li> <li>- Functional and load testing reports.</li> <li>- UAT protocol (User Acceptance Testing Report).</li> <li>- Pilot operation report.</li> <li>- Industrial operation commissioning certificate.</li> <li>- Final acceptance certificate.</li> </ul>
7	Requirements for the transfer of technical and other documents to the Customer upon completion and work delivery	<p><b>1. General requirements</b></p> <p>1.1. The Supplier shall provide the Customer with a full set of technical, user, operational and other documentation prepared in Russian, to the extent necessary for the operation, maintenance, and development of the Platform.</p> <p>1.2. Documents must be submitted in electronic form (PDF/DOCX/HTML), and at the request of the Customer - additionally in printed form.</p> <p>1.3. The documentation should correspond to the actual version of the software and reflect all implemented features, integrations, settings, security settings, and architectural solutions.</p> <p><b>2. List of mandatory documentation</b></p> <p><b>2.1. Technical documentation</b></p> <p>The Supplier shall provide the following:</p> <ul style="list-style-type: none"> <li>- Technical design / technical specification (final version, approved based on the results of the assessment).</li> <li>- Description of AI models containing resource requirements, training approaches, bias mitigation principles, and ranking algorithms.</li> </ul> <p><b>2.2. Operational documentation</b></p> <ul style="list-style-type: none"> <li>- System Administrator Manual (configuration of roles, access rights, integrations, logs, and security parameters).</li> <li>- Operations Manual (description of start-up and shutdown procedures, backup, updates, monitoring, and incident resolution).</li> <li>- Guidelines for Working with Logs, Audit Trails, and Security Events.</li> <li>- AI Module User Guide (data quality requirements, rules for interpreting results, and error diagnostics).</li> </ul> <p><b>2.3. User Documentation</b></p> <ul style="list-style-type: none"> <li>- User Manual for Recruiters (search, filtering, pipeline management, communications, testing, and approvals).</li> <li>- User Manual for Hiring Managers (job request creation, approvals, and candidate management).</li> </ul>

		<ul style="list-style-type: none"> <li>- Applicant User Guide: use of the personal account, application submission, and document upload.</li> <li>- Video tutorials / screencasts (if available).</li> </ul> <p><b>2.4. Commissioning Documentation</b></p> <ul style="list-style-type: none"> <li>- Industrial Operation Commissioning Certificate.</li> <li>- Final Set of Technical Documentation.</li> </ul> <p><b>3. Requirements for Documentation format and quality</b></p> <p>3.1. All documents shall be provided in a format suitable for copying and printing (PDF) and, where required, in an editable format (DOCX).</p> <p>3.3.(3.2?) The documentation shall be reviewed and approved by the HR, IT, and Information Security departments of KGC.</p> <p><b>4. Requirements for the transfer of source materials (if applicable)</b></p> <p>4.1. The Supplier shall transfer to the Customer all materials created within the framework of the project:</p> <ul style="list-style-type: none"> <li>- configuration files,</li> <li>- integration schemes,</li> <li>- test templates,</li> <li>- user interface components.</li> </ul> <p>4.2. The right to use these materials shall be transferred to the Customer within the limits set forth in the Contract.</p> <p><b>5. Confirmation of Documentation Transfer</b></p> <p>5.1. The transfer of documentation is documented by the Document Transfer Certificate, which is an integral part of the acceptance certificate of the relevant stage.</p> <p>5.2. The documentation shall be deemed accepted after verification of its completeness and compliance with the Terms of Reference and the Platform’s implemented functionality.</p> <p>5.3. If discrepancies are identified, the Supplier shall eliminate them within the timeframe specified in the Contract.</p>
8	Warranty obligations	<p><b>1. General Warranty Terms</b></p> <p>1.1 The Supplier provides a warranty for the results of the performed work, the delivered software, and the implemented integration solutions, ensuring their proper functioning in accordance with the Terms of Reference and the terms and conditions of the Contract.</p> <p>1.2. The warranty period shall commence on the date of signing the Industrial Operation Commissioning Certificate for the Platform.</p> <p>1.3. During the warranty period, the Supplier shall, at no additional cost, correct any identified defects, non-conformities, errors, and failures affecting the proper operation of the Platform or its individual modules.</p> <p><b>2. Scope of the Supplier’s Warranty Obligations</b></p> <p>2.1. Free elimination of all defects (critical, significant, functional) and deviations from the requirements of the ToR.</p>

		<p>2.2. Ensuring the stable operation of the Platform in accordance with:</p> <ul style="list-style-type: none"> <li>- technical characteristics;</li> <li>- functional requirements.</li> </ul> <p>2.3. Correction of Platform errors caused by:</p> <ul style="list-style-type: none"> <li>- malfunction of the AI module;</li> <li>- failures of integrations developed by the Supplier;</li> <li>- incorrect logic of approval workflows and pipelines;</li> <li>- errors in processing questionnaires, attachments, and candidate data.</li> </ul> <p>2.4. Provision of updates necessary to maintain the operability of the Platform.</p> <p>2.5. Advisory support for the Customer’s specialists on operational matters.</p> <p><b>3. Warranty Response and Resolution Timeframes</b></p> <p>3.1. The Supplier’s response time:</p> <ul style="list-style-type: none"> <li>- to critical failures (complete unavailability of the system or modules): no more than 4 hours;</li> <li>- for major failures (disruption of key functions): no more than 8 hours;</li> <li>- for minor errors: up to 2 business days.</li> </ul> <p>3.2. Fault resolution time:</p> <ul style="list-style-type: none"> <li>- critical issues - up to 24 hours;</li> <li>- major issues - up to 3 business days;</li> <li>- minor issues - up to 10 business days.</li> </ul> <p>3.3. By mutual agreement, a temporary solution (workaround) may be implemented to ensure interim system operation until full remediation is completed.</p> <p><b>4. Customer’s Obligations within the Warranty Support</b></p> <p>4.1. Compliance with the Supplier’s operational documentation, manuals, and instructions.</p> <p>4.2. Timely notification of the Supplier regarding any identified defects.</p> <p><b>5. Completion of Warranty Obligations</b></p> <p>5.1. Upon expiration of the warranty period, a Warranty Completion Certificate shall be executed, confirming the absence of any outstanding defects.</p> <p>5.2. Thereafter, further support and development of the Platform shall be performed under a separate agreement or within the framework of a master agreement (if applicable).</p> <p>5.3. If critical defects affecting the core functionality of the Platform are identified during the warranty period, the warranty period may be extended for the duration required to eliminate such defects.</p>
9	Information security and data protection requirement	<p><b>1. General Provisions</b></p> <p>1.1. The Personnel Recruitment Automation Platform (hereinafter referred to as the Platform) shall ensure protection of information and personal data in accordance with:</p>

	<p>the legislation of the Kyrgyz Republic on personal data protection; information security requirements of Kumtor Gold Company CJSC; international standards ISO/IEC 27001, 27002. the Terms of Reference.</p> <p>1.2. All requirements of this section are mandatory and subject to verification and acceptance by the Customer’s IT and Information Security departments.</p> <p><b>2. Architecture and Deployment of the Solution</b></p> <p>2.1. The Platform shall be deployed and operated: either entirely within the Customer’s infrastructure (on-premise); or in an isolated (private) cloud environment under the exclusive administrative and technical control of the Customer.</p> <p>2.2. The use of public cloud services, external SaaS platforms, as well as third-party data storage, data processing, and artificial intelligence services is not permitted.</p> <p>2.3. A hybrid architecture is permitted provided that: all data, including personal data and the results of AI module operations, are processed and stored exclusively within the Customer’s controlled perimeter; no data is transmitted to external information systems or services.</p> <p>2.4. All artificial intelligence modules shall operate locally and shall not use external APIs or third-party services.</p> <p><b>3. Personal Data Protection and Information Classification</b></p> <p>3.1. The Platform shall ensure the processing of personal data in compliance with the following principles:</p> <ul style="list-style-type: none"> <li>- lawfulness.</li> <li>- data minimization.</li> <li>- purpose limitation.</li> <li>- confidentiality and integrity.</li> </ul> <p>3.2. Logical data classification shall be implemented at a minimum for the following categories:</p> <ul style="list-style-type: none"> <li>- personal data of candidates.</li> <li>- internal HR data and management information.</li> <li>- operational and analytical data.</li> <li>- technical and diagnostic data (logs).</li> </ul> <p>3.3. Differentiated policies shall be applied to different data categories with respect to:</p> <ul style="list-style-type: none"> <li>- access.</li> <li>- storage.</li> <li>- logging.</li> <li>- exports.</li> </ul> <p>3.4. The use of personal data in AI modules shall be permitted only to the extent necessary to perform the intended functions, with the exclusion or masking of sensitive attributes (such as gender, age, marital status, etc.) from automated ranking processes.</p> <p><b>4. Access control and Authentication</b></p>
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