

## Section 5. Terms of Reference

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### **Development of Informational subsystem “Management of Technical-Material Defence Resources” within the State e-Register for Defence Resources”**

#### **A. Project Title “Support to Security Sector Reform in the Republic of Moldova (SSSR)”**

##### **Project Description**

According to the Military Doctrine of the Republic of Moldova, the National Army is the basis of the country military potential. It consists of regular troops and militarily trained reserve contingent. The combined deployment of these two categories enables rapid mobilization and effective use of human and economic resources for containing and rebuffing any eventual military intervention, for localizing and liquidating, armed conflicts and for eliminating other military threats.

The military combat and disaster response readiness requires a prompt reaction to any occurring events. The time loss may result in severe consequences for the security of citizens. Therefore, nowadays, the development and implementation of the State Register of Defence Resources (SRDR) has become imperative, keeping its whole content up-to-date. The informational system “Management of Technical - Material Defence Resources” to be developed will represent a subsystem of the State e-Register for Defence Resources, therefore it shall be developed within the same concept and scope. The development of the State Register of Defence Resources (SRDR) is currently ongoing under the same Project. It is mainly focusing on the Module for Human Resources Management, currently reaching the testing stage and shall be fully accomplished by 30 September 2022. The next stage of the development of the e-Register will comprise the digitalization of some services that are part of the Module “Management of Technical-Material Defence Resources” - to be developed as a result of this Request for Proposal.

As National Army is the main actor in state security of the Republic of Moldova, the information contained and operated in the State e-Register, linked to its development, implementation, maintenance – is state security information. The access to the classified state security information is granted by the Security and Information Service (SIS) of the Republic of Moldova/ Inter-departmental Commission for State Secret Protection. According to the Law no. 245 regarding state secrets, the Commission is conducting the security clearance of the company’s premises and personnel. Only Moldovan juridical entities/ companies are eligible to apply for the security clearance for the access to the classified state security information.

After the contract is awarded, both the company and the personnel to be involved in the subsystem development shall apply and obtain certification from Security and Information Service to operate with personal and state secrets data. In the instance the SIS is not granting the certification for the company’s premises, the certified personnel must work at the designated premises of the Ministry of Defence. In the instance a certain member of the developer’s team is not granted the certification, the respective member must be replaced, and the new member shall undergo the clearance procedure accordingly.

The implementation of the “Management of Technical-Material Defence Resources” will enable the enhancement of activity efficiency carried out by the actors assigned with the role of technical and material resources management and registration and deliver a series of benefits/advantages mentioned below:

**Benefits for citizens and economic operators:**

- Ensure rapid response of state institutions when natural disasters, technogenic accidents, military conflicts occur to ensure safety of citizens and of their assets;
- Real-time verification of general records and the status of the concrete mobilization resource (natural person or transport unit);
- Eliminate the need to submit copies of documents, which data are contained in the Official Registers of the Republic of Moldova, to Military Centers or Military Units.

**Benefits for the Ministry of Defence of the Republic of Moldova:**

- Automate the management and registration processes of mobilization resources;
- Increase the accuracy and reliability of data on mobilization resources of the Republic of Moldova held by the Ministry of Defence;
- Optimize the work processes and reduce the operational costs;
- Trace quickly the data and documents relevant for the management and registration processes of mobilization resources;
- Consolidate the digital archive of Moldovan mobilization resources electronic files/dossiers/records;
- Implement joint work mechanisms for all the actors involved in the management and registration process of mobilization resources;
- Implement the infrastructure for digital signature and mobile identity within the Ministry of Defence of the Republic of Moldova;
- Mitigate corruption factors and enhance transparency of Ministry of Defence activities.

**Benefits for the Republic of Moldova:**

- Provide informational resources capable to quickly deliver data on mobilization resources when extraordinary situations or war occurred;
- Enhance the country defence capacity when extraordinary situations or war occurred;

This document, intended for the development of the Phase II of the State Register of Defence Resources, defines the IT solution goals, tasks and functions, the organizational structure and regulatory and legal constraints, the functional and non-functional requirements needed to develop and operate the IT System.

The prepared Terms of Reference is stemming from the information technologies and national policy in the area of IT solution development to be used by Moldovan public authorities in their activity.

**B. Scope of Services, Expected Outputs and Deliverables**

The State Register of Defence Resources represents an IT solution identified to have immediate benefits and impact on the Ministry of Defence activity. It is focused on covering the IT and information needs of all actors involved in the SRDR management and registration processes. SRDR is a key component of the Ministry of Defence integrated IT system. It will display data access interfaces for all relevant IT subsystems of the Ministry of Defence, as well as for certain specific IT systems of the Moldovan Central Public Authorities with the aim to receive or deliver data in compliance with the legislation in force.

The ISS "Management of Technical-Material Defence Resources" (ISS MTMDR) is to provide high-

performance IT solutions for MoD intended to collect, store, preserve, update and process the data on mobilization resources. The ISS MTMDR establishment and implementation shall enable the MoD to attain the following objectives:

- consolidate an exhaustive collection of data to ensure quick records on and efficient management of recruits and mobilization resources (reservists and vehicles);
- ensure the MoD decision-makers and those of relevant public authorities with reliable and quick information on mobilization resources for the purpose of planning, decision making and job duty performance;
- ensure fullness and quality of the Armed Forces supplementing process in peacetime and when mobilization is announced – based on the supplementing plan;
- ensure registration on the reservists mobilized at the place of work during the mobilization period and in wartime;
- provide assistance to CPAs and LPAs to increase the efficiency of their activity related to implementation of public policy on mobilization resources records;
- create an interoperability framework among the MoD IT applications, external IT Systems that provide and use SRMR data;
- deliver relevant SAISE data to automate the process of allocating the conscripted soldiers to polling stations;
- reduce the required time and the industriousness of the process of collecting and managing the data on mobilization resources available in the Republic of Moldova;
- reduce the time related to the implementation of conscription or mobilization decisions;
- implement an efficient collaboration mechanism among all actors involved in registration and management procedures of mobilization resources;
- ensure data access control and maximum security and confidentiality to data collections and users;
- provide informational support to filed-related analysis, forecast and research activities.

The ISS MTMDR will be implemented through eight (8) major tasks. After the implementation of Phase I of the ISS MTMDR's development the below tasks refer to the digitalization of the following services of the Material Resources Module: **1) Car and Vehicle Service; 2) Weapons and Ammunition Service; 3) Military Geo-informational Service; 4) Engineering Service; 5) Chemical Service; 6) Technical Aviation Service.** The activities and deliverables stemming from this approach are specified below. The contractor must use an **Agile or hybrid project management approach**. Please note that tasks and activities may overlap in the schedule and that the suggested high-level implementation schedule is provided within the Functional and Technical Requirements. It is the Contractor's responsibility to design the project management and implementation plan (including project backlog and sprints in case when Agile project management approach is adopted).

## C.1. Task 1: Project Preparation

To develop the Project Management and Implementation Plan the following activities shall be carried out:

- **Activity 1.1:** Organize project kick-off meeting with the SSSR Project team and the MoD and develop the Project Initiation/Charter document. The Contractor shall present the updated implementation methodology and introduce its team led by the Project Manager to the SSSR Project and the MoD.
- **Activity 1.2:** Develop Project Management and Implementation Plan, which includes: Implementation Schedule, Change Management Plan with Communication Plan, Training Plan and Risk Management Plan. The activities in the Project Management Plan shall consist of all tasks and activities needed by the Contractor to implement the ISS MTMDR. The change management activities will ensure appropriate engagement of stakeholders, timely delivery of communications and training sessions, strong project sponsorship, and effective business and technical knowledge transfer.
- **Activity 1.3:** Perform an initial business analysis to identify the key functional aspects of the ISS MTMDR and the product backlog.

Task 1 deliverables are as follows:

- **Deliverable 1.1:** Kick-off meeting organization and presentation of Project Initiation/Charter document with the vision, implementation approach and project team.
- **Deliverable 1.2:** Project Management Plan with Implementation Schedule, Stakeholder Engagement Plan, Change Management Plan, Communication Plan, and Risk Management Plan.
- **Deliverable 1.3:** ISS MTMDR Product Backlog.

## C.2. Task 2: Configuration of the Deployment Infrastructure

To prepare the ISS MTMDR deployment infrastructure, the following activities shall be carried out:

- **Activity 2.1:** Prepare the requirements for the ISS MTMDR hosting infrastructure, including failover environment.
- **Activity 2.2:** Configure the server infrastructure, including development, testing/training environments. The Contractor shall prepare the hosting environment configuration scripts and guidelines to enable the MoD to replicate the same process in the future.

Task 2 deliverables are as follows:

- **Deliverable 2.1:** Requirements for the hosting infrastructure (development, testing/training, and production environments).
- **Deliverable 2.2:** Configured hosting infrastructure (development, and testing/training environments), deployment scripts, and documentation.

## C.3. Task 3: ISS MTMDR Design and Development

To design and develop the RSDR that refers to six services of the Material Resources Module: **1)** Car and Vehicle Service; **2)** Weapons and Ammunition Service; **3)** Military Geo-informational Service; **4)** Engineering Service; **5)** Chemical Service; **6)** Technical Aviation Service. The following activities shall be carried out:

- **Activity 3.1:** Perform the business analysis and develop related documentation (SDD) for ISS MTMDR according to the Agile principles. The Contractor will work with the MoD, Stakeholders,

and SSSR Project to describe the specifications of the software according to the current legislation, and the Functional and Technical Requirements. The Contractor will develop the SDD in an iterative and incremental manner (the SDD will be updated during each project sprint). It is the responsibility of the Contractor to develop a detailed design of the ISS MTMDR and present the design for the acceptance by the MoD and SSSR Project. The Contractor shall suggest the design and implementation methodology, which will allow for the implementation of the ISS MTMDR within the planned implementation timeframe.

- **Activity 3.2:** Develop the ISS MTMDR using CI/CD facilities and providing to stakeholders the prototype versions of ISS MTMDR to allow the opportunity to review and provide comments. The prototyping can also be organized in several stages, to verify the design of a particular logical unit – modules before they are developed or deployed.
- **Activity 3.3:** Perform the tests for developed ISS MTMDR functionalities. The Contractor shall develop the test plan that will, at least, include the following tests: unit testing, integration testing, load testing, stress testing, recovery testing, and security testing. The test plan shall also include tests to be performed by the MoD with the Contractor's support, namely usability testing and functional testing. The final acceptance testing will be done after the training as part of Task 7.
- **Activity 3.4:** Prepare technical documentation related to the future ISS MTMDR exploitation.
- **Activity 3.5:** Hold design workshops or individual sessions with stakeholders after each deployment of the ISS MTMDR prototype version.
- **Activity 3.6:** Prepare biweekly project management status reports, which include, at a minimum, the overall project status, reporting of issues, achievements and planned activities, milestones, deliverables, and reporting of risks. In particular, the biweekly status reports will focus on the activities done in the previous two weeks and activities planned for the following two weeks, identifying any unresolved issues and foreseen risks. Besides the regular biweekly progress reporting, any issues or foreseen risks that may impact the project progress shall be reported immediately.

Task 3 deliverables are as follows:

- **Deliverable 3.1:** ISS MTMDR detailed design. The detailed design of ISS MTMDR will be described by SDD (Software Design Document). The detailed design will be delivered in several stages/increments, however, the Contractor is obliged to compile and deliver the final and comprehensive design.
- **Deliverable 3.2:** Deployed functional ISS MTMDR on the production/failover, development and testing/training platforms and a report on improvements made based on the review done by the MoD and SSSR Project.
- **Deliverable 3.3:** ISS MTMDR exploitation documentation (User guides for each role, Administration guide, Deployment and configuration guide, Troubleshooting and routine maintenance activities guide).
- **Deliverable 3.4:** Weekly/Biweekly project management status reports and presentation slides delivered throughout the project implementation period.

#### C.4. Task 4: Integration with external IT systems

To implement the data exchange interfaces the following activities shall be carried out:

- **Activity 4.1:** Implementation of interoperability facilities between the ISS MTMDR and state registries: State Registry of Population, State Registry of Legal Entities, State Registry of Transport, State Registry of Car Drivers, Cadaster of Real Estate, State Registry of Weapons, State Registry of Animals, AIS “Registry of State Material Reserves”.
- **Activity 4.2:** ISS MTMDR integration with government e-services (MPass, MSign, MNotify, MLog, MPower, MCabinet).

Task 4 deliverables are as follows:

- **Deliverable 4.1:** Report and acceptance of the interoperability and data exchange functionalities.
- **Deliverable 4.2:** Documentation of implemented APIs (Technical specifications and integration guide for consumed interfaces).

### C.5. Task 5: Data Transformation and Migration

To transform and migrate data to the ISS MTMDR database the following activities shall be carried out:

- **Activity 5.1:** Develop the data transformation and migration plan and methodology.
- **Activity 5.2:** Develop data migration/population scripts and tools to populate the ISS MTMDR store with the primary data and metadata provided by MoD.
- **Activity 5.3:** Testing the accuracy of transformed and migrated data.

Task 5 deliverables are as follows:

- **Deliverable 5.1:** Data migration/population plan and methodology.
- **Deliverable 5.2:** ISS MTMDR populated with primary data and metadata value.
- **Deliverable 5.3:** Data transformation and migration report.

### C.6. Task 6: Trainings

To train the ISS MTMDR authorized users the following activities shall be carried out:

- **Activity 6.1:** Develop the plan, schedule, and all materials (e.g., power-point presentations, guidelines, video instructions, end-user’s manual, administrator’s manual) required for the training of ISS MTMDR administrators and end-users.
- **Activity 6.2:** Provide training for ISS MTMDR system administrators. The Contractor shall train at least two MoD IT specialists for the role of system administrator. After the training, the MoD’s System Administrators shall be able to maintain and operate the software independently without any external IT support. The minimum duration of the administrators’ training shall be 64 hours.
- **Activity 6.3:** Provide train-the-trainer sessions for ISS MTMDR users to support sustainability of implemented software. The training shall be organized for a minimum of two persons – future trainers, and the duration of training shall be at least 56 hours.
- **Activity 6.4:** Provide training for the ISS MTMDR authorized users. The training shall be organized for a minimum of 60 users involved in ISS MTMDR operation, and the duration of training shall be at least 40 hours.
- **Activity 6.5:** Enable access to the Contractor’s helpdesk system that will be used for maintenance and support activities during the Contract term.

Task 6 deliverables are as follows:

- **Deliverable 6.1:** Training Plan with a schedule and training materials, including means to support outreach activities (instructional videos, presentations, etc.) and brief guidelines on how to use the Contractor's helpdesk system.
- **Deliverable 6.2:** Report on conducted trainings for administrators, trainers, and authorized users with the received/implemented suggestions to improve the ISS MTMDR usability and functionalities.
- **Deliverable 6.3:** Access provided to the Contractor's helpdesk system with helpdesk user's manual.

## C.7. Task 7: ISS MTMDR Finalization and Stabilization

To finalize the ISS MTMDR the following activities shall be carried out:

- **Activity 7.1:** Making changes to improve the ISS MTMDR usability based on the feedbacks from trainings and stakeholders' representatives.
- **Activity 7.2:** Making the required updates to technical and user documentation based on the ISS MTMDR usability improvements.
- **Activity 7.3:** Supporting the outreach activities to communicate the ISS MTMDR benefits to all stakeholders.
- **Activity 7.4:** Develop the *Business Continuity Plan (BCP)*, *Disaster Recovery Plan (DRP)*, *Backup Plan* and other relevant ISS MTMDR information security procedures in compliance with the current legislation and information security standards (e.g. ISO/IEC 27001).
- **Activity 7.5:** Stabilization of the ISS MTMDR in a period of three (3) months. The Contractor will use the stabilization period for removing functionality issues and shortcomings that might not have been noted in the testing but become apparent during its live operation.
- **Activity 7.6:** User Acceptance Test of the ISS MTMDR according to the test scenarios and cases that will be prepared by the Contractor. The UAT approval by the MoD will be a prerequisite to proceed with the final acceptance of the ISS MTMDR.
- **Activity 7.7:** ISS MTMDR handover activities. Transfer of the complete source code and the final ISS MTMDR design and other documentation to the SSSR Project and the MoD.

The deliverables of Task 7 are as follows:

- **Deliverable 7.1:** Minutes for the handover of the ISS MTMDR System to the MoD with associated documentation (i.e. ISS MTMDR complete documented source code, final updated detailed design, technical and user documentation).
- **Deliverable 7.2:** Business Continuity Plan, Disaster Recovery Plan, Backup Plan and other information security procedures for the ISS MTMDR operation.
- **Deliverable 7.3:** User Acceptance Test report.
- **Deliverable 7.4:** Complete source code and deployment scripts.
- **Deliverable 7.5:** Signed SLA between the Contractor and MoD for the post-implementation support and maintenance services.

- **Deliverable 7.6:** Report on conducted change management and outreach activities, corrected shortcomings and updated technical and user documentation, including updated source code of the ISS MTMDR during the stabilization period.

## C.8. Task 8: Post-implementation Support and Maintenance

The post-implementation support and maintenance activities shall be performed during 12 months after the stabilization of the software. These activities shall include correction of any shortcomings related to the ISS MTMDR functioning. The Contractor shall provide the maintenance and support activities according to the Service Level Agreement (SLA), namely:

- **Activity 8.1:** Provide post-implementation support and maintenance after the final acceptance and delivery period for up to **12 months**.
- **Activity 8.2:** Correct the shortcomings and update the software on a regular basis, including all required updates for technical and user documentation during the implementation and post-implementation periods.

Task 8 deliverables are as follows:

- **Deliverable 8.1:** Monthly reports on support and maintenance, including the number of helpdesk requests and maintenance as well as support indicators according to the SLA requirements.
- **Deliverable 8.2:** Report on corrected shortcomings and updated technical and user documentation, including the ISS MTMDR updated source code.

## C.9. Milestones

The following table shows the milestones, the corresponding completion dates, and deliverables. The Payment Schedule will be linked to these milestones. A milestone is achieved when all related deliverables have been completed and accepted.

*Table 1. List of Milestones and Completion Dates*

| No | Milestone                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Completion date                              | Payment                        |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|--------------------------------|
| 1. | <b>Milestone 1:</b> Project Management Plan and initial business analysis are finalized and accepted.<br>Milestone 1 deliverables: <ul style="list-style-type: none"> <li>• <b>Deliverable 1.1:</b> Kick-off meeting organization and presentation of Project Initiation/Charter document with the vision, implementation approach and project team.</li> <li>• <b>Deliverable 1.2:</b> Project Management Plan with Implementation Schedule, Stakeholder Engagement Plan, Change Management Plan, Communication Plan, and Risk Management Plan.</li> <li>• <b>Deliverable 1.3:</b> ISS MTMDR Product Backlog.</li> </ul> | Three (3) weeks following the Contract award | 1 <sup>st</sup> Tranche<br>15% |
| 2. | <b>Milestone 2:</b> The Development, Testing/Training Environments are configured.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Two (2) weeks following the                  |                                |

| No | Milestone                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Completion date                                                  | Payment |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|---------|
|    | <p>Milestone 2 deliverables:</p> <ul style="list-style-type: none"> <li>• <b>Deliverable 2.1:</b> Requirements for the hosting infrastructure (development, testing/training, and production environments).</li> <li>• <b>Deliverable 2.2:</b> Configured hosting infrastructure (development, and testing/training environments), deployment scripts, and documentation.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | achievement of Milestone 1                                       |         |
| 3. | <p><b>Milestone 3:</b> The ISS MTMDR for the Car and Vehicle Service, Weapons and Ammunition Service, Military Geo-informational Service, Engineering Service, Chemical Service, Technical Aviation Service is iteratively and incrementally designed, developed, and internally tested.</p> <p>Milestone 3 deliverables:</p> <ul style="list-style-type: none"> <li>• <b>Deliverable 3.1:</b> ISS MTMDR detailed design (SDD).</li> <li>• <b>Deliverable 3.2:</b> Deployed functional ISS MTMDR on the production/failover, development and testing/training platforms and a report on improvements made based on the review done by the MoD and SSSR Project.</li> <li>• <b>Deliverable 3.3:</b> ISS MTMDR exploitation documentation (User guides for each role, Administration guide, Deployment and configuration guide, Troubleshooting and routine maintenance activities guide.</li> <li>• <b>Deliverable 3.4:</b> Weekly/Biweekly project management status reports and presentation slides delivered throughout the project implementation period.</li> </ul> | Twenty-eight (28) weeks following the achievement of Milestone 2 |         |
| 4. | <p><b>Milestone 4:</b> The ISS MTMDR data exchange mechanism is implemented.</p> <p>Milestone 4 deliverables:</p> <ul style="list-style-type: none"> <li>• <b>Deliverable 4.1:</b> Report and acceptance of the interoperability and data exchange functionalities.</li> <li>• <b>Deliverable 4.2:</b> Documentation of implemented APIs (Technical specifications and integration guide for consumed interfaces).</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Twelve (12) weeks in parallel with the Milestone 3 activities.   |         |
| 5. | <p><b>Milestone 5:</b> All relevant data are transformed and migrated to the ISS MTMDR.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Ten (10) weeks following the                                     |         |

| No | Milestone                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Completion date                                                                                                                                                                                                                                                                  | Payment                |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
|    | <p>Milestone 5 deliverables:</p> <ul style="list-style-type: none"> <li>• <b>Deliverable 5.1:</b> Data migration/population plan and methodology.</li> <li>• <b>Deliverable 5.2:</b> ISS MTMDR populated with primary data and metadata value.</li> <li>• <b>Deliverable 5.3:</b> Data transformation and migration report.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                        | <p>achievement of Milestone 2 (the data transformation and migration will be implemented in parallel with the Milestone 3 activities).</p> <p>The data migration and reconciliation activities will be done during three (3) weeks after the achievement of the Milestone 3.</p> |                        |
| 6. | <p><b>Milestone 6:</b> Trainings and focus groups conducted.</p> <p>Milestone 6 deliverables:</p> <ul style="list-style-type: none"> <li>• <b>Deliverable 6.1:</b> Training Plan with a schedule and training materials, including means to support outreach activities (instructional videos, presentations, etc.) and brief guidelines on how to use the Contractor's helpdesk system.</li> <li>• <b>Deliverable 6.2:</b> Report on conducted trainings for administrators, trainers, and authorized users with the received/implemented suggestions to improve the ISS MTMDR usability and functionalities.</li> <li>• <b>Deliverable 6.3:</b> Access provided to the Contractor's helpdesk system with helpdesk user's manual.</li> </ul> | <p>Three (3) weeks following the achievement of Milestone 3</p>                                                                                                                                                                                                                  |                        |
| 7. | <p><b>Milestone 7:</b> ISS MTMDR is finalized and accepted. Stabilization period finalized.</p> <p>Milestone 7 deliverables:</p> <ul style="list-style-type: none"> <li>• <b>Deliverable 7.1:</b> Minutes for the handover of the ISS MTMDR System to the MoD with associated documentation (i.e. ISS MTMDR complete documented source code, final updated detailed design, technical and user documentation).</li> <li>• <b>Deliverable 7.2:</b> Business Continuity Plan, Disaster Recovery Plan, Backup Plan and other information security procedures for the ISS MTMDR operation.</li> </ul>                                                                                                                                             | <p>Three (3) months following the achievement of Milestone 6</p>                                                                                                                                                                                                                 | <p>2nd Tranche 85%</p> |

| No | Milestone                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Completion date                                             | Payment |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|---------|
|    | <ul style="list-style-type: none"> <li>• <b>Deliverable 7.3:</b> User Acceptance Test report.</li> <li>• <b>Deliverable 7.4:</b> Complete source code and deployment scripts.</li> <li>• <b>Deliverable 7.5:</b> Signed SLA between the Contractor and MoD for the post-implementation support and maintenance services.</li> <li>• <b>Deliverable 7.6:</b> Report on conducted change management and outreach activities, corrected shortcomings and updated technical and user documentation, including updated source code of the ISS MTMDR during the stabilization period.</li> </ul> |                                                             |         |
| 8. | <p><b>Milestone 8:</b> Post-implementation support and maintenance after the final user acceptance and delivery period.</p> <p>Milestone 8 deliverables:</p> <ul style="list-style-type: none"> <li>• <b>Deliverable 8.1:</b> Monthly reports on support and maintenance, including the number of helpdesk requests and maintenance as well as support indicators according to the SLA requirements.</li> <li>• <b>Deliverable 8.2:</b> Report on corrected shortcomings and updated technical and user documentation, including the ISS MTMDR updated source code.</li> </ul>             | Twelve (12) months following the achievement of Milestone 7 |         |

**NOTE: See the detailed Technical Requirements of the software to be developed attached as Annex 1**

### **C. Institutional Arrangement**

The contractor will work under the guidance of the Ministry of Defence of the RM and in close cooperation with UNDP "Support to Security Sector Reform in the Republic of Moldova" (SSSR) Project for both substantive and administrative aspects of the assignment and under the direct supervision of the SSSR Project Manager and representatives of the Ministry of Defence.

#### **Language requirements**

All discussions with the beneficiaries of the project will be conducted in Romanian. All the relevant documentation, training and technical support will be conducted in Romanian. All staff involved in the project that will interact directly with the beneficiary must speak Romanian.

#### **Timeframe and Location**

It is envisaged that for the successful provision of services and the production of deliverables required under the Terms of Reference, the expected period of implementation is **August 2022-August 2023 (excluding**

**maintenance, technical support and warranty period).** Subsequently, the contractor shall include information on the volume of allocated resources.

The duty location for the assignment will be Republic of Moldova. Project shall be not responsible for logistics and organizational arrangements.

The payment for services provided will be made on a lump-sum basis upon the service delivery and acceptance by the beneficiary (MoD) and UNDP SSSR Project, according to the timeframes indicated in Technical Requirements.

**NOTE: Communication between the Beneficiary and Project Manager/Team Leader, as well as, Developers should be in Romanian. During the assignment period, the staff to be involved shall be present (located) in the Republic of Moldova. The Developers must work at the designated premises of the Ministry of Defence if their own location did not pass security certification approval from the SIS.**

#### **D. Eligibility**

Successful bidder must meet the following minimum qualification requirements:

##### **For the company:**

- Minimum 5 years of working experience in developing IT systems;
- At least 2 IT projects of similar task complexity implemented and their description.

**Failure to comply with the above-mentioned minimum requirements may constitute a reason for disqualification.**

The bidder shall submit the technical bid with clear CVs (based on the template indicated in the present RfP) of the project staff and the qualifications of each staff proposed. Explicitly persons holding the following key positions shall be presented:

#### **1. Project Manager/Business Analyst**

- University or Master's degree in ICT or another relevant field;
- Minimum 5 years of experience in software development Project Management;
- Minimum 2 projects of similar task and complexity in the position of ICT Project Management in the last 3 years;
- Knowledge of the software life cycle;
- Knowledge of business analysis;
- Proven experience in use of modern methodologies and approaches for designing information systems and application of ICT standards and initiatives specific to the government sector of the Republic of Moldova;
- Internationally recognized certification in the field of Project Management;
- Romanian and English language skills.

## **2. Software Developer/Integration Expert**

- University degree in ICT or another relevant field;
- Minimum 3 years of experience in the development of information systems based on the technologies proposed for IS "Management of Technical-Material Defence Resources";
- Minimum 2 similar projects during the last 3 years;
- Experience in modular testing;
- Experience in software integration, API design and development using SOAP / REST;
- Recognized certification related to the proposed technological stack for IS "Management of Technical-Material Defence Resources";
- Romanian or Russian language skills.

## **3. Software Developer/DevOps Expert**

- University degree in ICT or another relevant field;
- Minimum 3 years of experience in the development of information systems based on the technologies proposed for IS "Management of Technical-Material Defence Resources";
- Minimum 2 similar projects during the last 3 years;
- Experience in modular testing, continuous integration and DevOps;
- Recognized certification related to the proposed technological stack for IS "Management of Technical-Material Defence Resources";
- Romanian or Russian language skills

## **4. Software Tester/Trainer**

- University degree in ICT or another relevant field;
- Minimum 3 years of experience in testing software of similar complexity;
- Proven experience in functional testing of computer systems;
- Proven experience in load and stress testing of computer systems;
- Proven experience in automatic software testing processes;
- Certification in the field of quality assurance (example: ISTQB) or related to the technology stack proposed for the development and operation of IS "Management of Technical-Material Defence Resources";
- Demonstrated experience in conducting training sessions for users with different roles in IT systems in at least 2 similar projects;
- Recognized certification related to the proposed technological stack for IS "Management of Technical-Material Defence Resources";
- Romanian or Russian language skills.

**Detailed Terms of Reference (Romanian version) are attached as Section 5a.**