

Annex 1

SCHEDULE OF REQUIREMENTS /

TERMS OF REFERENCE

**Services for development of a functional extension of Information
System Energy Vulnerability Fund
“Electro-appliances Voucher Program”**

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Introduction

UNDP provided assistance to the Government to create a new energy subsidy system and additional assistance to create an IT platform to support this effort starting with 2022/2023 heating season.

Information System Energy Vulnerability Fund (EVF) of the Ministry of Labor and Social Protection (MLSP) is under continuous development to respond to energy crisis Moldova is facing by supporting the energy subsidy system operational.

The present document includes the supplement necessary to provide IS EVF with necessary capability to manage voucher program.

It is expected that the development of the *Electro-appliances Voucher Program (EVP)* module will be seamless for current users of IS EVF, will keep the same look and feel, and will provide interfaces for all participants of the program.

In this regard, a brief description is provided for the basic components of the solution, pointing out the principles and functionalities to be taken into consideration when developing every component.

1. General Information

1.1. General consideration for developing the EVP Module

EVP Module is developed to be an integral part of the existing IS EVF platform. Shall be considered as a functional extension, will use the same data sources, reside in within the same technological platform and will be indivisible from the main application.

All regulation that applies to IS EVF platform shall be translated and applicable to the developed module.

EVP Module should keep the existing web interface, general look and feel, accessible through most of popular internet browsers (*MS Internet Explorer/MS Edge, Mozilla FireFox, Opera, Google Chrome or Safari*).

The newly developed module shall not affect the scalability or any other functionality of IS EVF.

1.2. Owner of the information system

The owner of the IS „EVF“ and respectively of the EVP Module is the *Ministry of Labor and Social Protection*. As the owner of the IS „EVF“, *MLSP* will be able to attribute roles and rights to authorized persons, to operate the information system depending on their service duties. As well, the *Ministry of Labor and Social Protection* through the *IT Service of the MLSP* will ensure the totality of support activities, maintenance and continuous development of the IS „EVF“.

1.3. Holder of the information system

The holder of the IS „EVF“ is the *Information Technology and Cyber Security Service*, because it holds the common governmental technological governmental service *MCloud* which will host the information system. The *ITCSS* will be responsible, as well, for solving the totality of technical problems related to operation of the IS „EVF“.

1.4. Administrator of the information system

The administrator of the IS „EVF“ is one or more persons appointed by the *Ministry of Labor and Social Protection* (as a rule, employees of the *ITS*). The whole administration of the content in the IS „EVF“ will be carried out by specialists from the *MLSP*. As well, at the level of the technical infrastructure of hosting the IS „EVF“, the administration functions will be exercised by the *ITCSS*.

1.5. Registrar of the information system

The registrars of the IS „EVF“ is *MLSP*.

1.6. Purchaser of the information system

The purchaser of the EVP Module is the UNDP “Addressing the impact of the energy crisis in the Republic of Moldova” Programme and the Ministry of Labor and Social Protection.

1.7. Users and their roles in the information system

System Administrator – human actor, empowered with administration of system users, setting the information system, as well as starting/stopping /restarting the information system components. If the technological environment includes sufficient capabilities to fulfil the administration works, the implementation of such works in the system is optional. This category of actors has the following distinct roles:

- has access to functionalities of the users with the role of Authorized User;
- manages the profiles of users, and their roles;
- manages the system of nomenclatures and system metadata;
- sets the flows- and templates of documents/ statistical reports;

- sets the functional parameters of the EVP Module;
- manages the applications' server;
- manages the database in production;
- generates the reports related to the information system audit and the information content of the information system database;
- makes backup copies and recovery of functionalities of the EVP Module in case of disaster.

The following roles will be added to IS EVF to make use of EVP functional extension:

Role	Descriptions	Use Case Reference	Comments
EVP Program Manager	Can Create, Save Draft, Launch and Cancel or Update an EVP Session. Can also list and check all EVP Sessions. Can also create Company Accounts for eligible EVP Suppliers.	UC01, UC03, UC05	
EVP Supplier Manager	Can modify company details. Can create account for EVP Supplier operators, can extract reports on the progress of voucher redeeming fulfillment process	UC03, UC04, UC05	
EVP Supplier Operator	Can input data for voucher redeeming fulfillment process	UC04, UC05	This are employees of the Company, usually from Company subsidiaries in territory that have the role to interact with EVP Candidates and fulfill the requirements for EVP voucher redeeming process
Anonymous User	Can check if a voucher is valid to his account	UC02	
Validator	This role can be fulfilled by EVP Program Manager, or can be specific users	UC06	

EVP Candidate	EVP Candidates can login into their Personal Cabinet in IS IVF platform and interact with EVP Supplier Operators	UC07	This user has the responsibility to provide physical signatures and accepting EVP Program required forms
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2. Functional requirements

2.1. List of entities used

A **VOUCHER** has the following characteristics:

- A **unique identifier** made of minimum 16 alfa-numeric characters grouped by four
- Can be in any of the statuses: **New, In Progress, Redeemed, Revoked, Renewed**
- **Validity Period** that includes start date and end date
- **Nominal Value** expressed in Moldovan Leu
- **EVP Session identifier** and short campaign description
- **EVP Candidate** to which this voucher has been assigned
- **Minimum Energy Efficiency Label** for which the voucher is eligible
- A voucher will contain a **list of EVP Suppliers** with addresses for their subsidiaries, this information will be updated every time a new EVP Session is created
- A list of **eligible appliances** will be provided
- Printed hardcopy of the voucher shall contain all voucher details as well a **disclaimer accepting the conditions of the EVP Program**, the text of the disclaimer can vary from session to session
- A voucher will contain the information that disclaimer accepting the conditions of EVP Program was **accepted electronically**

An **EVP SESSION** has:

- A **unique identifier** a minimum 6 alfa-numeric characters
- **Identification/Name**
- **Short Description**
- **Detailed Description**
- **Validity Period** with dates start and end
- A selection of filters and categories that will allow selection of Beneficiaries, once the campaign is in any of the statuses Active or Canceled, the list of selected Candidates is immutable
- Can be in statuses: **Draft/Awaiting Approval, Active, Expired, Canceled**
- **Minimum Energy Efficiency Label** according to technical eligibility set by EVP Manager
- **Appliance Type**, can be a single or multiple appliances from the List of Appliances
- **Disclaimer text** containing the information required to be accepted by EVP Candidates
- **EVP Registered Suppliers** with respective **quotas** for this EVP Session

VULNERABILITY CATEGORY has:

- There are 4 categories: **Very High, High, Medium, Low and Not Vulnerable**
- A **Vulnerability Category** could include subcategories such as number of inhabitants in a household, children etc. This could be treated as a separate filter when selecting applicants for **EVP Session**.

EVP SUPPLIER has minimum:

- **Name and Address** of the Supplier with Geolocation
- List of **Subsidiaries** with Addresses with Geolocation
- A **Manager** with privileged access
- A registration number with **REP (Producer Responsibility)**

EVP CANDIDATE:

- Is targeted from the list of existing accounts in **IS IVF**
- Has records of assigned to him vouchers
- Has records of old appliance handover fulfillment that have not been used in redeeming process (Handover receipt number)

ENERGY LABEL – is a list of identifiers expressing a corresponding **Old or New type of energy efficiency labels** for electric appliances, e.g. D, A++, C etc.

The EU re-scaled Energy Labels in 2021, so some electro appliances on the market in Moldova today bear the former style of label (hereinafter 'Old Energy Label') and some the rescaled version (hereinafter 'New Energy Label'). The minimum technical performance of electro-appliances for each EVP Session will be described twice: for electro-appliances that bear 'New Energy Labels' and for those that bear 'Old Energy Labels'. The labels are distinguishable as:

- **New Energy Labels** bear QR codes. The highest category of the scale is always "A".
- **Old Energy Labels** do not bear QR codes. The highest category of the scale may be "A" or may be "A+++", depending on the type of electro-appliance.

ADDRESS – address shall correspond to national address classifier (CUATM)

APPLIANCE TYPE – appliance types such as Fridge, Washing Machine, Electrical Cooker and LED Bulbs, etc.

USERS – any user that interacts with the system shall have a unique username, address, phone number, other methods of identification and contact information.

EVP VOUCHER REDEEMING CASE is the result of a digital process performed by EVP Supplier that allows claiming remuneration for redeemed vouchers. A case to be eligible shall contain the following information:

- Voucher Number
- Beneficiary Name, Surname
- Beneficiary National Identification Number or ID Number if it is the case
- Type of electro-appliance purchased, additionally:
 - Model and Brand
 - Payment receipt
 - Warranty Period

- Price of Electro-appliance
- Energy label
- Handover Receipt number
- Tax invoice number for recycling

2.2. List of functional requirements

All functional requirements shall be treated as Mandatory.

ID	Descriptions	Use Case Reference	Comments
FR01	Create, Save Draft, Launch and Cancel an EVP Session (see. Voucher Session)	UC01	Launch and Cancel shall trigger an alert both in the Beneficiary account and if available a SMS notification, e-mail alert, other.
FR02	Selection of targeted candidates for a voucher session. It shall be possible to select Candidate based on any criteria selectable from the IS IVF application, including but not limited to vulnerability category, age, number of residents, family members, number of children, region/village etc.	UC01	If a selection is used to Launch a session a detailed log shall be created containing all beneficiaries that have been selected, selection criteria, other relevant information for future audit shall be saved.
FR03	Beneficiaries shall be notified every time they become eligible for one or more Voucher Sessions through a SMS alert and a notification in the respective area in IS IVF	UC01	
FR04	It shall be possible to check if an individual possible Beneficiary has a valid Voucher to his account through a simple check on http://compensatii.gov.md page just using his IDNP or National ID number and Birth Date.	UC02	Other methods can be proposed, though the functionality shall allow a simple check, and prevent guessing a combination.
FR05	It shall be possible to update the EVP Session. It shall be possible for a specific EVP Session to extend the validity period, reduce validity period, etc.	UC01	Notification to all beneficiaries that haven't redeemed their vouchers.
FR06	A EVP Program Manager shall be able to create Company Account for EVP Suppliers and users for EVP Supplier Managers.	UC03	

	An EVP Supplier Manager shall be able to create additional users for Operators and subsidiaries for the EVP Supplier		
FR07	An operator shall be able to check the validity of a voucher when approached by a beneficiary, start a voucher redeeming process, and collect required data for the Voucher redeeming. Once all the data is collected specific case shall be marked as completed and submitted for compensation.	UC04	Additional to input of specific data such as home/delivery address, personal data of the beneficiary, operator shall be able to upload digital images of supporting documentation, scans of receipts, delivery confirmation etc.
FR08	It shall be possible depending on the hierarchy level Operator, Company Manager, Program Manager (see PTE Program Manager) to produce a report for a specific interval either from the start of the campaign to specific date, or any other interval within the campaign that will contain details for each redeemed voucher, as well number of in progress cases or closed and submitted cases	UC05	For each closed case shall be possible to review audit the submitted data, regardless of the Beneficiary or date submitted.
FR09	Validation of cases, audit, manual input. For specific voucher redeeming cases it might be needed that some of the requirements be directly overruled by EVP Program Manager, or in an alternative scenario some of the submitted cases be invalidated due to various motives, such as erroneous data input, wrongful use of information, exploit of the system etc.	UC06	
FR10	Generation of voucher form and EVP Program Conditions acceptance confirmation. Regardless of user role it shall be possible to generate a voucher form for specific voucher and Candidate. The voucher shall contain both the information about the voucher, as well the disclaimer for EVP Program.	UC07	This feature shall be available in Candidate Personal Cabinet, Operator workspace and on the IS IVF landing page.
FR11	It shall be possible to obtain an aggregated report with quota fulfillment for each of the Suppliers for a session	UC05	
FR12	It shall be possible to cancel an in-progress voucher redeeming case, even with old appliance handover requirement fulfilled. If old appliance hand-over process is fulfilled then EVP Candidate record in IS IVF will be	UC08	For cases where old appliance hand-over process has been fulfilled and EVP Candidate has canceled a redeeming process, or returned purchased appliance, EVP module

	updated to include that the requirement for handover of old equipment has been fulfilled for specific type of appliance, which will act as an automatic fulfillment once in the current or subsequent EVP sessions.		will keep record, and will automatically transfer respective supporting document to the new cases and respectively mark the requirement as fulfilled.
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3. Use cases

User case follows the general scenarios. It is expected that during the implementation the scenarios could be changed in some detail without affecting the original objectives.

ID	3.1. UC01
Description Short	Create, Save Draft, Launch and Cancel or Update an EVP Session
Actors	EVP Program Manager
Prerequisites	There are no prerequisites to this scenario
Results	A EVP Session is created or updated
Main Scenario	
<ol style="list-style-type: none"> 1. User can list existing EVP Sessions, by any but not limited to criteria: validity, status, creation date, etc. 2. Original listing of EVP Sessions shall be from newest to oldest creation dates 3. User can view any of Existing EVP Sessions 4. User creates a new EVP Session 5. User adds all data required to launch an EVP Session 6. Any newly create EVP Session can be saved as Draft 7. User can delete any EVP Session if it has status Draft 8. User can update any EVP Session that has statuses Draft or Active 9. It shall be possible to create EVP Sessions with exclusion of certain requirement, ex. Recycling Receipt, respectively all requirements shall be selectable from the EVP Session creation interface. 10. User assigns EVP Registered Suppliers to the EVP Session from the list of suppliers and assign them quotas 11. Any update on an EVP Session with status Active, shall trigger an update to eligible EVP Candidates 12. User can launch any EVP Session that has status Draft and filled in all criteria 13. All candidates receive an alert either through SMS or/and an update in their Personal Cabinet in IS IVF 	

Alternative Scenarios

1. For the scenarios where EVP Candidates have been registered to IS IVF with the aid of their Social Assistants or other appointed responsible persons an alerting message will be generated for the respectively delivered to their workspaces.

Dependencies

1. There are no dependencies
2. All data shall be validated against normal behavior: user is valid, start dates shall be later than current date, etc.

ID	3.2. UC02
Description Short	A EVP Candidate or any other user can check for existing voucher
Actors	All
Prerequisites	An EVP Session exists
Results	A voucher number with description is produced
Main Scenario	
<ol style="list-style-type: none"> 1. A user logs in into his personal space in IS IVF application, open IS IVF landing page anonymously, or is in his respective area of the application, ex. Company Operators 2. User input his national ID Number or Passport ID and his Birth Date 3. System replies with voucher details if there are any vouchers assigned to his account 	
Alternative Scenarios	
<ol style="list-style-type: none"> 1. If EVP Candidate checks his voucher in his Personal Cabinet in IS IVF, then he can also electronically confirm accepting EVP Program disclaimer. 	
Dependencies	
<ol style="list-style-type: none"> 1. There are any EVP Sessions 	

ID	3.3. UC03
Description Short	EVP Program Manager creates a EVP Supplier Account
Actors	EVP Program Manager, Supplier Managers
Prerequisites	A Program Manager user account exists
Results	A Supplier Account for Supplier Manager and Operator accounts are created, and Supplier Manager and Operators can log in
Main Scenario	
<ol style="list-style-type: none"> 1. EVP Program Manager logs into account 2. EVP Program Manager lists existing registered EVP Suppliers 3. EVP Program Manager has the option to edit any of the EVP Suppliers, can change their eligibility status 4. EVP Program Manager has the option to create a new Supplier Account for EVP Supplier, respectively fill in minimum data required such as Supplier Company Name, and username and original password for Supplier Manager account 5. EVP Program Manager can list existing users such as Supplier Manager and Operators for the EVP Supplier account 6. Supplier Manager can login and add additional subsidiaries with addresses and assign Operators to this account. 7. Supplier Manager creates usernames and original passwords for Operators 8. Operators can login in the system, change passwords, check voucher validity, and create new Cases 	
Alternative Scenarios	
<ol style="list-style-type: none"> 1. For specific cases where there is a EVP Supplier with large number of subsidiaries and operators a manual intervention by System Administrators might be required for batch loading of details. 	
Dependencies	
<ol style="list-style-type: none"> 1. There is a EVP Program Manager account in the system 	

ID	3.4. UC04
Description Short	A Supplier Operator fulfills requirements for Voucher redeeming process
Actors	Supplier Managers, Supplier Operators
Prerequisites	An active EVP Session exists, valid Vouchers exist, EVP Candidate addresses a Supplier Operator
Results	A Voucher redeeming process is finished
Main Scenario	
<ol style="list-style-type: none"> 1. Supplier Operator logins into the systems 2. Operator can list existing cases, case a listed by default from newest to oldest, in the order drafts/in progress then submitted. 3. Operator can edit any of the existing cases in statuses draft, in progress etc., except status submitted 4. Operator checks if a valid voucher exists for the Candidate he is servicing 5. Operator creates a new Case to start the process 6. New Case can be registered only if the Supplier has not reached its quota as set during EVP Session Creation 7. If EVP Candidate doesn't sign/confirm the electronic version of the program disclaimer, Operator generates, prints, lets Candidate to sign and uploads a copy of voucher and EVP Program disclaimer 8. Operator fills in the required information as per process described in the EVP Regulation 9. Operator uploads required scans of supporting documentation 10. Operator can save a case in-progress as Draft 11. Once the Operator starts processing any voucher, voucher status is marked in progress and no other case can be opened for the same voucher 12. Once all the information required to submit a case is fulfilled, Operator can submit the case, it is marked as submitted and cannot be edited 	
Alternative Scenarios	
<ol style="list-style-type: none"> 1. For sessions where collection of old equipment is not required, shall be a possibility for the EVP Program manager to search for the specific case and fill in that return of equipment is not needed. This check shouldn't be editable by anyone except Program Manager. 	
Dependencies	
<ol style="list-style-type: none"> 1. There is an active EVP Session, eligible candidate approached a Company Operator with a valid voucher 	

ID	3.5. UC05
Description Short	Case reporting
Actors	Supplier Managers, Supplier Operators, EVP Program Manager
Prerequisites	Active cases for voucher redeeming exist
Results	A CSV downloadable report is created
Main Scenario	
<ol style="list-style-type: none"> 1. Any users with roles Operator, Supplier Manager, EVP Program Manager, Validator shall be able to list depending on their hierarchical role to list and export a CSV report containing all cases and case details. 2. Reports shall be possible to generate depending on the case status, period, specific appliance type, EVP Session number 3. Any of the users shall be able according to their permissions to view any case 4. It shall be possible to produce an aggregated report with number of fulfillment of cases, separately for in progress and submitted cases, and respectively with quota fulfillment per EVP Supplier and EVP Session 5. The reports have to include information if the program disclaimer was signed electronically or on the paper. 	
Alternative Scenarios	
<ol style="list-style-type: none"> 1. There are no alternative scenarios 	
Dependencies	
<ol style="list-style-type: none"> 1. There are EVP Sessions, there are valid voucher and redeeming cases. 	

ID	3.6. UC06
Description Short	Validation
Actors	EVP Program Manager
Prerequisites	Active cases for voucher redeeming exist
Results	A CSV downloadable report is created
Main Scenario	
<ol style="list-style-type: none"> 1. EVP Program Manager or Validator shall be able to list all voucher redeeming cases regardless of their status. 2. EVP Program Manager or Validator shall be able to mark a submitted case as invalid, adding a remark with the motive to it 	
Alternative Scenarios	
<ol style="list-style-type: none"> 1. For very specific case where a certain defect is present in mass, there shall be a need for System Administrators to intervene for batch update the case, updates could either invalidate the cases or change their statuses. 	
Dependencies	
<ol style="list-style-type: none"> 1. There are no specific dependencies for this scenario 	

ID	3.7. UC07
Description Short	Voucher and EVP Program Disclaimer generation
Actors	All users
Prerequisites	A valid voucher with active EVP Session
Results	A printable PDF form generated, signed, scanned, and uploaded
Main Scenario	
<ol style="list-style-type: none"> 1. A user interacts with the system in the following workplaces: <ol style="list-style-type: none"> a) A EVP Candidate through their Personal Cabinet in the IS IVF platform b) An EVP Candidate with the aid of their Social Assistant or other actors appointed by Ministry of Labor and Social Protection c) An EVP Candidate in the respective section of the IS IVF landing page, where he can validate his voucher (see UC02) d) An EVP Candidate with the aid of a Supplier Operator 2. Depending on the type of interaction it shall be possible to generate a printed hardcopy of the voucher together with EVP Program Disclaimer 3. The hardcopy is presented to Supplier Operator 4. Supplier Operator scans and uploads a digital copy to the Case if the Program Disclaimer was not signed/confirmed in electronic format 	
Alternative Scenarios	
<ol style="list-style-type: none"> 1. There are no alternative scenarios. 	
Dependencies	
<ol style="list-style-type: none"> 1. There should be an active EVP Session and a valid voucher 	

ID	3.8. UC08
Description Short	Voucher Renewal and Equipment Return
Actors	EVP Supplier Operators
Prerequisites	A redeemed voucher, In-progress redeeming Case
Results	A valid voucher with Renew status, handover fulfillment record
Main Scenario	
<ol style="list-style-type: none"> 1. If the EVP Candidate with a redeemed voucher or an in-progress case decides to cancel current case or to return purchased equipment to an EVP Supplier, and is within rights to return the equipment, EVP Operator will start a Voucher renew case. 2. EVP Operator will search for submitted or in progress case 3. EVP Operator will mark the case as Voucher Renew 4. EVP Operator can print a handover receipt for EVP Candidate 5. EVP Candidate account will be updated with a record of fulfillment of handover requirement with a copy of supporting document 6. EVP Candidate redeemed voucher will get status Renewed 	
Alternative Scenarios	
<ol style="list-style-type: none"> 1. There are no alternative scenarios. 	
Dependencies	
<ol style="list-style-type: none"> 1. There should be submitted voucher redeeming case, or a in progress case with old appliance handover requirement fulfilled and a valid voucher 	

4. Nonfunctional requirements

All functional requirements shall be treated as mandatory

ID	Descriptions
NFR01	EVP Module must be developed based on the Agile methodology
NFR02	EVP Module will use the same technology stack as IS EVF
NFR03	EVP Module will have the same look and feel, follow the same design patterns etc. as IS EVF
NFR04	EVP Module will not change or affect in any way existing performance of IS EVF
NFR05	EVP Module will have sufficient performance to address at least 300 concurrent sessions, will not exceed a 3 seconds response time interval for any action
NFR06	User interface shall offer the option to choose any of languages Romanian, Russian English

5. Final product and delivered components

The following list constitutes a **minimum set of deliverables**:

- The **complete source code** of the module and components required to compile the delivered program product.
- The final product shall be **packaged together with IS EVF**.
- Documents and **reports related to the project management processes** for the design, development and implementation of EVP Module.
- **Design** of the Voucher together with Program Disclaimer.
- Updates to the **Technical Project (SRS+SDD)**.
- Documentation for the deployment of the EVP Module.
- **User Manual** for EVP Module.
- Update to IS EVF **Administrator's Manual**.
- **Test plan and internal test results** (functional, integration, performance, loading, security).
- All artifacts are to be **delivered electronically** and shall be **digitally signed**.

6. Period of Performance

The tentative time of commencement of the Contract is December 30, 2022.

The tentative date of presenting a working prototype is January 27, 2023.

The prototype shall allow Session and Voucher generation, and Voucher redeeming process completion.

It is expected that from January 27, 2023, through February 28, 2023, all functionalities of the system to be developed, tested and deployed.

Obtaining Operational Acceptance Certificate and Handover shall not reach beyond by the end of March 2023.

7. Order of implementation

The activities of design, development, testing and implementation of IS „EVF“ must be performed by enterprises and specialized institutions that have the necessary experience to perform the appropriate work and will include the following stages:

1. **Analysis and Construction** - which will be divided into phases coordinated with the MOL and UNDP as follows:
 - a. The Provider analyzes the terms of reference, performs the business analysis and with the approval of the Direct Beneficiary (MLSP), proposes a calendar plan with deadlines for fulfillment of the assignment;
 - b. The Provider develops the program code and integrates the module into existing IS EVF;
 - c. The Provider performs tests of the integrated module that will include all test scenarios covering all functional requirements and use cases;

- d. The Provider performs the activities of deployment and configuration of the 3 environments of IS EVF (Production environment, Testing/training environment, Development environment).
2. **Training stage** will begin with the completion of the acceptance tests and will include the training of 2 users with the role of System Administrator, 2 trainers for the subsequent training of authorized users and up to 30 authorized users with all configured roles.
3. **Operational Acceptance and Handover** shall begin with the issuance of Operational Acceptance certificate by UNDP and MOL once the system is used in production mode and all deliverables have been completed.
4. **Maintenance and support guarantee stage** is the period in which the Provider assumes the obligation towards the MOL to assist it in maintaining the capacity of the IT system to provide services, as well as the modification of the product (correction of errors and optimization of operating parameters), preserving its integrity.
5. Payment arrangements: 1 (one) payment performed upon conclusion of the Operational Acceptance certificate by UNDP and MOL.

8. Requirements for offerors

The competition is open to companies specialized in providing IT services, with minimum 5 (five) years of experience in developing IT systems and 3 (three) contracts of similar or higher complexity successfully implemented in the past 5 (five) years, out of which at least one complex solution for CPA and/or LPA in accordance with e-Government initiatives in the Republic of Moldova (copies/samples of the contracts/purchase orders might be requested to be provided).

Interested entities must submit a technical and price offer containing:

- Detailed description of the enterprise (experience, human resources, managerial and technical capacities in the field, etc.);
- Copies of registration documents;
- Company's portfolio with the indication of similar implemented projects;
- References of the company's beneficiaries for the last 4 (four) years;
- CVs of key staff involved in the project;
- Description of the non-key staff involved in the project;
- Proposed detailed technical offer, including hardware operating restrictions, estimated activities and their durations;
- Approach, methodology and timeline for entire activity, methodology for providing warranty, maintenance and support services (including owned facilities);
- Detailed financial offer;
- Other relevant documents.

All discussions with the MLSP representatives will be conducted in Romanian language. All related documentation, training and technical support will be done in Romanian language. All collaborators involved in the project who interact directly with the representatives of the MLSP must have a perfect command of the Romanian language.

In the technical offer, the Provider will present the summary data regarding the personnel involved in the project and their qualification. The involvement of qualified personnel with experience in the development and implementation of information systems of similar complexity within the CPA of the Republic of Moldova is welcome.

The persons employed in the following key positions will be explicitly presented:

- Project Manager;
- System Architect / Business Analyst;
- Lead Developer;
- Quality assurance engineer.

For these positions, the CVs will be presented, considering that the experience of the team members should include:

1. Project Manager.

Master's degree in information technology or other relevant fields (for studies in accordance with the Bologna Process) or a degree in information technology or other relevant fields (for studies in accordance with the Bologna Process) with the following experience:

- At least 5 (five) years' experience in ICT software development
- At least 2 (two) years of proven experience in managing projects of similar complexity in at least 2 (two) similar projects implemented during the last 2 (two) years
- Experience in software life cycle
- Relevant experience in business process analysis
- Demonstrated deep understanding and proven experience with project management domain, ICT audit and software architecture (can be confirmed with relevant experience or certifications PRINCE2, PMP, CISA, TOGAF, etc.)
- Knowledge of Romanian and English languages

2. System Architect/Business Analyst.

Bachelor of Information Technology or other relevant field with the following experience:

- At least 4 (four) years' experience in designing and conceptualizing software solutions and documenting business processes
- Experience developed in the use of modern methodologies and approaches for information systems design and application of ICT standards and initiatives specific to the government and public sector of the Republic of Moldova
- Participation in the given position in the implementation of at least 1 (one) similar project during the last 3 (three) years (explicitly indicated in the submitted CV)
- Knowledge of the software life cycle and certification in software architecture and business analysis processes (can be confirmed with relevant experience or certifications TOGAF 9, CTA, CISA, CBAP, AAC, etc.)
- Knowledge of Romanian and English languages

3. Lead Developer.

Bachelor of Information Technology or other fields with the following experience:

- At least 3 (three) years' work experience in the mentioned position
- Participation in the given position in the implementation of at least 1 similar project during the last 3 (three) years (explicitly indicated in the submitted CV)
- Recognized experience / certification related to the technological stack proposed for IS „EVF”
- Knowledge of Romanian and English languages

4. Quality assurance engineer.

Bachelor of Information Technology or other fields with the following experience:

- At least 2 (two) years' work experience in the mentioned position

- Participation in the given position in the implementation of at least 1 similar project during the last 2 (two) years (explicitly indicated in the submitted CV)
- Knowledge of Romanian and English languages