



# **REQUEST FOR PROPOSAL (RFP)**

## **Development of the Informational Subsystem 'Electoral Complaints' of State Automated Information System 'Elections'**

RFP Reference No.: **RFP23/02631**

Country: **Republic of Moldova**

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## SECTION 1: LETTER OF INVITATION

United Nations Development Programme, hereinafter referred to as UNDP, through “**Enhancing Democracy in Moldova through Inclusive and Transparent Elections**” phase II (EDMITE II) Project, hereby invites prospective proposers to submit a proposal for development and implementation of Contestation Module with the CEC in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

To enable you to submit a proposal, please read the following attached documents carefully.

- Section 1: This Letter of Invitation
- Section 2: Instruction to Proposers
- Section 3: Data Sheet
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Conditions of Contract and Contract Forms
- Section 7: Proposal Forms
  - Form A: Proposal confirmation
  - Form B: Checklist
  - Form C: Technical Proposal Submission
  - Form D: Proposer Information
  - Form E: Joint Venture/Consortium/Association Information
  - Form F: Eligibility and Qualification
  - Form G: Format for Technical Proposal
  - Form H: Format for CV of Proposed Key Personnel
  - Form I: Statement of Exclusivity and Availability
  - Form J: Financial Proposal Submission
  - Form K: Format for Financial Proposal

If you are interested in submitting a proposal in response to this RFP, please prepare your proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the deadline for submission of proposals set out in Section 3: Data Sheet.

Should you be interested to submit a proposal, please log in to the Quantum NextGenERP supplier portal and subscribe to this tender following the instructions in the system user guide. Please search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-00098**. Once subscribed to the tender, you will be able to receive notifications in case of amendments of the tender document and requirements.

Please indicate whether you intend to submit a bid by creating a draft response without submitting directly in the Quantum NextGenERP supplier portal.

Offers must be submitted directly in the Quantum NextGenERP supplier portal following this link: <http://supplier.quantum.partneragencies.org/> using the profile you may have in the portal (please log in using your username and password).. In case you have never registered before, follow the [Supplier Portal Registration](https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127714247) [Link](https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127714247) (<https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127714247>) to register a profile in the system. Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

Should you require further clarifications on the application through the Quantum online portal, kindly contact the Procurement Unit at [sc.md@undp.org](mailto:sc.md@undp.org). Please pay attention that the proposal shall be submitted online through the Quantum system and any proposal sent to the above email shall be disqualified.

Should you require further clarifications on the Request for Proposal, Terms of Reference or other requirements, kindly communicate using the messaging functionality in the portal.

Deadline for Submission of Offers (Date and Time), which is visible in the online procurement system will be final. System will not accept submission of any proposal after that date and time. It is the responsibility of the bidder to make sure that the proposal is submitted prior to this deadline for submission.

Bidders are advised to upload proposal documents and to submit their offer a day prior or well before the date and time indicated under the deadline for submission of Offers. Do not wait until last minute. If Bidder faces any issue during submitting offers at the last minutes prior to the deadline for submission, UNDP may not be able to assist on such a short notice and will not be held liable in such instance. UNDP will not accept any offer that is not submitted directly through the System.

We look forward to receiving your proposal.

UNDP Moldova

## SECTION 2: INSTRUCTIONS TO PROPOSERS

GENERAL	
Scope	<p>Proposers are invited to submit a proposal for the services specified in Section 5: Terms of Reference, in accordance with this Request for Proposal (RFP). A summary of the scope of the proposal is included in Section 3: Data Sheet.</p> <p>Proposers shall adhere to all the requirements of this RFP, including any amendment made in writing by UNDP. This RFP is conducted in accordance with Policies and Procedures of UNDP which can be accessed at <a href="#">UNDP Programme and Operations Policies and Procedures/Procurement</a>.</p> <p>As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (<a href="http://www.ungm.org">www.ungm.org</a>). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
Interpretation of the RFP	<p>Any proposal submitted will be regarded as an offer by the proposer and does not constitute or imply the acceptance of the proposal by UNDP. UNDP is under no obligation to award a contract to any proposer as a result of this RFP.</p>
Supplier Code of Conduct, Fraud, Corruption, Gifts and Hospitality	<p>All proposers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a></p> <p>Moreover, suppliers should note that certain provisions of the Code of Conduct will be binding on the supplier in the event that the supplier is awarded a contract, pursuant to the terms and conditions of any such contract.</p> <p>UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a></p> <p>Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>In pursuance of this policy, UNDP:            Shall reject a proposal if it determines that the selected proposer has engaged in any corrupt or fraudulent practices in competing for the contract in question;            Further to the UNDP's vendor sanctions policy, shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p>
Eligible proposers	<p>Proposers shall have the legal capacity to enter into a binding contract with UNDP.</p> <p>A proposer, and all parties constituting the proposer, may have the nationality of any country with the exception of the nationalities, if any, listed in Section 3: Data Sheet. A proposer shall be deemed to have the nationality of a country if the proposer is a citizen or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country.</p>

	<p>All proposers found to have a conflict of interest shall be disqualified. Proposers may be considered to have a conflict of interest if they are or have been associated in the past, with a firm or any of its affiliates that have been engaged by UNDP to provide consulting services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation and other documents to be used for the procurement of the services required in the present procurement process; were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP and/or are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</p> <p>In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</p> <p>Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <p>If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and</p> <p>All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</p> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p> <p>Proposers shall not be eligible to submit a proposal if at the time of proposal submission:</p> <p>is included in the Ineligibility List, hosted by <a href="#">UNGM</a>, that aggregates information disclosed by Agencies, Funds or Programs of the UN System;</p> <p>is included in the <a href="#">Consolidated United Nations Security Council Sanctions List</a>, including the <a href="#">UN Security Council Resolution 1267/1989 list</a>;</p> <p>is included in the <a href="#">World Bank Corporate Procurement Listing of Non-Responsible Vendors</a> and <a href="#">World Bank Listing of Ineligible Firms and Individuals</a>.</p>
Proprietary information	<p>The RFP documents and any Terms of Reference or information issued or furnished by UNDP are issued solely for the purpose of enabling a proposal to be completed and may not be used for any other purpose. The RFP documents and any additional information provided to proposers shall remain the property of UNDP. All documents which may form part of the proposal will become the property of UNDP, who will not be required to return them to your firm.</p>
Publicity	<p>During the RFP process, a proposer is not permitted to create any publicity in connection with the RFP.</p>
<b>SOLICITATION DOCUMENTS</b>	
Clarification of solicitation documents	<p>Proposers may request clarifications on any of the RFP documents no later than the date indicated in Section 3: Data Sheet. Any request for clarification must be sent in writing in the manner indicated in Section 3: Data Sheet. Explanations</p>

	<p>or interpretations provided by personnel other than the named contact person will not be considered binding or official.</p> <p>UNDP will provide the responses to clarifications through the method specified in Section 3: Data Sheet.</p> <p>UNDP shall endeavour to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the proposals, unless UNDP deems that such an extension is justified and necessary.</p>
Amendment of solicitation documents	<p>At any time prior to the deadline for proposal submission, UNDP may for any reason, such as in response to a clarification requested by a proposer, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective proposers.</p> <p>If the amendment is substantial, UNDP may extend the deadline for submission of proposals to give the proposers reasonable time to incorporate the amendment into their proposal.</p>
<b>PREPARATION OF PROPOSALS</b>	
Cost of preparation of proposal	The proposer shall bear all costs related to the preparation and/or submission of the proposal, regardless of whether its proposal is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
Language	The proposal, as well as any and all related correspondence exchanged by the proposer and UNDP, shall be written in the language(s) specified in Section 3: Data Sheet.
Documents establishing eligibility and qualifications of the proposer	The proposer shall furnish documentary evidence of its status as an eligible and qualified vendor, using the forms provided in Section 7 and providing the documents required in those forms. In order to award a contract to a proposer, its qualifications must be documented to UNDP's satisfaction.
11.a Documents comprising the proposal	<p>The proposal bid shall comprise of the following documents and related forms which details are provided in Section 3: Data Sheet:</p> <p>Documents Establishing the Eligibility and Qualifications of the Bidder;</p> <p>Technical Proposal;</p> <p>Financial Proposal;</p> <p>Proposal Security, if required by DS;</p> <p>Any attachments and/or appendices to the Proposal.</p>
Technical proposal format and content	The proposer is required to submit a technical proposal using the forms provided in Section 7 and taking into consideration the requirements in the RFP. The technical proposal shall not include any price or financial information. A technical proposal containing material financial information may be declared non-responsive.
Financial proposal	<p>The financial proposal shall be prepared using the form provided in Section 7 and taking into consideration the requirements in the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>Any output and activities described in the technical proposal but not priced in the financial proposal, shall be assumed to be included in the prices of other activities or items as well as in the final total price.</p> <p>Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
Currencies	All prices shall be quoted in the currency or currencies indicated in Section 3: Data Sheet. Where proposals are quoted in different currencies, for the purposes of comparison of all proposals:



	<p>UNDP will convert the currency quoted in the proposal into the UNDP preferred currency, in accordance with the UN Operational Rate of Exchange.</p> <p>In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in Section 3: Data Sheet, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</p>
Duties and taxes	<p>Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All proposals shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in Section 3: Data Sheet</p>
Proposal validity period	<p>Proposals shall remain valid for the period specified in Section 3: Data Sheet, commencing on the deadline for submission of proposals. A proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>During the proposal validity period, the proposer shall maintain its original proposal without any change, including the availability of the key personnel, the proposed rates and the total price.</p> <p>In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request proposers to extend the period of validity of their proposals. The request and the responses shall be made in writing and shall be considered integral to the proposal.</p> <p>If the proposer agrees to extend the validity of its proposal, it shall be done without any change to the original proposal but will be required to extend the validity of the proposal security, if required, for the period of the extension, and in compliance with Article 17 (Proposal security) in all respects.</p> <p>The proposer has the right to refuse to extend the validity of its proposal without forfeiting the proposal security, if required, in which case, the proposal shall not be further evaluated.</p>
Proposal security	<p>A proposal security, if required by Section 3: Data Sheet, shall be provided in the amount and form indicated in the Section 3: Data Sheet. The proposal security shall be valid for a minimum of thirty (30) days after the final date of validity of the proposal.</p> <p>The proposal security shall be included along with the proposal. If a proposal security is required by the RFP but is not found in the proposal, the offer shall be rejected.</p> <p>If the proposal security amount, or its validity period, is found to be less than is required by UNDP, UNDP shall reject the proposal.</p> <p>In the event an electronic submission is allowed in Section 3: Data Sheet, proposers shall include a copy of the proposal security in their proposal and the original of the proposal security must be sent via courier or hand delivery as per the instructions in Section 3: Data Sheet.</p> <p>Unsuccessful proposers' proposal securities will be discharged/returned as promptly as possible but no later than thirty (30) days after the expiration of the period of proposal validity prescribed by UNDP pursuant to Article 16 (Proposal Validity Period).</p> <p>The Proposal security may be forfeited by UNDP, and the proposal rejected, in the event of any, or combination, of the following conditions:</p> <p>If the proposer withdraws its offer during the period of the proposal validity specified in Section 3: Data Sheet, or;</p> <p>In the event the successful Proposer fails:</p>

	<p>to sign the contract after UNDP has issued an award; or to furnish the performance security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the proposer.</p>
<p>Joint Venture, Consortium or Association</p>	<p>If the proposer is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the proposal, each such legal entity will confirm in their joint proposal that: they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, and this will be evidenced by a duly notarised agreement among the legal entities, which will be submitted along with the proposal; and if they are awarded the contract, the contract shall be entered into by and between UNDP and the designated lead entity, who will be acting for and on behalf of all the member entities comprising the joint venture. After the deadline for submission of proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP. If a JV, Consortium or Association's proposal is the proposal selected for award, UNDP will award the contract to the joint venture, in the name of its designated lead entity. The lead entity will sign the contract for and on behalf of all other member entities. The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Article 19 (Only one Proposal) herein in respect of submitting only one proposal. The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the RFP, both in the proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP. A JV, Consortium or Association, in presenting its track record and experience, should clearly differentiate between: Those that were undertaken together by the JV, Consortium or Association; and Those that were undertaken by the individual entities of the JV, Consortium or Association. Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials. JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
<p>Only one proposal</p>	<p>The proposer (including the individual members of any Joint Venture) shall submit only one proposal, either in its own name or as part of a Joint Venture. Proposals submitted by two (2) or more proposers shall all be rejected if they are found to have any of the following: they have at least one controlling partner, director or shareholder in common; or any one of them receive or have received any direct or indirect subsidy from the other/s; or they have the same legal representative for purposes of this RFP; or</p>

	<p>they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the proposal of another proposer regarding this RFP process; they are subcontractors to each other's proposal, or a subcontractor to one proposal also submits another proposal under its name as lead proposer; or some key personnel proposed to be in the team of one proposer participates in more than one proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one proposal.</p>
Alternative proposals	<p>Unless otherwise specified in Section 3: Data Sheet, alternative proposals shall not be considered. If submission of alternative proposals is allowed in Section 3: Data Sheet, a proposer may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.</p> <p>If multiple/alternative proposals are being submitted, proposer must create an alternate response directly in the system and upload all attachments relevant to the alternate proposal separately together with the alternate response.</p>
Pre-proposal conference	<p>When appropriate, a pre-proposal conference will be conducted at the date, time and location and according to any instructions specified in Section 3: Data Sheet.</p> <p>If it is stated in Section 3: Data Sheet that the pre-proposal conference is mandatory, a Proposer which does not attend the pre-proposal conference shall become ineligible to submit a proposal under this RFP.</p> <p>If it is stated in Section 3: Data Sheet that the pre-proposal conference is not mandatory, non-attendance shall not result in disqualification of an interested proposer.</p> <p>UNDP will not issue any formal answers to questions from proposers regarding the RFP or proposal process during the pre-proposal conference. All questions shall be submitted in accordance with Article 38 (Clarification of Proposals).</p> <p>The pre-proposal conference shall be conducted for the purpose of providing background information only. Without limiting Article 24 (Proposers responsibility) proposers shall not rely upon any information, statement or representation made at the pre-proposal conference unless that information, statement or representation is confirmed by UNDP in writing.</p> <p>Minutes of the pre-proposal conference will be disseminated as specified in Section 3: Data Sheet. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the minutes of the proposer's conference or issued/posted as an amendment to RFP.</p>
Site inspection	<p>When appropriate, a site inspection will be conducted at the date, time and location and according to any instructions specified in Section 3: Data Sheet.</p> <p>If it is stated in Section 3: Data Sheet that the site inspection is mandatory, a proposer which does not attend the site inspection shall become ineligible to submit a proposal under this RFP.</p> <p>If it is stated in Section 3: Data Sheet that the site inspection is not mandatory, non-attendance, shall not result in disqualification of an interested proposer.</p> <p>Proposers participating in a site inspection shall be responsible for making and obtaining any visa arrangements that may be required for the proposers to participate in a site inspection.</p> <p>Prior to attending a site inspection, proposers shall execute an indemnity and a waiver releasing UNDP in respect of any liability that may arise from:</p>

	<p>loss of or damage to any real or personal property;  personal injury, disease or illness to, or death of, any person;  financial loss or expense, arising out of the carrying out of that site inspection;  and  transportation by UNDP to the site (if provided) as a result of any accidents or malicious acts by third parties.</p> <p>UNDP will not issue any formal answers to questions from proposers regarding the RFP or solicitation process during a site inspection. All questions shall be submitted in accordance with Article 7 (Clarification of solicitation documents). A site inspection will be conducted for the purpose of providing background information only. Without limiting Article 24 (Proposers Responsibility), proposers shall not rely upon any information, statement or representation made at a site inspection unless that information, statement or representation is confirmed by UNDP in writing.</p>
Errors or omissions	<p>Proposers shall immediately notify UNDP in writing of any ambiguities, errors, omissions, discrepancies, inconsistencies or other faults in any part of the RFP, with full details of those ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.</p> <p>Proposers shall not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.</p>
Proposers responsibility to inform themselves	<p>Proposers shall be responsible for informing themselves in preparing their proposal. In this regard, proposers shall ensure that they:</p> <ul style="list-style-type: none"> <li>examine and fully inform themselves in relation to all aspects of the RFP, including the Contract and all other documents included or referred to in this RFP;</li> <li>review the RFP to ensure that they have a complete copy of all documents;</li> <li>obtain and examine all other information relevant to the project and the scope of the requirements available on reasonable enquiry;</li> <li>verify all relevant representations, statements and information, including those contained or referred to in the RFP or made orally during any clarification meeting or site inspection or any discussion with UNDP, its employees or agents;</li> <li>attend any pre-proposal conference if it is mandatory under this RFP;</li> <li>fully inform and satisfy themselves as to requirements of any relevant authorities and laws that apply, or may in the future apply, to the supply of the services; and</li> <li>form their own assessment of the nature and extent of the services required as included in Section 5: Terms of Reference and properly account for all requirements in their proposal.</li> </ul> <p>Proposers acknowledge that UNDP, its directors, employees and agents make no representations or warranties (express or implied) as to the accuracy, currency or completeness of this RFP or any other information provided to the proposers.</p>
No material change(s) in circumstances	<p>The proposer shall inform UNDP of any change(s) of circumstances arising during the RFP process, including but not limited to:</p> <ul style="list-style-type: none"> <li>a change affecting any declaration, accreditation, license or approval;</li> <li>major re-organisational changes, company re-structuring, a take-over, buy-out or similar event(s) affecting the operation and/or financing of the proposer or its major sub-contractors;</li> <li>a change to any information on which UNDP may rely in assessing proposals.</li> </ul>

<b>SUBMISSION AND OPENING OF PROPOSALS</b>	
Instruction for proposal submission	<p>The proposer shall submit a complete proposal in the format and comprising the documents and forms in accordance with requirements in Section 3: Data Sheet. The proposal shall be delivered according to the method specified in Section 3: Data Sheet.</p> <p>The proposal shall be submitted? by the proposer or person(s) duly authorized to commit the proposer. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the proposing entity, or, if requested, a Power of Attorney, accompanying the proposal.</p> <p>Proposers must be aware that the mere act of submission of a proposal, in and of itself, implies that the proposer fully accepts the UNDP General Conditions of Contract.</p>
Online submission	<p>Electronic submission through online portal shall be governed as follows:  Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in DS;  The Technical Proposal and the Financial Proposal files <b>MUST BE COMPLETELY SEPARATE</b> and each of them must be uploaded individually and clearly labelled. The Financial Proposal file must be uploaded separately only in the commercial section of the RFP in the system. encrypted with a password so that it cannot be opened nor viewed until the password is provided.  Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in DS.  Detailed instructions on how to submit, modify or cancel a bid in the online portal are provided in the system Bidder User Guide made available in the procurement notice site and in the portal.</p>
Deadline for Submission of Proposals and Late Proposals	<p>Complete proposals must be received by UNDP in the manner, and no later than the date and time, specified in Section 3: Data Sheet. If any doubt exists as to the time zone in which the Proposal should be submitted, refer to <a href="http://www.timeanddate.com/worldclock/">http://www.timeanddate.com/worldclock/</a>. It shall be the sole responsibility of the proposers to ensure that their proposal is received by the closing date and time. UNDP shall accept no responsibility for proposals that arrive late due to any technical issues and shall only recognise the actual date and time that the proposal was received by UNDP.</p> <p>UNDP may, at its discretion, extend this deadline for the submission of proposals by amending the solicitation documents in accordance with Article 8 (Amendment of solicitation documents). In this case, all rights and obligations of UNDP and proposers subject to the previous deadline will thereafter be subject to the new deadline as extended.</p>
Withdrawal, substitution and modification of proposals	<p>A proposer may withdraw or modify its proposal after it has been submitted at any time prior to the deadline for submission directly in the system following the instructions provided in the user guide.</p> <p>However, after the deadline for proposal submission, the proposals shall remain valid and open for acceptance by UNDP for the entire proposal validity period, as may be extended.</p>
Storage of proposals	<p>Proposals received are kept confidential and unopened in the system as part security protocols built in the system until the proposal opening date stated in Section 3: Data Sheet.</p>
Proposal opening	<p>There is no mandatory public bid opening for RFPs however UNDP may at its discretion sent a public bid opening report from the system only to suppliers who successfully submitted a proposal. The report will include only the names of the companies but not the financial proposal.</p>

Late proposals	<p>Any proposal received by UNDP after the deadline for submission of proposals will be destroyed unless the proposer requests that it be returned and assumes the responsibility and expenses for the re-possession of the returned proposal documents.</p> <p>In exceptional circumstances, late proposals may be accepted if it is determined that the submission was sent in ample time prior to the proposal closing and the delay could not be reasonably foreseen by the proposer or were due to force majeure.</p>
<b>EVALUATION OF PROPOSALS</b>	
Confidentiality	<p>Information relating to the examination, evaluation, and comparison of proposals, and the recommendation of contract award, shall not be disclosed to proposers or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>Any effort by a proposer or anyone on behalf of the proposer to influence UNDP in the examination, evaluation and comparison of the proposals or contract award decisions may, at UNDP's decision, result in the rejection of its proposal and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
Evaluation of proposals	<p>UNDP shall evaluate a proposal using only the methodologies and criteria defined in this RFP. No other criteria or methodology shall be permitted.</p> <p>UNDP shall conduct the evaluation solely on the basis of the submitted technical and financial proposals.</p> <p>Evaluation of proposals shall be undertaken in the following steps:</p> <p>Preliminary examination</p> <p>Evaluation of minimum eligibility and qualification (if pre-qualification is not done)</p> <p>Evaluation of technical proposals</p> <p>Evaluation of financial proposals.</p>
Preliminary examination	<p>UNDP shall examine the proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any proposal at this stage.</p>
Evaluation of eligibility and qualification	<p>Eligibility and qualification of the proposer will be evaluated against the minimum eligibility and qualification requirements specified in Section 4: Evaluation Criteria and in Article 4 (Eligible proposers).</p> <p>In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> <li>a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required;</li> <li>d) They are able to comply fully with the UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>

<p>Evaluation of technical and financial proposals</p>	<p>The evaluation team shall review and evaluate the technical proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in Section 4: Evaluation Criteria. A proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in Section 3: Data Sheet. When necessary, and if stated in the Data Sheet, UNDP may invite technically responsive proposers for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the proposal document where required.</p> <p>When necessary, and if stated in the Section 3: Data Sheet, UNDP may invite technically responsive bidders for a presentation related to their technical Proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>In the second stage, only the financial proposals of those proposers who achieve the minimum technical score will be opened for evaluation.</p> <p>The evaluation method that applies for this RFP shall be as indicated in Section 3: Data Sheet, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Proposers; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>When the Data Sheet specifies a combined scoring method, the formula for the rating of the proposals will be as follows:</p> <p>Rating the Technical Proposal (TP):</p> $\text{TP Rating} = (\text{Total Score Obtained by the Offer} / \text{Max. Obtainable Score for TP}) \times 100$ <p>Rating the Financial Proposal (FP):</p> $\text{FP Rating} = (\text{Lowest Priced Offer} / \text{Price of the Offer Being Reviewed}) \times 100$ <p>Total Combined Score:</p> $\text{Combined Score} = (\text{TP Rating}) \times (\text{Weight of TP, e.g. 70\%}) + (\text{FP Rating}) \times (\text{Weight of FP, e.g., 30\%})$
<p>Post-qualification/Due Diligence</p>	<p>UNDP reserves the right to undertake a post-qualification assessment, aimed at determining, to its satisfaction, the validity of the information provided by the proposer. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> <li>Verification of accuracy, correctness and authenticity of information provided by the proposer;</li> <li>Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>Inquiry and reference checking with Government entities with jurisdiction on the proposer, or with previous clients, or any other entity that may have done business with the proposer;</li> <li>Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary;</li> <li>Physical inspection of the proposer's offices, branches or other places where business transpires, with or without notice to the proposer;</li> <li>Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
<p>Clarification of proposals</p>	<p>UNDP may request clarification or further information in writing from the proposers at any time during the evaluation process. The proposers' responses shall not contain any changes regarding the substance or price of the proposal,</p>

	<p>except to confirm the correction of arithmetic errors discovered by UNDP in the evaluation of the proposals, in accordance with Instructions to Proposers Article 23 (Errors or omissions).</p> <p>UNDP may use such information in interpreting and evaluating the relevant proposal but is under no obligation to take it into account.</p> <p>Any unsolicited clarification submitted by a proposer in respect to its proposal which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the proposals.</p>
Responsiveness of proposal	<p>UNDP's determination of a proposal's responsiveness is to be based on the contents of the proposal itself. A substantially responsive proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:</p> <p>affects in any substantial way the scope, quality, or performance of the services specified in the contract; or</p> <p>limits in any substantial way, inconsistent with the solicitation documents, UNDP's rights or the proposer's obligations under the contract; or</p> <p>if rectified would unfairly affect the competitive position of other proposers presenting substantially responsive proposals.</p> <p>If a proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the proposer by correction of the material deviation, reservation, or omission.</p>
Nonconformities, repairable errors and omission	<p>Provided that a proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the proposal that, in the opinion of UNDP, do not constitute a material deviation. These are a matter of form and not of substance and can be corrected or waived without being prejudicial to other proposers.</p> <p>Provided that a proposal is substantially responsive UNDP may request the proposer to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the proposal. Failure of the proposer to comply with the request may result in the rejection of its proposal.</p> <p>For financial proposals that have been opened, UNDP shall check and correct arithmetical errors as follows:</p> <p>if there is a discrepancy between the unit price and the line-item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected;</p> <p>if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and</p> <p>if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>If the proposer does not accept the correction of errors, its proposal shall be rejected, and its proposal security may be forfeited.</p>
Right to accept any proposal and to reject any or all proposals	<p>UNDP reserves the right to accept or reject any proposals, and to annul the proposal process and reject all proposals at any time prior to contract award, without thereby incurring any liability to the affected proposer or proposers or any obligation to inform the affected proposer or proposers of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.</p>



AWARD OF CONTRACT	
Award criteria	Prior to expiration of the proposal validity, UNDP shall award the Contract to the qualified proposer based on the award criteria indicated in Section 3: Data Sheet.
Right to vary requirement at time of award	At the time the Contract is awarded, UNDP reserves the right to increase or decrease the quantity of services originally specified by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions and the solicitation document.
Notification of award	Prior to the expiration of the period of proposal validity, UNDP will notify the successful proposer in writing by email, fax or post, that its proposal has been accepted. Please note that the proposer, if not already registered at the appropriate level in UNGM, will be required to complete the vendor registration process on the UNGM prior to the signature and finalization of the contract.
Debriefing	In the event that a proposer is unsuccessful, the proposer may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the proposer's submission, in order to assist the proposer in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the proposer's submission shall not be discussed.
Publication of contract award	UNDP will publish the contract award on UNDP Procurement Notices website <a href="https://procurement-notice.undp.org/view_awards.cfm">https://procurement-notice.undp.org/view_awards.cfm</a> which is linked to the <a href="#">United Nations Global Marketplace</a> , with the RFP Reference number, the information of the awarded proposer's company name, contract amount or LTA and the date of the contract.
Contract Signature	Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.
Contract Type and General Terms and Conditions	The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in Data Sheet, can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
Performance security	The successful Proposer, if so specified in Section 3: Data Sheet shall furnish a Performance Security in the amount and form specified herein: <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POP_P_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POP_P_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a> , within the specified number of days after receipt of the Contract from UNDP. Banks issuing performance securities must be acceptable to the UNDP comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank. The Performance Security form is available <a href="#">here</a> . UNDP shall promptly discharge the proposal securities of the unsuccessful proposers pursuant to Article 17 (Proposal security). Failure of the successful proposer to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the proposal security. In that event UNDP may award the contract to the next lowest ranked proposer.
Bank guarantee for advance payment	Except when the interests of UNDP so require, it is UNDP's standard practice not to make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per Section 3: Data Sheet, and if specified there, the proposer shall submit a Bank Guarantee in the full amount of the advance payment using this <a href="#">bank guarantee form</a> available at :

	<p><a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default</a>. Banks issuing bank guarantees must be acceptable to the UNDP comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank.</p>
Liquidated Damages	<p>If specified in Section 3: Data Sheet, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per the Contract. The payment or deduction of such liquidated damages shall not relieve the Contractor from any of its other obligations or liabilities pursuant to any current contract or purchase order.</p>
Proposal protest	<p>Any proposer that believes to have been unjustly treated in connection with this proposal process or any contract that may be awarded as a result of such proposal process may submit a complaint to UNDP.</p> <p>The following link provides further details regarding UNDP vendor protest procedures:</p> <p><a href="http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html</a></p>
Other Provisions	<p>In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15</p> <p><a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p>

### SECTION 3: DATA SHEET (DS)

The following specific data shall complement, supplement or amend the provisions in Section 2: Instructions to Proposers. In case there is a conflict, the provisions herein shall prevail over those in Section 2: Instructions to Proposers.

Ref. Article in Section 2	Data	Specific Instructions / Requirements
1.	Scope	The reference number of this Request for Proposal (RFP) is <b>RFP23/02631</b> : The services include provision of <b>development of the computer subsystem 'Electoral Complaints' of State Automated Information System 'Elections'</b> as further described in Section 5 of this RFP.
2.	Eligible proposers	Proposers from all countries are eligible to participate in this proposal process.
3.	Clarification of solicitation documents	Any request for clarification of solicitation documents must be sent directly in the system through <b>Quantum message functionality</b> . <b>ATTENTION: PROPOSALS (OR ANY PART OF IT) SHALL NOT BE SUBMITTED IN THE ABOVE MANNER.</b>
		Deadline for submitting requests for clarifications / questions: <b>5 days before the submission deadline</b>
		Supplemental information to the RFP and responses / clarifications to queries will be posted directly in the system.
4.	Language	All proposals, information, documents and correspondence exchanged between UNDP and the proposers in relation to this solicitation process shall be in <b>English</b>
5.	Partial proposals	Submitting proposals for parts or sub-parts of the TOR is: <b>Not allowed</b>
6.	Currencies	Prices shall be quoted only in the currency indicated in the system: <b>MDL (Moldovan Leu) for <u>local suppliers</u></b> and <b>USD (US Dollars) for <u>international suppliers</u></b> .  For evaluation purposes, all the rates shall be recalculated at UN Operational Rate of Exchange indicated in the portal:  <a href="https://treasury.un.org/operationalrates/OperationalRates.php">https://treasury.un.org/operationalrates/OperationalRates.php</a>
7.	Duties and taxes	All prices shall: <b>Be exclusive of VAT and other applicable indirect taxes.</b>
8.	Proposal validity period	90 days
9.	Proposal security	Not Required
10.	Alternative proposals	Shall be considered.

Ref. Article in Section 2	Data	Specific Instructions / Requirements
11.	Pre-proposal conference	Will not be conducted
12.	Site inspection	A site inspection will not be held.
13.	Instructions for proposal submission	<p>Proposals must be <b>submitted directly in Quantum</b>.</p> <p>Allowable manner of submitting proposals:</p> <ul style="list-style-type: none"> <li>▪ File Format: PDF files only</li> <li>▪ File names must be clearly indicative of the file content and uploaded in the relevant section as instructed in the system. File names must be in English or in the language specified in this document as the bid language.</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ It is recommended that the entire Proposal be consolidated into as few attachments as possible.</li> <li>▪ The proposer should receive an email acknowledging receipt of the proposal by the system.</li> <li>▪ <b>The Financial Proposal (Forms J and K) shall be submitted directly in the system only in the “Commercial section” of the requirements. Non-compliance with this instruction may result in rejection of the proposal received.</b></li> </ul>
14.	Deadline for proposal submission	Deadline for proposal submission is <b>indicated in the portal</b> . In case of discrepancies between the deadline in the system and deadline indicated elsewhere, the one in the system prevails.
15.	Proposal Opening	Public proposal opening will <b>NOT</b> be held
16.	Evaluation of technical and financial proposals	<p>Evaluation will be based on:</p> <p><input checked="" type="checkbox"/> Combined scoring method using a distribution of 60%-40% Technical proposal - financial proposal</p> <p>The maximum number of technical points is detailed in Section 4: Evaluation Criteria</p> <p>To be substantially compliant, Proposers must obtain a minimum threshold of 70% of maximum points from technical evaluation.</p>
17.	Right to vary requirement at time of award	<p>The maximum percentage by which quantities may be increased is 25%</p> <p>The maximum percentage by which quantities may be decreased is 25%</p>
18.	Contract award to one or more proposer	<p>UNDP will award a contract to:</p> <p><b>One Bidder Only</b></p>
19.	Type of contract to be awarded	<p><b>Contract Face Sheet</b></p> <p>More information can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p> <p>See Section 6 for link to sample contract.</p>

Ref. Article in Section 2	Data	Specific Instructions / Requirements
20.	Expected date for commencement of contract	01 May 2023
21.	Conditions of contract to apply	<b>UNDP General Terms and Conditions for contracts (goods and/or services)</b> See Section 6 for link to the contract terms.
22.	Performance Security	Not Required
23.	Advance payment	Not Allowed
24.	Liquidated damages	Will be imposed as follows: Percentage of contract price per week of delay: 2% up to a maximum of 10% of the Contract value, after which UNDP may terminate the contract.
25.	Documents to be submitted with your Proposal	<ul style="list-style-type: none"> <li>▪ Company Profile, which should not exceed fifteen (15) pages, including list of relevant institutions the Company has been cooperating with, including the topic and year must be presented together with the application package.</li> <li>▪ Certificate of Incorporation/ Business Registration.</li> <li>▪</li> <li>▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country.</li> <li>▪ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any.</li> <li>▪ Financial Statement (Income Statement and Balance Sheet) for the past 3 years (2021, 2020, 2019).</li> <li>▪ Statement of Satisfactory Performance from the Top three (3) Clients in terms of Contract Value.</li> <li>▪ Detailed description of the Methodology, Approach and Implementation Plan (sequence of actions) for the services required in the ToR, with clear distribution of roles and responsibilities of the proposed key personnel. The methodology shall also include the proposed detailed technical offer, including description of functional and non-functional requirements, hardware operating restrictions, estimated activities and their duration as well as methodology for providing warranty, maintenance and support services (including owned facilities).</li> <li>▪ CVs and Statements of Exclusivity and Availability (signed by the envisaged person) of the Key personnel (mentioned under in Section 5: ToR), including experience relevant to the required skills.</li> <li>▪ <b>Dully filled in Proposal Forms A-K (as per Section 7: Proposal Forms). Forms A-I, representing the Technical Proposal, shall be submitted directly in the system in the “Technical section” of the requirements.</b></li> <li>▪ <b>Forms J and K, representing the Financial Proposal shall be submitted directly in the system only in the “Commercial section” of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.</b></li> </ul>

## SECTION 4: EVALUATION CRITERIA

### Preliminary Examination Criteria

All criteria will be evaluated on a **Pass/Fail basis** and checked during Preliminary Examination.

Criteria	Documents to establish compliance
Completeness of the Proposal	All documents requested in Section 2: Instructions to Bidders Articles 11 and 12 have been provided and are complete.
Proposer accepts UNDP General Conditions of Contract as specified in Section 6.	Duly signed and stamped Form C: Technical Proposal Submission has been provided.
Proposal Validity	Duly signed and stamped Form C: Technical Proposal Submission has been provided.
Appropriate signatures	Proposal Forms have been duly signed and stamped.
Power of Attorney <b>[if applicable]</b>	Certified Letter of Appointment and/or power of attorney authorizing the representative of the Bidder to sign bids has been provided.

### Minimum Eligibility and Qualification Criteria

Minimum eligibility and qualification criteria will be evaluated on a **Pass/Fail basis**.

If the Proposal is submitted as a Joint Venture, Consortium or Association, each member should meet the minimum criteria, unless otherwise specified.

Eligibility Criteria	Documents to establish compliance
<b>Legal Status:</b> Proposer is a legally registered entity	Form D: Proposer Information
<b>Diversity, Inclusion and Belonging:</b> Proposer belongs to a diverse supplier group, including micro, small or medium sized enterprise, women or youth owned business or other.	Form D: Proposer Information
<b>Eligibility:</b> Vendor is not suspended, nor otherwise identified as ineligible by any UN Organization, the World Bank Group or any other International Organisation in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
<b>Conflict of Interest:</b> No conflicts of interest in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
<b>Bankruptcy:</b> The Proposer has not declared bankruptcy, in not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future	Form C: Technical Proposal Submission

Qualification Criteria	Documents to establish compliance
<b>History of non-performing contracts<sup>1</sup>:</b> Non-performance of a contract did not occur as a result of contractor default within the last 3 years <sup>1</sup> .	Form F: Eligibility and Qualification
<b>Litigation History:</b> No consistent history of court/arbitral award decisions against the Proposer for the last 3 years.	Form F: Eligibility and Qualification
<b>Previous Experience</b>	
<ul style="list-style-type: none"> <li>• Minimum 5 years of experience in developing IT systems.</li> <li>• Minimum 2 (two) finalized contracts of similar size and complexity in IT systems development or upgrade area implemented over the last 5 years. For ongoing projects, copies of acceptance documents of the entire software solution shall be provided.</li> <li>• Specific experience in building ICT infrastructure, proven through the design of at least 5 (five) information systems (information systems in the designing of which the Bidder was involved).</li> </ul> <i>(For JV/Consortium/Association, TEAM Lead company cumulatively should meet requirement).</i>	Form F: Eligibility and Qualification
<b>Minimum Key Personnel</b>	
<p>The contractor must provide at least 3 key experts, with professional experience as per Terms of Reference. Failure to do so will be considered ground for disqualification:</p> <ul style="list-style-type: none"> <li>• 1 (one) Project Manager</li> <li>• 1 (one) Senior Software Developer / Technical Lead</li> <li>• 1 (one) Software analyst</li> </ul> <p><i>Please note: The above listed roles can be cumulated by certain team members, but not more than two roles per team member, clarifying in the Methodology the reasoning for such approach and distribution of tasks.</i></p>	Attach required documents to Form H: Format for CV of proposed Key Personnel
<b>Financial Standing</b>	
<p><b>Liquidity:</b> The Ratio Average current assets / Current liabilities over the last 3 (three) years must be equal or greater than 1. Proposers must include in their Proposal audited balance sheets cover the last 3 (three) years.</p>	<p>Copy of audited financial statements for the last 3 (three) years.</p> <p>Form F: Eligibility and Qualification</p>

<sup>1</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employer's decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

(For JV/Consortium/Association, TEAM Lead company cumulatively should meet requirement).	
<b>Turnover:</b> Proposers should have minimum average sales turnover of USD 90 000 for the last 3 (three) years. (For JV/Consortium/Association, TEAM Lead company cumulatively should meet requirement).	Copy of audited financial statements for the last 3 (three) years. Form F: Eligibility and Qualification

### Technical Evaluation Criteria

Summary of technical proposal evaluation sections		Points obtainable
1.	Proposer's qualification, capacity and experience	350
2.	Proposed methodology, approach and implementation plan	350
3.	Management structure and key personnel	300
<b>Total</b>		<b>1000</b>

Section 1. Proposer's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing (up to 50 pts.)	50
1.2	General Organizational Capability which is likely to affect implementation: <ul style="list-style-type: none"> <li>Financial stability "Average annual turnover for the last three years of 90,000 USD" (less than 90,000 USD – 0 pts., 90,000 – 30 pts., each 1,000 USD – 1pt., up to max. 50 pts.)</li> </ul>	50
1.3	Relevance of specialized knowledge and experience on similar engagements done in the region/country (20 pts.).	20
1.4	Organizational Commitment to Sustainability: <ul style="list-style-type: none"> <li>Organization is compliant with ISO 14001 or ISO 14064 or equivalent – (no – 0 pts., yes – 5 pts.);</li> <li>Organization is a member of the UN Global Compact - (no – 0 pts., yes – 5 pts.);</li> <li>Organization demonstrates significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues, overall gender balance in the team, diversity within the team: people from minority, vulnerable or marginalized groups are part of the team, demonstrated experience in applying the Human Rights Based Approach and Gender Mainstreaming in the area (if relevant) - (no – 0 pts., yes – 10 pts.).</li> </ul>	20
1.5	<ul style="list-style-type: none"> <li>Minimum 5 (five) years of relevant experience in developing IT systems (5 years – 30 pts., each additional year – 5 pts., up to max 45 pts.);</li> <li>Experience in software development using agile software development principles would be an asset. This shall be demonstrated by presenting the project methodology describing the role of the client (no – 0 pts., yes – 30 pts.);</li> <li>Minimum 2 (two) finalized contracts of similar size and complexity in IT systems development or upgrade area implemented over the last 5 years (2 contracts – 25 pts., each additional project – 5 pts., up to max 40 pts.);</li> </ul>	210



	<ul style="list-style-type: none"> <li>• Specific experience in building ICT infrastructure, proven through the design of at least 5 (five) information systems (5 systems built – 10 pts., each additional assignment – 5 pts., up to max 25 pts.);</li> <li>• Demonstrated experience in the design, development and implementation of IT application for electoral processes would be a strong advantage (no – 0 pts., yes – 25 pts.);</li> <li>• Demonstrated experience of working with Moldovan public institutions would be an advantage (no – 0 pts., yes – 25 pts.).</li> <li>• Working experience with UN Agencies and/or other international organizations will be an advantage (no – 0 pts., yes – 20 pts.).</li> </ul>	
<b>Total Section 1</b>		<b>350</b>

<b>Section 2. Proposed methodology approach and implementation plan</b>		<b>Points obtainable</b>
2.1	<p>To what degree does the Proposer understand the assignment?</p> <ul style="list-style-type: none"> <li>• The Proposer has full understanding of the assignment. The proposed approach and methodology fully demonstrate responsiveness to the ToR – up to 100 pts.;</li> <li>• The Proposer has satisfactory understanding of the assignment. The proposed approach and methodology correspond to the TOR, but require some adjustments to properly address all the tasks – up to 70 pts.;</li> <li>• The Proposer has limited understanding of the assignment. The proposed approach and methodology don't correspond to the TOR and require major adjustments to properly address the tasks – up to 40 pts.</li> </ul>	100
2.2	<p>Is the conceptual framework adopted appropriate for the assignment?</p> <ul style="list-style-type: none"> <li>• The presented conceptual framework is appropriate for the assignment, all important aspects being fully described, and requirements addressed – up to 80 pts.;</li> <li>• The presented conceptual framework requires some adjustments to fully incorporate all aspects and requirements of the assignment – up to 50 pts.;</li> <li>• The presented conceptual framework requires major adjustments to address all the aspects and requirements of the assignment – up to 20 pts.</li> </ul>	80
2.3	<p>The preliminary implementation plan is clear, the sequence of project phases, activities, milestones and the planning are logical, realistic and the needed human and material resources promise an efficient implementation of the project:</p> <ul style="list-style-type: none"> <li>• The proposed plan is clear, well-structured with a defined and realistic sequence of activities, all needed human and material resources to be allocated by the bidder promise an efficient implementation of the project – up to 90 pts.;</li> <li>• The proposed plan is clear, well-structured with a defined but lowly realistic sequence of activities and the needed human and material resources to be allocated by the bidder certainly are not sufficient – up to 60 pts.;</li> <li>• The proposed plan is not well structured and doesn't present a clear sequence of activities and the needed human and material resources to be allocated by the bidder are missing – up to 25 pts.</li> </ul>	90
2.4	<p>The proposed technical solution is adequate and is compliant with the System's technical requirements (functional and non-functional):</p> <ul style="list-style-type: none"> <li>• The proposed detailed technical offer is relevant and fully responds to functional and non-functional requirements – up to 80 pts.;</li> <li>• The proposed detailed technical offer requires clarifications to ensure its adequacy, it has some non-critical gaps and uncertainties which require clarifications – up to 50 pts.;</li> </ul>	80

	<ul style="list-style-type: none"> <li>The proposed detailed technical offer is not adequate and doesn't detail on functional and non-functional requirements – up to 20 pts.</li> </ul>	
<b>Total Section 2</b>		<b>350</b>

<b>Section 3. Management Structure and Key Personnel</b>		<b>Points obtainable</b>	
<b>1</b>	<b>Project Manager</b>	<b>140</b>	
	University degree in Management, Engineering, ICT or another relevant field (bachelor's degree – 20 pts., master's degree – 30 pts.)		30
	At least 5 (five) years of experience in project management of projects on developing IT applications/systems, services, etc. (5 years – 20 pts., each additional year– 5 pts., up to a max. of 30 pts.)		30
	Experience in a similar position in at least 3 (three) similar software development projects using agile approach (each project – 10 pts., up to max 30 pts.)		30
	Proven certification in Project Management (Prince, PMI, etc.) would be an asset (no – 0 pts., yes – 20 pts.)		20
	Experience in managing projects for public authorities would be an asset (no – 0 pts., yes – 20 pts.)		20
	Proficiency in Romanian and English languages (English, Romanian – 5 pts. each)		10
<b>2</b>	<b>Senior Software Developer / Technical Lead</b>	<b>100</b>	
	University degree in Computer Science or another relevant domain (bachelor's degree –10 pts., master's degree – 20 pts.)		20
	At least 5 (five) years of experience in software development (5 years – 15 pts., each additional year – 5 pts., up to a max. of 30 pts.)		30
	Participated in at least 2 (two) software development projects in the last 3 years using agile approach (2 projects – 10 pts., each additional project – 5 pts., up to max 20 pts.)		20
	At least 3 (three) years of experience in software development using C#, Entity Framework, ASP.NET MVC, SQL Server and a dependency injection framework (3 years – 10 pts., each additional year – 2,5 pts., up to a max. of 15 pts.)		15
	Certifications in any technology from the required technology stack mentioned above is an asset (each certification – 2,5 pts. up to a max of 10 pts.)		10
	Proficiency in Romanian and English languages (English, Romanian – 5 pts. each)		5
<b>3</b>	<b>Software analyst</b>	<b>60</b>	
	University degree in Computer Science or another relevant domain (bachelor's degree – 5 pts., master's degree – 10 pts.)		10
	At least 5 years of experience in software development (5 years – 10 pts., each additional year – 5 pts., up to a max. of 20 pts.)		20
	Participated in at least 2 (two) software development projects in the last 3 years using agile approach (2 projects – 6 pts., each additional project – 2 pts., up to max 10 pts.)		10
	Experience in managing projects for public authorities would be an asset (no – 0 pts., yes – 10 pts.)	10	

	Certifications in any technology from the required technology stack (i.e. C#, Entity Framework, ASP.NET MVC, SQL Server and a dependency injection framework) is an asset (each certification – 2,5 pts. up to a max of 5 pts.)	5	
	Proficiency in Romanian and English languages (English, Romanian – 2 pts. each, any additional language – 1 pt. up to a max of 5 pts.)	5	
<b>Total Section 3</b>			<b>300</b>

**Development of the Informational Subsystem  
'Electoral Complaints' of State Automated  
Information System 'Elections'**

## Terms and abbreviations

This section lists and defines the terms and abbreviations used in this document.

<b>Term / abbreviation</b>	<b>Meaning</b>
API	Application Programming Interface
DB	Database
CEC	Central Electoral Commission
KPI	Key performance indicators
NP	Natural person
LP	Legal person
SDD	Software design document
DBMS	Database Management System
DJ	Romanian abbreviation for Judicial Division of CEC
CS	Computer (IT) system
SAISE	State Automated Information System 'Elections'
SRS	Software Requirements Specification
SLA	Service Level Agreement
CSS	Computer subsystem
IT	Information Technology
ICT	Information and Communication Technology
TLS/SSL	The TLS protocol, or its predecessor, the SSL protocol, are cryptographic protocols that provide secure communication between 2 computer network nodes for actions such as visiting Web pages, e-mail, Internet, fax, instant messaging, and other data transfers.
API	Application Programming Interface
DB	Database
CEC	Central Electoral Commission
KPI	Key performance indicators
NP	Natural person
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API	Application Programming Interface
DB	Database
CEC	Central Electoral Commission

This section defines the notions used in the document.

<b>Abbreviations/Acronyms</b>	<b>Description</b>
Database	Collection of data organized by the conceptual structure describing the basic features and relationship between entities.
Credentials	Set of attributes establishing the identity and authenticity of users and systems within information systems.
Data	Elementary information units about people, entities, facts, events, phenomena, processes, objects, situations, etc. presented in a form that enables their notification, comment and processing.
Personal data	Any information relating to an identified or identifiable natural person (personal data subject). In this sense, an identifiable person is a person who can be identified, directly or indirectly, in particular by reference to an identification number or to one several specific elements of his/her physical, physiological, psychological, economic, cultural or social identity.

Data integrity	State of the data, when they preserve their content and are interpreted unambiguously in cases of random actions. Integrity is considered preserved if the data has not been altered or corrupted.
Logging	Event information recording function. In information systems, event records include details about the date, time, user and action taken.
Metadata	Method of assigning meaning to data stored in the database (data about data).
Information object	Virtual representation of existing tangible and intangible entities.
Information resource	Set of information preserved in the computer system, maintained in accordance with the requirements and legislation in force.
'Electoral Complaints' CSS	'Electoral Complaints' CSS computer system, which is specified within this document, the purpose of which is to computerize SAISE's 'Electoral Complaints' functional block developed to ensure effective mechanisms for monitoring and managing the electoral complaints in the Republic of Moldova.
Computer (IT) system	Set of software and hardware that ensure automatic data processing (the information system automated component).
Information system	Information processing system, together with associated organizational resources, such as human and technical resources, that provide and distribute the information.
Software design document	Managing document of the information system that includes the detailed description of the following visions: the data structures and their constraints, the architecture of the computer system that provides the totality of the conceptual sections of the system, the interface of the system that includes the design of all the components of the user interface, the functionalities of the system that includes detailed description of all system implementation scenarios.
Software Requirements Specification	Document containing the detailed description of all use scenarios between users and IT application.
Computer Subsystem	Component part (with the possibility of functional decoupling) of a complex IT system.
Information and Communication Technology	Common term that includes all technologies used to exchange, process and use information.
Veracity of data	Level of correspondence of the data stored in the computer memory or in documents to the real state of objects in the respective domain of the system, reflected by these data.

## **1. General Information**

### **1.1 Background**

“Enhancing democracy in Moldova through inclusive and transparent elections” (EDMITE Project) is a project that sets its overall goal to achieve an enhanced transparency and inclusiveness of the electoral process in Moldova through a modernized IT system, improved legislation and intensified public participation, addressing the root causes of the current challenges hampering the further development of the democracy and the advancement of the electoral process in the Republic of Moldova.

One of the Project aims is to contribute to: (1) achieving a more accurate State Register of Voters (SRV), improving the quality and accessibility data by re-engineering the Civil Status Service (CSS) systems, fully developing the State Address Register and facilitating data exchange and interoperability between different central public institutions via governmental platform for data exchange MConnect; and (2) enhancing the inclusiveness of the electoral process through developing a remote voting tool and adjusting the State Automated Information System “Elections” (SAISE) to keep up with the technical and political developments.

The current version of SAISE contains around 13 inter-related IT applications/modules meant to ensure transparency, accuracy and trust in the electoral process. Most of the SAISE modules have been designed and developed, under the leadership of the Central Electoral Commission (CEC) and with the previous support of UNDP, during 2014 – 2017. In its current phase (2020 – 2023), the Project shall continue its strategic support to the CEC for further modernizing its IT governance and electoral administration, leading to a complete IT architecture, sustainable across all electoral cycles. Adhering to the CEC Strategic Development Plan for 2020 – 2023 and the SAISE Development Roadmap, the Project shall focus its interventions on the conceptualization, piloting and implementation of IT solutions for increased SAISE cybersecurity, automation of polling stations’ activity and development of an electoral data warehouse as a hub for transparency in elections.

In 2021 the Project committed a comprehensive audit of the SAISE. Based on the audit conclusions, a detailed ICT transformation plan was developed. A key priority of the new SAISE concept is its sustainability and technical readiness for the envisioned modernization and automation of electoral processes. The elaborated Transformation Plan/Roadmap underlines the necessity to focus on the following future changes: 1) Improve the use of the electronic documents; 2) Automatization of the territorial electoral bodies and consequentially digitalization of the workflows related to the circulation of electoral materials; 3) Enabling of services for the contestants (digitalization of the workflow and enable self-services for submitting documents and checking status); 4) Digitalization of the records keeping on seats/mandates; 5) Enabling Voter’s personal office (voter’s access to a broad range of information Ex.info about oneself ); 6) Enhancing overall cyber security of the system others.

### **1.2 Introduction**

These Terms of Reference (TOR) aim to define the technical parameters and specifications for the development of SAISE's 'Electoral Complaints' CSS.



Within the meaning of the concept of the state automated informational system 'Elections', approved by Law no. 101/2008, SAISE is developed to automate the preparation, voting and totalization of election and referendum results.

Considering this goal, the following objectives are pursued:

- making the electoral process transparent, guaranteeing the secrecy of the vote;
- providing citizens with the alternative possibility to vote by means of the electronic system;
- obtaining truthful data operatively by means of the turnout, and at the end of the system implementation - of voting results;
- making the collection, processing and transmission of information used for the preparation and performance of elections and referendums more efficient;
- creating the conditions to ensure proper public control over the veracity and completeness of the information used in elections and referendums;
- reducing the deadlines of works at all stages of preparation and performance of elections and referendums, as a result of reducing the volume of manual work;
- speeding up the totalisation of preliminary voting results, the statistical processing and the analysis of election and referendum results;
- reducing budget expenses for the organization and performance of elections and referendums;
- integrating the citizens of the Republic of Moldova in the international practice of using information technologies.

Being designed by the common principles of creating automated information systems, SAISE has the following tasks:

- assisting the preparation and performance of elections from an informational point of view;
- operatively establishing the turnout on election day;
- operatively obtaining prior information on voting results only after the voting procedure is completed;
- processing and analysing statistically the results of elections and referendums.

Each functional block of SAISE represents a separate record system, implemented and capitalized after system information management and operation documentation is approved.

The cited law provides for the generation by SAISE, during the electoral campaign, of several technological documents, including the complaint and petition, without, however, detailing its content.

Proper resolution of electoral disputes is an essential part of successful electoral processes. The mechanisms for submitting, reviewing and resolving electoral complaints as well as the mechanisms for reviewing and resolving disputes related to the electoral process must be transparent and efficient in order to face the natural challenges of the process of organizing and conducting elections and referendums. These mechanisms are essential and directly related to the competence and responsibility of electoral organizations. Finally, the ability of electoral organizations to manage complaints and disputes, as well as their timely resolution, gives credibility to the electoral process both at the national and international levels.

Starting with the Strategic Plan for 2020-2023, approved by the Decision of the Central Electoral Commission no. 3586/2020, SAISE improvements are pursued, as well as by developing a new 'Electoral Complaints' module. In this regard, this TOR document serves as a reference for this module, designing a new SAISE component - 'Electoral Complaints' CSS.

'Electoral Complaints' CSS is a computer solution identified to have immediate benefits and impact on the activity of the Central Electoral Commission. It is a computer solution aimed at ensuring computer and informational needs of actors involved in the operation of SAISE. 'Electoral Complaints' CSS is a component part of the State Automated Information System 'Elections' representing a decoupled module from a programmatic point of view, but which from a logical point of view integrates all computer subsystems (functional blocks) of SAISE.

'Electoral Complaints' CSS will allow, in particular:

- online submission of electoral complaints;
- automation of recording, monitoring and control of the flow of electoral complaints;
- automation of recording, monitoring and control of the progress of judicial cases related to the electoral process both during electoral periods (electoral cases) and outside electoral periods (administrative cases).

This will achieve:

- transition to a new work process based on electronic document processing;
- universalization and standardization of work procedures;
- reduction of the complexity, cost and time of data processing.

### **1.3 Fundamental Principles**

In order to achieve the objectives of the IT solution, the following general principles must be enforced when designing, establishing and implementing the 'Electoral Complaints' CSS:

- Principle of legality: consists in the establishment implementation and operation of the IT system in accordance with the national legislation and the international norms and standards recognized in the field;
- Principle of dividing the architecture into levels: consists in the independent design of SAISE components ('Electoral Complaints' CSS' is a SAISE component) in accordance with the interface standards between levels;
- Principle of service-oriented architecture (SOA): consists in the distribution of the application functionality into smaller, distinct units - called services - that can be distributed over a network and used all together to create applications for the implementation of IT system business functions;
- Principle of secure data: stipulates the input of data into the system only through authorized and authenticated channels;
- Principle of information security: consists in ensuring an adequate level of integrity, selectivity, accessibility and efficiency for the protection of data from loss, alteration, corruption and unauthorized access;
- Principle of transparency: makes sure that the design and implementation is carried out according to the modular principle and with the use of open standards in the field of information and telecommunications technologies;

- Principle of extensibility: stipulates the possibility of extending and enhancing the IT system with new functions or improving the existing ones;
- Principle of prioritising the first person/the single center: involves the existence of a high-ranking person who has sufficient rights to adopt decisions and coordinate activities to implement and operate the IT system;
- Principle of scalability: involves ensuring a constant performance of the IT solution when increasing the volume of data and the load of the IT system;
- Principle of simplicity and ease of use: involves the design and creation of all applications, technical and program tools accessible to System users, based on exclusively visual, ergonomic and logical design principles.

In particular, for the architecture of the IT system, the following fundamental principles are insisted upon:

- implementation of a WEB based client-server solution with authorized access to the interface and data;
- assurance of an adequate IT system security to protect information and component subsystems from being used without permission or personal or restricted information from being disclosed;
- recognition of information as assets and its proper management;
- development and implementation of the IT system so as to allow their reuse for other processes or to provide the possibility of developing new functionalities (including the reuse of functionalities already existing in SAISE);
- minimization of the number of different technologies and products that offer the same functionalities or are similar by destination (reuse of technologies already implemented within CEC);
- assurance of a high-performance processing speed of CEC IT subsystem service requests (authentication, authorization, logging or notification);
- assurance of a disaster recovery capability (ensuring physical and logical security) as a component of the implementation plan.

#### **1.4 General Objectives**

'Electoral Complaints' CSS will automate the registration, submission, verification, review and publication of all electoral complaints submitted by electoral contestants and voters to the electoral organizations. The functional requirements of this IT subsystem correspond to the provisions of Law no. 101 of 15.05.2008 regarding the concept of the State Information System 'Elections' ('Electoral Complaints' functional block).

The creation and implementation of the 'Electoral Complaints' CSS will allow CEC to achieve the following objectives:

- providing electoral contestants and voters with a tool for submitting electoral complaints in digital format;
- providing the Central Electoral Commission with an IT mechanism that would allow the management of the flow of electoral complaints and electoral and administrative files;
- automating the validation processes of the identity of persons related to the electoral complaint through RSA (verification of the correctness of name + first name + IDNP code combination) and of electoral contestants according to the 'Contestant' register;
- automating the transfer of electoral complaints to other organizations competent in the review of complaints;

- automating the review of electoral complaints and setting final decisions;
- publishing information about electoral complaints on the website of the Central Electoral Commission;
- reducing the time related to the implementation of CEC decisions when examining electoral complaints;
- automating the generation of reports and statistics of interest;
- ensuring data access control and maximum security and confidentiality of data collection and users;
- providing informational support to the analysis, forecasting and scientific research in the field.

## **2. Computer system architecture**

'Electoral Complaints' CSS must provide a WEB interface, accessible through a widely used Internet browser (MS Edge, Mozilla Firefox, Opera, Google Chrome or Safari). From a functional point of view, a reliable and scalable solution will be developed when the number of concurrent users increases or when the volume of information managed by it increases.

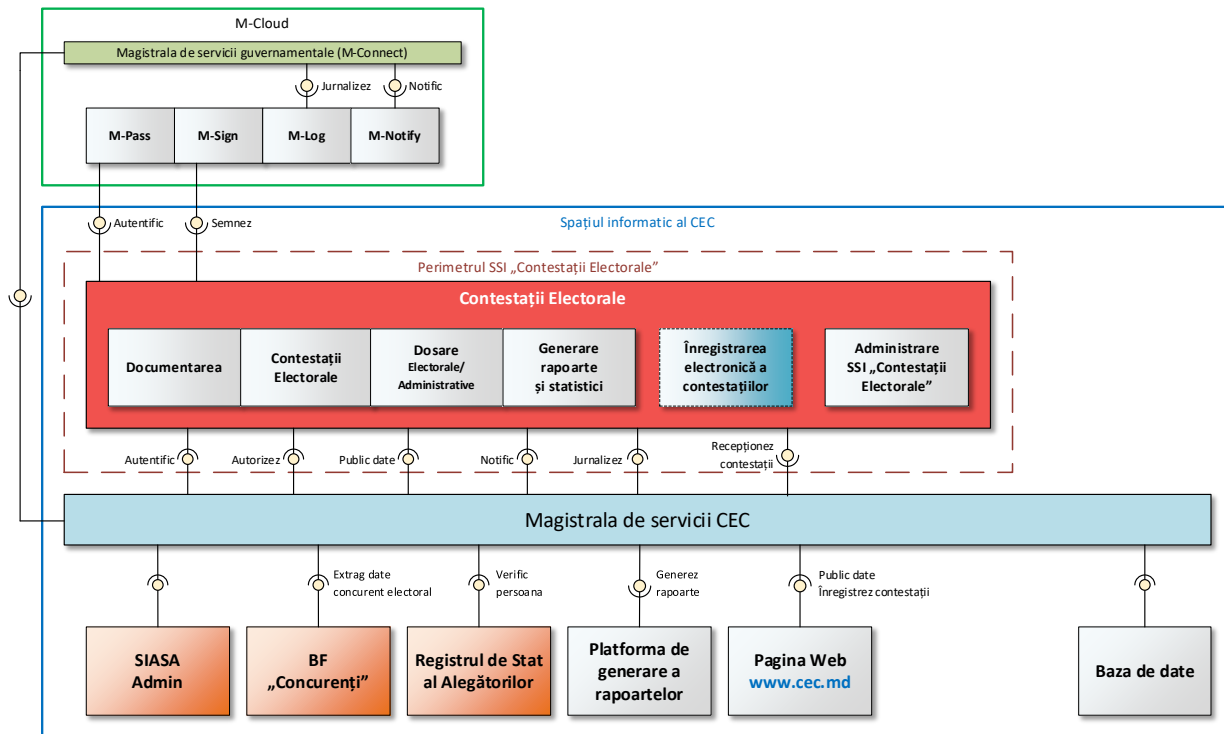
Since 'Electoral Complaints' CSS is not an isolated IT solution, which interacts with other IT subsystems of CEC or external IT solutions, the developed application must provide support for integration with other IT subsystems.

The 'Electoral Complaints' CSS will rely on a client-server architecture of minimum 2 levels based on WEB technologies appropriate at the time.

To ensure an appropriate level of information security, the application in question must allow secure connections between client work stations and application server to ensure security of information sent (through VPN channels and TLS/SSL sessions).

The IT solution must be developed based on the Internet/Intranet technologies appropriate at the time. The interaction of all actors and nodes of the IT subsystem is shown in Figure 2.1.

Figure 2.1. 'Electoral Complaints' CSS architecture



As shown in Figure 2.1, the resource cooperation solution for ensuring operation of 'Electoral Complaints' CSS consists of 3 categories of distinct nodes:

- **CEC Data Center** – the ICT infrastructure of the Central Electoral Commission that will host 'Electoral Complaints' CSS and where a number of IT systems with which the 'Electoral Complaints' CSS will interact are installed. Within this specification, only the functionalities provided in the perimeter indicated by the interrupted red line will be implemented;
- **MCloud** – the ICT infrastructure of the shared government technology platform that forms the government cloud (MCloud) where a number of IT systems with which 'Electoral Complaints' CSS will interact are hosted or whose services will be consumed by 'Electoral Complaints' CSS. In the future, all connections with external IT systems will mainly be made through MConnect interoperability platform. Note that a number of MCloud platform services will be reused within SAISE (M-Pass as a user authentication mechanism via electronic or mobile signature, MSign for applying electronic or mobile signature within functional blocks, MNotify for integrating user notification mechanism, M-Log for logging critical business events).
- **Client computers** – computers used by users to access (depending on rights and roles) the functionalities of 'Electoral Complaints' CSS.

Client computers must use at least 2 of the most popular Internet browsers as a client application to access and use 'Electoral Complaints' CSS (compatibility with Microsoft Edge is mandatory). The interface and functionality delivered to each individual user will depend on the user's level, rights and roles.

Regardless of user access level, all user connections to 'Electoral Complaints' CSS will be made through secure connections (VPN or TLS/SSL).

In order to implement a series of functionalities, the 'Electoral Complaints' CSS will consume, through CEC interoperability framework, a series of services provided by SAISE IT subsystems as follows:

1. **Authenticate WEB Service** provided by SAISE Admin to implement the universal and centralized authentication mechanism of SAISE users.
2. **Authorise WEB service** provided by SAISE Admin to implement a universal and centralized user authorization mechanism (providing functionalities and data accessible to them) regardless of SAISE application used).
3. **Notify WEB service** provided by SAISE Admin to implement a universal and centralized notification mechanism of SAISE users, regardless of SAISE application used.
4. **Log WEB service** provided by SAISE Admin to implement a universal and centralized logging mechanism of business events generated by the activity of authorized users within SAISE applications used.
5. **Person Check WEB service** provided by RSA to retrieve identification data of natural persons related to electoral complaints, electoral files and administrative files.
6. **Electoral contestant data retrieval** provided by SAISE's 'Contestants' functional block to retrieve registration data of political parties and electoral contestants.
7. **Publish data WEB service** provided by CEC's official WEB page (<http://www.cec.md>) to make public data produced within the business processes of 'Electoral Complaints' CSS.

'Electoral Complaints' CSS will interact with several external IT systems through MConnect interoperability framework. For this, the following services of external IT systems will be consumed:

1. **Authenticate WEB Service** that interacts with MPass platform government service used to implement CEC external user authentication procedures via electronic or mobile signature;
2. **Sign WEB service** that interacts with MSign platform government service used to apply and validate the electronic signature, including the mobile signature.
3. **Log WEB service** that interacts with MLog platform government service used to legally log the sensitive business events of 'Electoral Complaints' CSS.
4. **Notify WEB service** that interacts with MNotify platform government service used to implement notification processes of CEC external actors operating 'Electoral Complaints' CSS.

In its activity, the 'Electoral Complaints' CSS will provide 2 interaction interfaces with external IT systems for CEC activities or electronic services for applicants. The following services provided by 'Electoral Complaints' CSS can be listed:

1. **Receive electoral complaint WEB service** that is provided by 'Electoral Complaints' CSS for the purpose of interaction with the electoral complaint registration sub-module on CEC web page.
2. **Complaint public WEB service** that will interact with other computer systems for the purpose of automated transmission of information about electoral complaints registered with 'Electoral Complaints' CSS.

### **3. Involved parties and roles of the computer (IT) system**

#### **3.1 Business roles of the IT subsystem**

The following entities are interested or should be involved in the development and operation of 'Electoral Complaints' CSS:

- Central Electoral Commission as a permanent public authority founded to implement the electoral policy, to ensure proper organization and performance of elections. The mission of Central Electoral Commission is to create optimal conditions so that all citizens of the Republic of Moldova can freely exercise their constitutional right to elect and be elected in free and fair elections. CEC is responsible for managing and operating SAISE and, respectively, the 'Electoral Complaints' IT subsystem.
- UNDP project Enhancing democracy in Moldova through inclusive and transparent elections (EDMITE) as an institution that will finance and monitor the development and implementation activities of the 'Electoral Complaints' CSS.
- Electoral contestants and voters as complainants or contested party who may appear in electoral complaints;
- Electronic Governance Agency as an organization authorized to develop and implement the e-Transformation policy, the MCloud solution and the MConnect interoperability framework used to ensure interaction of 'Electoral Complaints' CSS with the shared platform services (MPass, MSign, MLog and MNotify).
- State Enterprise "Information Technology and Cyber Security Service" as the entity managing MCloud solution that delivers platform services implemented within 'Electoral Complaints' CSS or that ensures interaction of 'Electoral Complaints' CSS with external IT systems.
- Observation missions as an observer of elections and referendums.

#### **3.2 Owner of the IT subsystem**

The owner of the IT subsystem is the Central Electoral Commission. The system owner role reflects the administrative aspect of all CEC competences for the administration and continuous development of the IT system.

As the owner of 'Electoral Complaints' CSS, the Central Electoral Commission will be able to assign roles and access rights to the user interface and data to its collaborators according to their work duties.

#### **3.3 Holder of the IT subsystem**

The holder of the IT solution is the Central Electoral Commission which will provide technical infrastructure to host 'Electoral Complaints' CSS.

In perspective, the possibility of hosting components of 'Electoral Complaints' CSS outside CEC data centre is not excluded. A solution to this could be MCloud shared government platform. This could be done after the appropriate certification of MCloud by the Security and Intelligence Service of the Republic of Moldova.

#### **3.4 Purchaser of the IT subsystem**

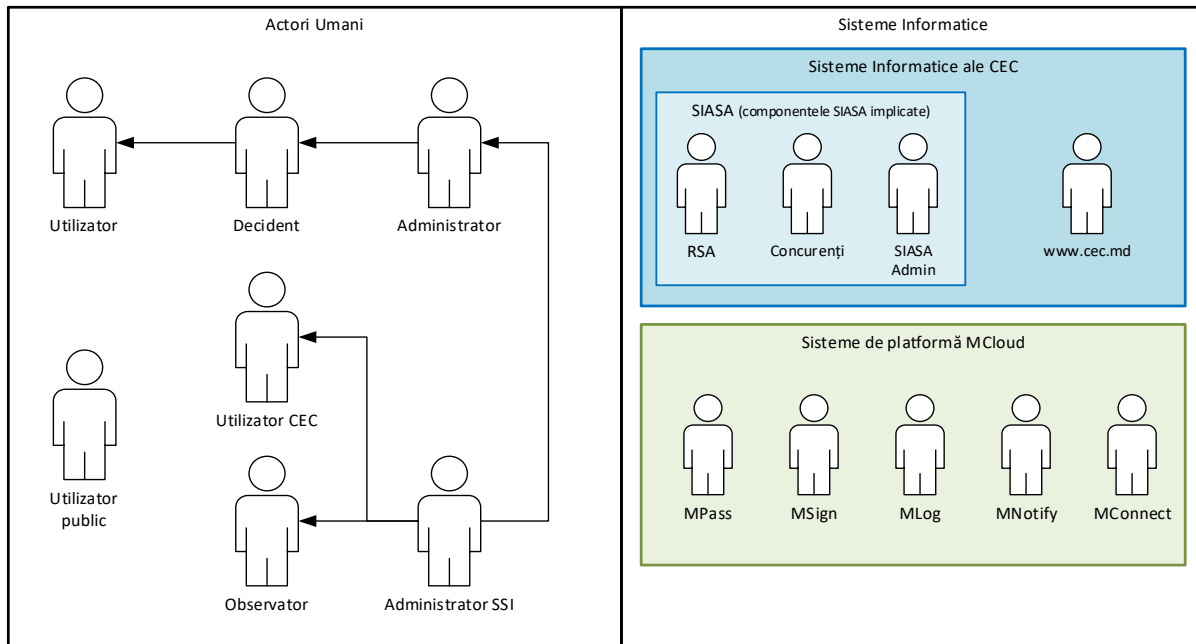
'Electoral Complaints' CSS will be acquired by UNDP Project EDMITE on behalf of the Central Electoral Commission. Although the direct beneficiary of the IT solution is CEC, the consultants of UNDP Project

EDMITE will participate in all stages of development, production and final acceptance of 'Electoral Complaints' CSS.

### 3.5 Users and their role within the IT system

The human roles and IT systems that interact with 'Electoral Complaints' CSS are presented in Figure 3.1. As shown in this Figure, 7 categories of human actors and 6 IT systems will interact within the application.

Figure 0.1. Actors of 'Electoral Complaints' CSS



1. **CEC user** – authorized users of Central Electoral Commission. These users will have access to the following functionalities:
  - a. viewing the information in the module;
  - b. retrieving and viewing reports and statistics related to the activity of 'Electoral Complaints' CSS;
  
2. **User** – authorized users of the Legal Department under Central Electoral Commission, authorized users of the District Electoral Council of level I or II and authorized users of the Electoral Bureau of Polling Station with access rights to 'Electoral Complaints' CSS. These users will have access to the following functionalities:
  - a. registering and filling in electoral complaints;
  - b. checking electoral complaints;
  - c. issuing standardized forms for complaint registration;
  - d. issuing guidelines for filling in complaint registration forms;
  - e. searching and viewing electoral complaints registered within the assigned constituency and users of the Legal Department - within CEC;
  - f. accessing complaint materials;



- g. printing documents related to electoral complaints;
  - h. registering and filling in electoral and administrative files;
  - i. drawing up documents related to electoral and administrative files;
3. **Decision maker** – authorized users of the Legal Department under Central Electoral Commission, authorized users of the District Electoral Council of level I or II and authorized users of the Electoral Bureau of Polling Station with access rights to 'Electoral Complaints' CSS. These users will have access to the following functionalities:
    - a. assessing all functionalities available to users with 'user' role;
    - b. searching and viewing electoral complaints registered within the assigned constituency and users of the Legal Department - within CEC;
    - c. reviewing electoral and administrative files;
    - d. retrieving and viewing reports and statistics related to the activity of the constituency or the Legal Department of CEC.
  4. **Administrator** - authorized users of the Legal Department with access rights to 'Electoral Complaints' CSS. These users will have access to the following functionalities:
    - a. accessing all functionalities available to users with 'decision maker' role;
    - b. accessing functions for distributing and assigning electoral complaints and files between users with 'decision maker' role;
    - c. controlling public access to electoral complaints and their materials on CEC WEB page.
  5. **CSS Administrator** – human actor responsible for ensuring the proper operation of 'Electoral Complaints' CSS. If the technological environment in which the IT system will operate includes sufficient capabilities for the performance of administration work, their implementation in the system is optional. The given category of actors has access to the following functionalities:
    - a. Unrestricted use of the computer system functionalities, without changing logging entries;
    - b. managing the nomenclature and classification system of 'Electoral Complaints' CSS;
    - c. managing the roles and rights of authorized users of 'Electoral Complaints' CSS through mechanisms of SAISE Admin IT subsystem;
    - d. managing the resources, roles, transitions and work flows of 'Electoral Complaints' CSS through mechanisms of SAISE Admin IT subsystem;
    - e. starting/suspending the operation of 'Electoral Complaints' CSS;
    - f. monitoring the operation process of 'Electoral Complaints' CSS;
    - g. ensuring information security;
    - h. administering the database;
    - i. managing interconnection interfaces with external and internal IT systems.
  6. **Public user** – public persons who will interact with the 'Electoral Complaints' CSS through CEC Web page. These users will have access to the following functionalities:
    - a. viewing electoral complaints registered in the system;
    - b. registering digitally signed electoral complaints.

The implementation of 'Electoral Complaints' CSS requires interaction of the following IT systems:

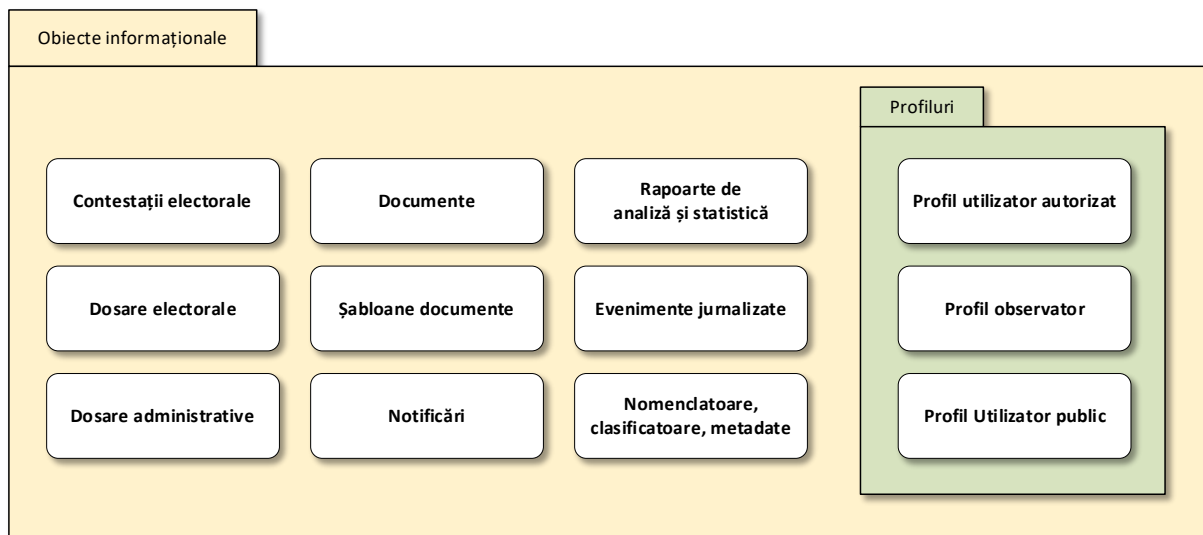
1. **SAISE** - State Automated Information System 'Elections' (SAISE) developed under Law 101 of 15.05.2008 which computerizes CEC electoral processes. Given that 'Electoral Complaints' CSS will reuse a good part of the common metadata of the other SAISE IT subsystems or will use their services, the integration with SAISE IT subsystems below will be carried out:
  - a. **SAISE Admin** – which provides SAISE interoperability services for authentication, authorization, logging and notification. Also, through SAISE Admin, all 'Electoral Complaints' CSS resources, their states and transitions, workflow rules, access to reports, nomenclature, etc. will be configured.
  - b. **'Contestants' functional block** - which includes functions for registration of electoral contestants with SAISE. 'Electoral Complaints' CSS will take over all data related to profiles of electoral contestants and political parties from this IT subsystem.
  - c. **State Registry of Voters** – a voter registration computer system in the Republic of Moldova, intended for the collection, storage, updating and analysis of information about citizens of the Republic of Moldova who have reached the age of 18 and whose civil rights are not legally limited. 'Electoral Complaints' CSS will take from this IT subsystem all the data related to the profiles of citizens of the Republic of Moldova to check accuracy of personal data contained in the electoral complaints or processed files.
2. **www.cec.md** - is the official WEB page of Central Electoral Commission with which 'Electoral Complaints' CSS will interact to publish data produced within its business processes. To implement the functionality of electronic registration of electoral complaints, the 'Electronic registration of complaints' sub-module will be integrated with the web page or will interact with the web page of Central Electoral Commission.
3. **External CS** - the totality of external computer systems with which 'Electoral Complaints' CSS interacts. The following categories of external IT (computer) systems with which the interaction will be carried out can be identified:
  - a. **MCloud platform services** - integration with MCloud shared government platform services to implement the functionalities provided by them. Integration with the following MCloud platform services is provided:
    - i. **MConnect** – the interoperability platform through which the interaction with computer applications providing or receiving data intended for electoral appeals and with shared government services is carried out.
    - ii. **MPass** – platform service used to control access to computer systems and ensure authentication procedures via electronic or mobile signature;
    - iii. **MSign** – platform service used to apply and validate electronic signature, including mobile signature.
    - iv. **MLog** – platform service used to log all critical business events related to the IT systems of PA in the Republic of Moldova;
    - v. **MNotify** – platform service used as a notification mechanism for all IT systems hosted in MCloud.

## 4. Functional model of the computer system

### 4.1 Information objects of the computer system

Analysing the modelled field (i.e., computerization of the management of electoral complaints and electoral/administrative files), all the information objects that must be considered when developing 'Electoral Complaints' CSS can be delimited. In Figure 4.1., all the information objects underpinning the design and development of 'Electoral Complaints' CSS are delimited.

Figure 4.1. Information objects of 'Electoral Complaints' CSS.



As shown in Figure 4.1., the IT solution consists of 9 categories of information objects, of different complexity, which must be taken into account when designing and establishing 'Electoral Complaints' CSS:

1. electoral complaints;
2. electoral cases;
3. administrative cases;
4. documents;
5. document templates;
6. notifications;
7. analysis reports and statistics;
8. logged events;
9. nomenclatures, classifiers, metadata;
10. profiles.

Objects within the computer system are identified by using, for each of them, the unique identification number.

#### 1. Electoral complaints

It is a complex information object providing all the data relevant to the electoral complaint.

*Electoral Complaint* information object is minimally described by the following categories of attributes and other complex information objects:

- registration number of the complaint with the receiving electoral organization;
- receiving electoral organization;
- date and time of registration of the complaint;
- complainant (a set of attributes that fully describe the person with complainant role: name, first name, patronymic, date of birth, identity document or passport, IDNP, etc.);
- contact information of the complainant (phone, email, etc.)
- contested party;
- type of facts invoked;
- description of alleged violations;
- description of evidence;
- legal term as grounds;
- complainant requirements;
- description of other materials;
- materials attached to the complaint (evidence, statements, etc.).
- status;
- reviewer;
- reporter;
- resolution;
- review term;
- other relevant data.

## **2. Electoral cases**

It is a complex information object providing all the data relevant to the electoral case.

*Electoral File* information object is minimally described by the following categories of attributes and other complex information objects:

- case number;
- case registration date;
- summons registration date;
- electoral organization;
- court;
- composition of judges;
- file name;
- subject matter of the case;
- hearing date and time;
- result;
- person in charge;
- review term;
- additional materials (evidence, statements, etc.);
- other relevant data.

### **3. Administrative cases**

It is a complex information object providing all the data relevant to the administrative case.

*Administrative Case* information object is minimally described by the following categories of attributes and other complex information objects:

- case number;
- case registration date;
- summons registration date;
- electoral organization;
- court;
- composition of judges;
- file name;
- subject matter of the case;
- hearing date and time;
- result;
- person in charge;
- review term;
- additional materials (evidence, statements, etc.);
- other relevant data.

### **4. Documents**

Complex information object which includes all the documents attached to the electronic filled out forms within the business processes for both electoral complaints and electoral and administrative cases. Also, evidentiary materials such as images, audio sequences, video and other types of information materials can be classified as a document.

Any Document type object contains a minimum set of data intended for its identification and record:

- document identifier;
- type of document according to the nomenclature;
- name of the issuing authority/person;
- issuer identifier (IDNP/IDNO, if known);
- document registration number;
- term of performance/validity;
- subject of the document;
- status of the document;
- content (scanned text/image) of the document;
- other relevant data.

### **5. Document templates**

Complex information object intended to preserve typed structures, pre-set for the document templates used in the process of registration of electoral complaints. Based on the predefined templates, all the necessary documents for the registration process will be printed and filled in by the complainant.

*Document Template* information object is minimally described by the following categories of attributes:

- template identifier;
- template name;
- version;
- type;
- destination;
- status;
- content of the document;
- other relevant data.

## **6. Notifications**

It is a category of complex information objects used for notification with or without confirmation of authorized users of 'Electoral Complaints' CSS. A notification contains the following specific attributes:

- notification identifier (order number automatically assigned by 'Electoral Complaints' CSS);
- business event related to the notification;
- access reference of the business event (electoral complaint, electoral case or administrative case) that generated the notification (if applicable);
- notification strategy (e-mail or internal messaging, a SAISE IT application);
- subject of the notification;
- content of the notification;
- sender of the notification;
- recipient of the notification;
- other relevant data.

Categories of notifications to be implemented within 'Electoral Complaints' CSS can be identified:

- notification regarding the result of the electoral complaint;
- notification regarding the need to involve the authorized user in the workflows;
- notification of exceeding the deadline allowed for the authorized user to engage in the workflow;
- notification of exceeding the deadline for resolving electoral complaints, electoral files or administrative files;
- other system notifications.

Notifications will be made in accordance with the template established for each category of notification, so that their diversity and content is modified as necessary.

## **7. Analysis reports and statistics**

It is a complex information object that includes all predefined reports or statistics intended for all levels of authorized users in order to publish, manage and monitor the activity of all those using and managing the IT system.

The following report categories can be defined:

- operational reports:
  - list of electoral complaints (filtered, ordered by criteria of interest);
  - list of electoral files (filtered, ordered by criteria of interest);
  - list of administrative files (filtered, ordered by criteria of interest);
  - other operational reports;
- statistics of 'Electoral Complaints' CSS (aggregate values extracted from the information content of the database of 'Electoral Complaints' CSS);
  - statistics related to electoral complaints (filtered, ordered by criteria of interest);
  - statistics related to electoral cases (filtered, ordered by criteria of interest);
  - statistics related to administrative cases (filtered, ordered by criteria of interest);
  - other statistics;
- system reports;
  - list of users of the computer (IT) system according to the roles;
  - statistics regarding the use of 'Electoral Complaints' CSS by authorised users;
  - other statistics.

The list of final reports and their structure will be established only after the final implementation of all information objects within 'Electoral Complaints' CSS. Therefore, it will be possible to obtain an information table relevant to all the data recorded in the module.

## **8. Logged events**

Complex information object intended for IT audit and implementation of the information security policy. Any access or modification of data such as creation, development, deletion, change of status, etc. must be recorded in a special register (log) showing the time, the event and the user who performed the action. In case the changes will not involve the physical suppression of data, it will be possible to see the user who made the last change for each record.

Logging events will contain the following data:

- logged event identifier;
- identifier of the user who generated the event;
- logged business event category;
- time of event logging;
- computer application component (module) that generated the business event;
- registration affected by the business event;
- action taken by the user.

## **9. Nomenclatures, classifiers, metadata**

Category of complex information objects that consists of all the classifiers and nomenclature and metadata used within 'Electoral Complaints' CSS. It will contain all of the following categories of data:

- external classifiers/nomenclatures (usually national: CUATM, CAEM rev. 2, CFOJ, CFP, etc.);
- classifiers/nomenclature of SAISE;
- internal classifiers/nomenclatures of 'Electoral Complaints' CSS;
- configuration variables of 'Electoral Complaints' CSS; (access paths, global variables, etc.);

- access configurations to external WEB services;
- other categories of metadata.

## **10. Profiles**

Complex informational object that consists of all the data related to the actors and entities interacting with 'Electoral Complaints' CSS or deal with electoral complaints, electoral files and administrative files.

Three categories of profiles can be identified:

### **10.1. 'Electoral Complaints' CSS authorized user profile**

It is an information object that contains all the data related to the authorized users of 'Electoral Complaints' CSS with the right to access the user interface (CEC authenticated users authorized or CECE I, CECE II, EBPS authenticated users authorized).

Accordingly, this information object will contain the following categories of information:

- user identification data;
- user authentication data;
- name;
- surname;
- patronymic;
- contact data (phone, email, etc.);
- roles held within 'Electoral Complaints' CSS;
- access rights to the data managed by 'Electoral Complaints' CSS.

### **10.2. Observer's profile**

It is a complex information object that contains all the data related to the monitoring organization that interacts with 'Electoral Complaints' CSS. The given information object contains the following identification attributes:

- identifier of the monitoring organization;
- full name;
- short name;
- address;
- contact data (phone, email, etc.);

### **10.3. Public user profile.**

It is a complex information object that contains all the data about the public person that interacts with 'Electoral Complaints' CSS. The given information object contains the following identification attributes:

- IDNP – the person's identification number according to the State Population Register;
- username;
- user's surname;
- date of birth;
- gender;
- e-mail;



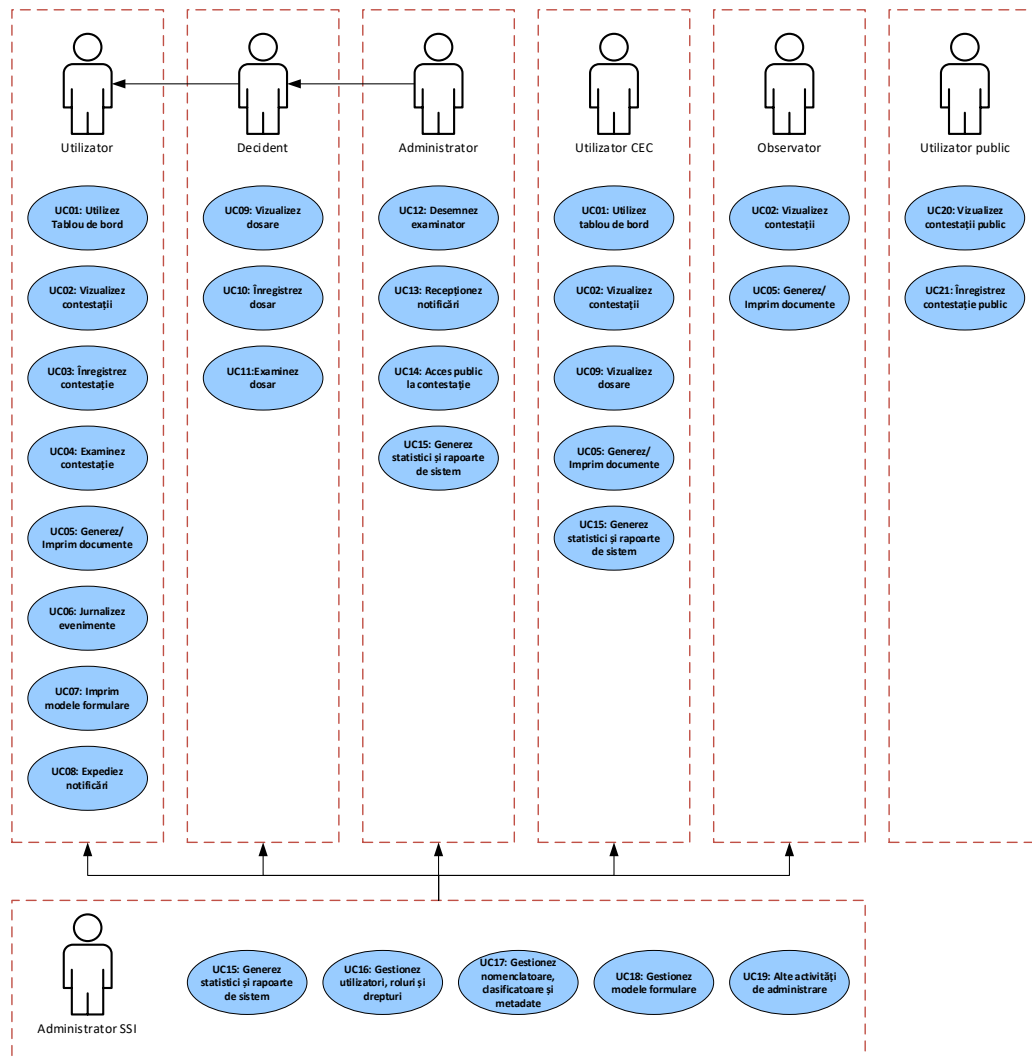
- contact phone.

The public user's profile will be used in the digitally signed electoral complaint registration procedure. To view complaints on CEC web page, the public user profile will be anonymous.

#### 4.2 Basic functionalities of the computer system

The functionalities delivered by 'Electoral Complaints' CSS to the actors who have access to the given IT subsystem are shown in the use case diagram in Figure 4.2.

Figure 0.1. Computer system functionalities.



According to the diagram in Figure 4.2. IT subsystem actors have access to 21 use cases that provide the following functionalities:

### **UC01: Use dashboard**

It is a functionality through which the authorized user of 'Electoral Complaints' CSS will be alerted and will be able to quickly view and access all business events related to their interaction with the IT system and job responsibilities (i.e., system notifications, workflow events, etc.).

Also, through the 'dashboard' mechanism, the authorized user will have direct access to the functionalities relevant to the notified business events (i.e., direct access to complaints, cases, etc.).

The main page of the user interface of 'Electoral Complaints' CSS will serve as the dashboard, where all the elements and notifications related to the user will be placed.

### **UC02: View complaints**

It is a functionality through which the authorized user of 'Electoral Complaints' CSS will be able to view registered complaints.

The complaint list will be organised in a table. The complaints table must contain the minimum data columns required to describe the complaint.

Sorting and filtering functionalities of the viewed data must be available to the user. Also, the complaints search function must be in place and ensure the search of complaints by criteria such as: order number, date of registration, complainant, subject of the complaint, etc.

Complaints to be viewed will be available out of the set of complaints registered only for the concerned user level as follows:

- DJ User, DJ Decision maker, EBPS DJ Administrator – view only complaints registered at the assigned EBPS;
- DJ User, DJ Decision maker, CECE DJ Administrator – view only complaints registered at the assigned CECE (I/II);
- DJ User, DJ Decision maker, CEC DJ Administrator – view only complaints registered at CEC;
- CEC user – view all complaints registered with the system.
- Observer – view all complaints registered with the system.

For any type of user, the following functional and/or data access restrictions may be applied:

1. election restriction – limiting users of any level to functional and data access only to a selected election round;
2. constituency restriction – limiting users of any level to functions and data access only from the constituency;

Restrictions can be combined to achieve the desired access for a specific category of users.

Voting and constituency restrictions are defined in SAISE Admin for each user of 'Electoral Complaints' CSS and are delivered for 'Electoral Complaints' CSS at the time of user authorization by SAISE Admin.

### **UC03: Register complaints**

It is a functionality through which the authorized user of 'Electoral Complaints' CSS will be able to register electoral complaints with 'Electoral Complaints' CSS.

The complaint registration procedure will invoke all necessary actions on the part of the user to fully and successfully register the complaint: description of the complaint, registration of evidence, statements and other materials as appropriate.

The complaint will be registered according to the administrative level of the user (CEC, CECE I/II, EBPS).

For the complaint, the status corresponding to the registration stage will be applied.

The complaint registration process also includes the stage of verifying the electoral complaint and the materials submitted according to the requirements in force.

#### **UC04: Review complaint**

It is a functionality through which the authorized user of 'Electoral Complaints' CSS will indicate the beginning and end of the complaint review period by applying the status corresponding to the complaint review stages. The time stamp of the start and end of the complaint review process will be saved in the system and will serve as a performance indicator in statistical reports. The result of the review will be represented by the qualifications obtained following the decision of the elective body.

#### **UC05: Generate/print documents**

It is a functionality through which the authorized user of 'Electoral Complaints' CSS has access to a list of predefined reports through which the user can generate and print documents of interest related to electoral complaints, electoral cases and administrative cases.

The list of reports is predefined in SAISE Admin for 'Electoral Complaints' CSS and is transmitted within 'Electoral Complaints' CSS at the user authentication stage. The list of reports available for each user should be adjusted based on the user role applied to the given user.

Accessed reports can be viewed on the screen, printed or exported in current common/required formats (PDF, Word, Excel, Image, etc.).

Each document generation action will be entered in the system log and this entry will be available in system reports.

#### **UC06: Log events**

Use case through which the logging of business events generated by the functional components of 'Electoral Complaints' CSS will be carried out. Any event generated within the business processes implemented in 'Electoral Complaints' CSS will be logged and saved in the corresponding tables of the database.

For logging, the logging platform service of CEC interoperability framework provided by SAISE Admin will be reused. 'Electoral Complaints' CSS will apply the business event logging strategy in its resource configuration functions in SAISE Admin.

For critical business processes, 'Electoral Complaints' CSS will implement logging procedures through MLog government logging service.

#### **UC07: Print form templates**

It is a functionality through which the authorized user of 'Electoral Complaints' CSS will have access to the procedure for issuing paper-typed forms to potential complainants. The guides for filling in the forms and other materials related to electoral complaints will also be issued.

#### **UC08: Send notifications**

Use case through which the authorized users of 'Electoral Complaints' CSS will be notified (internal messaging or e-mail) regarding business events that affect them.

Users will receive notifications via their personal dashboard and email. 'Electoral Complaints' CSS will provide functionality to directly access the details of the business event (complaint, file, etc.) directly from the notification.

For the implementation of the notification mechanism, the notification platform service of the CEC interoperability framework provided by SIASA Admin will be reused.

External users (not active within CEC, CECE) of 'Electoral Complaints' CSS will be notified through MNotify government notification service.

#### **UC09: View cases**

It is a functionality through which the authorized user of 'Electoral Complaints' CSS will be able to view electoral cases and administrative cases.

The case lists will be organized in a table. The table must contain the minimum data columns required to describe the case.

Case sorting, filtering and search functionalities must be available to the user.

Cases to be viewed will be available out of the set of cases registered only for the respective user level as follows:

- DJ Decision maker, EBPS DJ Administrator – view only cases registered with the assigned EBPS;
- DJ Decision maker, CECE (I/II) DJ Administrator – view only cases registered with the assigned CECE (I/II);
- DJ Decision maker, CEC DJ Administrator – view only cases registered with CEC;
- CEC user – view all cases registered with the system.

In case the user is subject to voting or constituency restrictions, those cases will be available for viewing.

#### **UC10: Register case**

It is a functionality through which the authorized user of 'Electoral Complaints' CSS will be able to register electoral cases and administrative cases with 'Electoral Complaints' CSS.

The case registration procedure will invoke all necessary actions on the part of the user to register the case fully and successfully: description of the case, evidence materials and other materials as appropriate.

The case will be registered according to the administrative level of the user (CEC, CECE I/II, EBPS).

For the case, the status corresponding to the registration stage will be applied.

The case registration process also includes the stage of verifying the electoral and administrative cases and the materials attached according to the requirements in force.

### **UC11: Review case**

It is a functionality through which the authorized user of 'Electoral Complaints' CSS will indicate the beginning and end of the electoral or administrative case review period by applying the status corresponding to the case review stages. The time stamp of the start and end of the case review process will be saved in the system and will serve as a performance indicator in case review. The result of the review will be represented by the qualifications obtained following the decision of the corresponding body/organization.

### **UC12: Appoint reviewer**

Use case through which the authorized user of 'Electoral Complaints' CSS can designate another user of 'Electoral Complaints' CSS to review a complaint or the electoral case that was previously registered with the system electronically: electronic registration of the electoral complaint using the website of CEC or importing them from other sources, the electronic registration of the electoral case based on the result of the electoral complaint review.

### **UC13: Receive notifications**

Use case through which the authorized users of 'Electoral Complaints' CSS or other persons will receive the notifications sent by the IT system via e-mail or in the personal dashboard.

'Electoral Complaints' CSS will ensure the automatic generation and sending by means of e-mail of the related notification to those actors that are involved in the activity of 'Electoral Complaints' CSS. The authorized user will have the functionality to individually configure the preferences for receiving notifications.

### **UC14: Public access to complaint**

Use case through which authorized users of 'Electoral Complaints' CSS can control public access to electoral complaints.

Public access to the electoral complaint represents the total or partial visibility of the electoral complaint or the elements of interest of the complaint on the official website of the Central Electoral Commission ([www.cec.md](http://www.cec.md)) in the corresponding section.

#### **UC15: Generate statistics and system reports**

It is a use case that provides all the functionalities accessible to authorized users that allow the generation of predefined and ad hoc administrative reports on the operation of 'Electoral Complaints' CSS. The reports in question are useful to analyse the processes carried out, the information base of the system, the performance of the activity of the authorized users, allowing the anticipation of information security issues.

These functionalities will be mostly provided by SAISE Admin IT subsystem. 'Electoral Complaints' CSS must be able to retrieve all relevant data provided by the logging mechanism provided by SAISE Admin.

#### **UC16: Manage users, roles and rights**

Describes the functionalities of the administrator through which profiles and roles of authorized actors of the IT system, including the managerial level, of the external actors who examine and insert data authenticated by 'username' + 'password', electronic or mobile signature, LDAP etc. are managed.

Also, this use case will provide all the functionalities necessary to define the user access rights to the user interface components and to specify the particularities of the behaviour of the user interface components when interacting with authorized users.

These functionalities will be mostly provided by SAISE Admin IT subsystem. 'Electoral Complaints' CSS must be able to take over all rules and configurations of resources and their transitions, users, roles and business events accessible to them, etc. through SAISE Admin.

#### **UC17: Manage nomenclatures, classifiers, metadata**

Use case that provides all the functionalities intended for the Administrator through which all the nomenclatures, classifiers and configurations that form the metadata system of 'Electoral Complaints' CSS are managed.

#### **UC18: Manage form templates**

It is a use case for administrators of the IT subsystem that describes all standardized document templates that can be used in the registration of electoral complaints and electoral or administrative files and other informational materials for the registration and/or documentation of electoral complaints.

#### **UC19: Other administrative activities**

It is a use case for 'CSS Administrator' that describes all accessible functionalities for the administration and audit of 'Electoral Complaints' CSS: maintaining the list and integrity of credentials of users with access

to the administration space, retrieving reports from the system registers to analyse and detect possible logical and physical security problems of 'Electoral Complaints' CSS, etc.

To a large extent, these functionalities will be provided by SAISE Admin IT subsystem, which the Administrator will reuse to manage 'Electoral Complaints' CSS. These facilities will be used to configure and assign roles to all categories of users involved in managing and operating the IT system, defining access parameters to the interface, services, files and database content.

The use case for the management of 'Electoral Complaints' CSS will implement all the functionalities to ensure viability and integrity of the IT subsystem.

### **UC20: View complaints publicly**

It is a functionality through which the public user will be able to view the electoral complaints registered with the system.

The mechanism for viewing electoral complaints will be integrated on the website of CEC and will provide the following functionalities:

- listing electoral complaints registered with the system starting with the most recent registration;
- paging the information represented according to the number of records indicated by the user;
- filtering electoral complaints according to elections, electoral organization, status, subject of the complaint, etc.;
- searching for electoral complaints by keywords;

also, the access functionality to the materials attached to the electoral complaints with public access rights will be implemented.

### **UC21: Register complaints publicly**

It is a functionality through which the public user will be able to register electoral complaints with 'Electoral Complaints' CSS through CEC web page.

The complaint registration procedure will invoke all necessary actions on the part of the user to fully and successfully register the complaint: description of the complaint, registration of evidence, statements and other materials as appropriate.

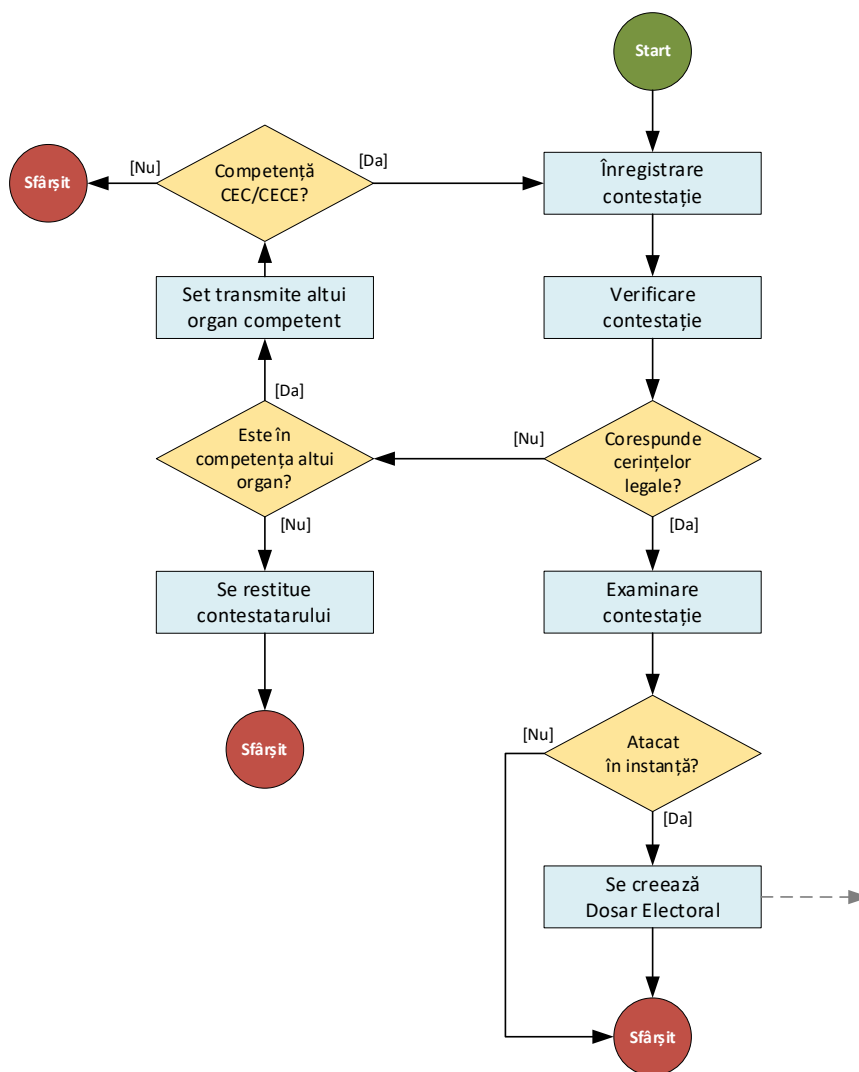
The registration procedure will use the digital signature mechanism of data entered through MSign service.



The registration procedure will notify the applicant about the registration of the complaint and the receiving electoral organization about a new complaint in the system.

## **4.3 Generic electoral complaint processing flow**

According to the Regulation on the procedure for review and resolution of complaints by electoral organizations, the electoral complaint goes through several functional stages. These stages are represented in Figure 4.2.1.

Figure 4.3.1. Generic electoral complaint processing flow



The start of the flow is marked with the block  and the end with the block .

Registering the electoral complaint with the system is the first step in the processing flow. At this stage, all information about the complaint is known, starting with the entry number obtained, the parties involved and ending with all the documents attached to the complaint. The accredited user of this operation (min. User) registers the electoral complaint and appends to it all the materials obtained. Once registered, the complaint obtains a status relevant to the operation performed (e.g. 'Registered'). The user who registered the complaint implicitly becomes the reviewer of this complaint.

Checking the admissibility of the electoral complaints is a necessary procedure to validate the entered data and verify the attached materials from a legal and procedural point of view. With the start of the verification procedure, the electoral complaint obtains a status relevant to the given operation (e.g. 'Under review'). At the end of the verification procedure, it is determined whether the registered complaint meets the legal requirements. If the complaint meets the legal requirements, the user can start to review the complaint, and if it does not, it goes to the secondary flow.

Reviewing the electoral complaint, like the rest of the stages of the processing, is a long process and assigning the status corresponding to the review stage (e.g. 'Under review') and saving the time stamp when



this status was applied, will allow for the status of the electoral complaint to be correctly reflected on public resources. The admissible duration/deadline for reviewing the complaint is automatically calculated according to the legal provisions depending on the contested party (electoral contestant - maximum 5 days, electoral organization - maximum 3 days). In case of failure to comply with the deadline, the system will create information/warning notices to persons with 'DJ Administrator' role in the same area as the reviewer of the given complaint. When the review procedure is over, the operator moves to the final stage.

The final stage (reviewed) provides for the registration of the results and resolutions obtained from the review. This information is supplemented with one of the final status that the electoral complaint can obtain (e.g. 'Admitted', 'Partially admitted', 'Rejected', 'Late', etc.). If the result of the review (decision, etc.) of the complaint was published on the website of the Central Electoral Commission, the reference to this page or document must be included in the result of the review. Materials obtained as a result of the review of the complaint shall be attached to the complaint and shall be available to the public. These attached materials will be catalogued as materials resulting from the complaint review procedure.

A specific case of using the flow is when the electoral complaint is contested following its review. For this case, the user can create an 'Electoral Case' that will contain all the materials related to the electoral complaint in question. The creation of the electoral case will start another flow of processing of the electoral case. The electoral case will preserve the link with the electoral complaint.

The stages presented above, represent the basic flow in the processing of an electoral complaint if the electoral complaint meets the legal requirements.

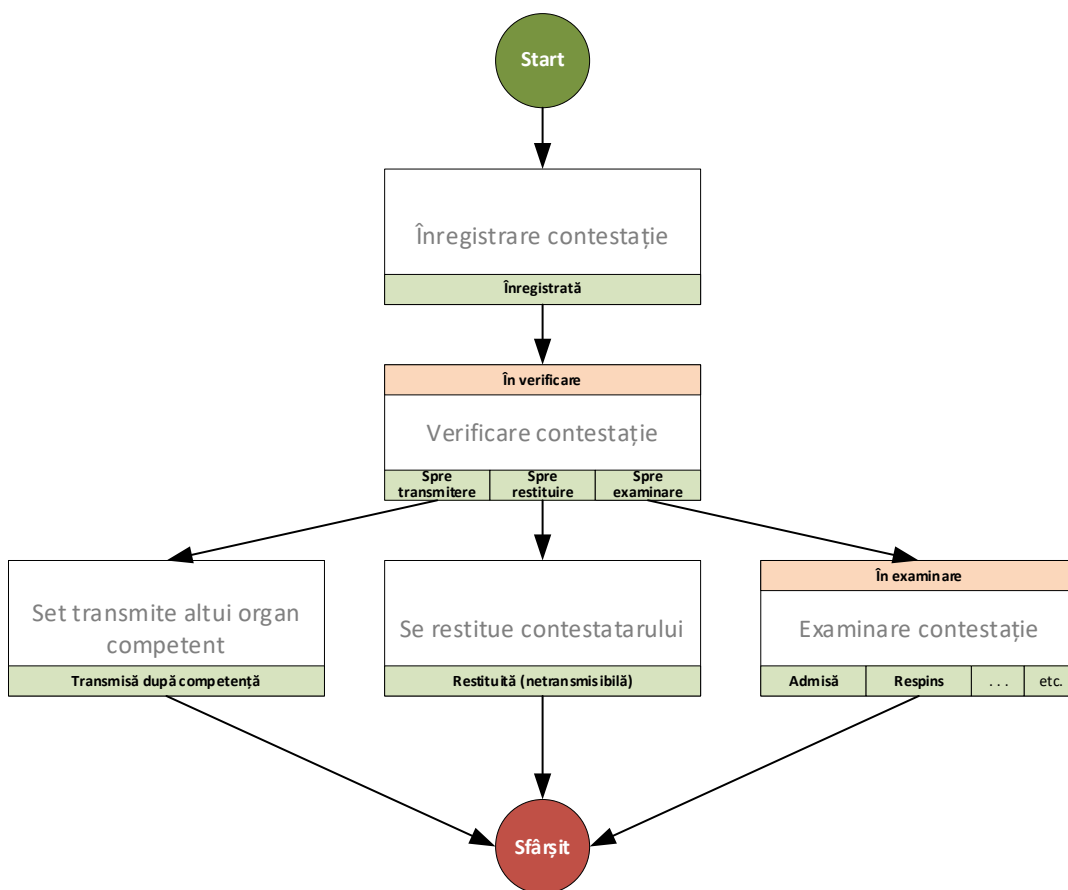
Should the verification of the electoral complaint find that the complaint fails to meet the electoral requirements, the operator moves to the secondary complaint processing flow. This flow begins with the answer to the question of whether the complaint is within the competence of another body empowered to review the given complaint.

If it is established that another body/institution should review this complaint, the given complaint is forwarded to the appropriate body/institution. In this case, the corresponding status should be applied to the complaint (e.g. 'Transmitted to the competent institution') and the competent body/institution will be indicated. A sub-case of this case is when the competent body/institution established is the District Electoral Council that is superior to the one that reviews the complaint or the Central Electoral Commission. In this case, the electoral complaint is registered with the 'Electoral Complaints' CSS at the level of the competent body/institution. The registered complaint will maintain reference to the original complaint.

If the review of this complaint does not require another body/institution, the complaint is returned to the complainant. In this case, the corresponding status should be applied to the complaint (e.g. 'Returned', 'Inadmissible' or 'Non-transferable'). Returning the complaint concludes the workflow with the given complaint.

The status of the electoral complaint is an important feature that identifies the point in time when the electoral complaint gained a new status, the duration of this status, and the finality of the status. Based on this information, performance indicators and forecast indicators will be calculated for the execution of complaint review processes. Also, certain time intervals can be reserved for each status or transition, which can be monitored by the system and when they are violated, system notifications with appropriate messages will be sent. The generic status and their implementation in the generic complaint processing flow are shown schematically in Figure 4.2.2. The multitude of status will be conditioned by the demand for performance and monitoring indicators.

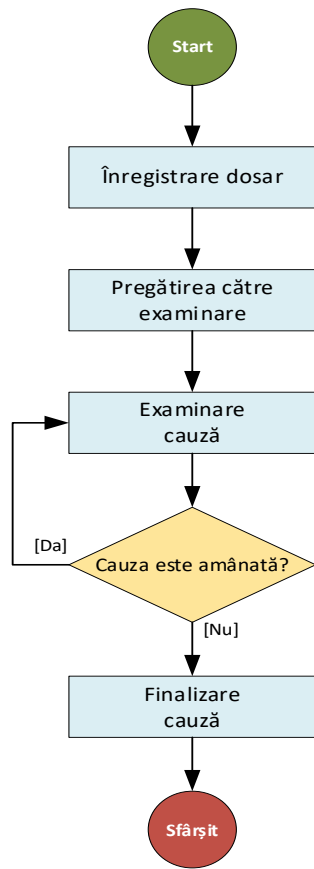
Figure 4.3.2. Status of the electoral complaint in the processing stages.



#### 4.4 Generic electoral case processing flow

According to the Regulation on the procedure for reviewing electoral and administrative cases by electoral organizations, the cases go through several functional stages. These stages are represented in Figure 4.3.1.

Figure 4.4. Generic electoral file processing flow.



The start of the flow is marked with the block  and the end with the block .

The record and procedural documentation of cases in the order of administrative litigation, which also include electoral cases, begins with the registration within the system of the electronic case in which the information from the paper document is reflected. This operation is accessible to users with 'Decision maker' role. Also, at this stage all the materials attached to the original case are attached to the case itself. Once registered, the case obtains the relevant status (e.g. 'Registered'). The user who registered the case implicitly becomes the reviewer of this case. The deadline for reviewing the case is indicated according to the established legal terms.

The preparation for review includes studying the materials in the case and supplementing the case with new materials that will be used in the review procedure. This stage has a beginning and an end which are reflected by the corresponding status of the case: 'Under preparation' and correspondingly 'Ready for review'.

When the review procedure begins, the case acquires the status 'Under review' and the user indicates in the system the type of review stage ('judicial debates', 'review', etc.) and, if necessary, informative notes about this stage. If, following the review, the case is deferred, it is assigned the status 'Deferred' and the user must indicate the date and time of the next review session. The user will repeat the review cycle until the review result is different from 'Deferred'.

If the case has been reviewed, the operator will indicate the result of the review by type ('deliberation and pronouncement', 'deferred case', etc.) and the text of the pronounced decision. This stage applies a final status to the case (e.g. 'Reviewed', 'Completed') and completes the flow in 'Electoral Complaints' CSS.

In case of failure to comply with the review time limits/deadlines, 'Electoral Complaints' CSS will generate appropriate notifications for the user-reviewer and for users with 'Administrator' role within the respective electoral organization.

#### **4.5 Computer system user interface**

'Electoral Complaints' CSS must offer a user interface in Romanian that is ergonomic, intuitive and accessible to all types of users through a WEB explorer optimized for a minimum resolution of 1360x768. The system must have an original, pleasant, balanced and distinct graphic design for all the devices used (desktop computer, notebook, tablet, smartphone).

When designing the user interface, good CEC practices implemented in existing applications will be taken into account: SRV, 'Voting', 'Rotation', 'Ballot', 'Subscription Lists', etc. For the ease of users, the IT solution will have a contextual online help system at the level of each user interface.

Users of the IT subsystem will have at least 6 basic levels of access to the user interface (the sets of rights and roles assigned to them, as well as the optimal number of access groups can be configured by the IT System Administrator through the mechanisms provided by SAISE Admin):

- **'CEC User' access level** - level characteristic of CEC officials with the right to view the information only. This type of users will authenticate by 'username' + password, electronic or mobile signature;
- **'User' access level** - level characteristic of officials of the electoral organization with the right to register, draft and verify electoral complaints and electoral/administrative cases. This type of users will authenticate by 'username' + password, electronic or mobile signature;
- **'Decision maker' access level** - level characteristic of officials of the electoral organization with the right to review electoral complaints and electoral/administrative files. This type of users will authenticate by 'username' + password, electronic or mobile signature;
- **'Administrator' access level** - level characteristic of users with a high level of access to the IT system within the designated electoral organization. This type of users will authenticate by 'username' + password, electronic or mobile signature;
- **'CSS Administrator' access level** - level characteristic of the user with the highest level of access to the resources of the IT system. It will authorize its access by 'username' + password or by 'Active Directory'. This level, given its role of managing the smooth operation of the IT solution, will provide access to all user interface functionalities and database content delivered by the user interface.

For each functionality and action in 'Electoral Complaints' CSS a corresponding right defined in SAISE Admin will be assigned. Thus, for each role, the necessary set of actions available to the user with the given role will be indicated. Mixing roles will allow the user to use multiple levels of access simultaneously.

The procedures for retrieving information and records will be carried out by means of simple search (specifying search strings) or more complex search, through which information can be filtered more accurately. Regardless of the nature of the information sought, the user will use the same method of querying and retrieving information for any compartment of the IT product.

Indexed quantities (values from classifiers, nomenclature) must be able to be filtered by choosing the value from predefined lists. For calendar date-type fields, it must be possible to filter by the exact value or a period of the searched criteria.

For text-type fields, it must be possible to search by mask (*for example: \*ARU* - all sequences that end with the character string 'ARU' or *\*AGRO\** - all sequences that contain the character string 'AGRO').

#### **4.6 Mechanism of reporting, auditing and statistics of the IT system**

'Electoral Complaints' CSS will have implemented auditing/logging functionalities widely used in the industry. This can be configured to log technical and business events. The computer system will provide a mechanism for generating predefined and ad hoc reports capable to ensure a pertinent analysis or evaluation of how the review of electoral complaints and electoral/administrative files is monitored.

To generate the reports, the reporting mechanism of the SSI "Electoral Complaints" will reuse the reporting platform within the CEC "Microsoft SQL Server Report Server".

The reporting system of 'Electoral Complaints' CSS will define at least 4 categories of reports:

- **documents generated based on the predefined template** – for each type, a template will be created that will be populated with information relevant to the complaint or case;
- **performance indicators** – a set of KPI indicators on the basis of which the performance of the activities of monitoring and processing complaints and files can be assessed;
- **monitoring reports** - a category of reports intended for users with administrative role used to assess how authorized users interact with 'Electoral Complaints' CSS. This category of reports will organize and display the content of the collected logs based on which computer system vulnerabilities can be analysed and anticipated;
- **performance reports** – a category of static reports (usually physically implemented in the content of the IT system) aimed at the audit and analysis of the informational content of 'Electoral Complaints' CSS. The developer will integrate a set of reports, the layouts of which will be provided during business analysis.

The peculiarities of the reporting mechanism are described in a number of sections of this document, such as:

- compartment 4.1. (information object Analysis reports and statistics);
- compartment 5.1.5. (functional requirements for use case UC03: Generate/print documents);
- compartment 5.1.15. (functional requirements for use case UC11: Generate statistics and system reports);
- compartment 5.1.7. (functional requirements for use case UC07: Print form templates);
- other compartments of this document.

#### **4.7 Electronic complaint registration mechanism**

'Electoral Complaints' CSS will provide a decoupled module for the electronic registration of electoral complaints. The decoupling of 'Electoral Complaints' CSS module is dictated by the location of the systems within the IT space of CEC. 'Electoral Complaints' CSS will be placed in the private area and the decoupled

module for the electronic registration of electoral complaints will be placed in the public area. Also, the way to interact with CEC WEB page requires such a decoupling.

The decoupled module intended for the electronic registration of electoral complaints will provide the functionalities necessary to achieve the following possibilities:

- filing in the electronic form for registering the electoral complaint;
- attaching documents, statements and evidence;
- applying the electronic signature;
- registering the electoral complaint with the indicated electoral organization;
- notifying the complainant about the registration of the complaint and notifying the indicated electoral organization about the entry of a new complaint.

The decoupled module for the electronic registration of electoral complaints will interact with 'Electoral Complaints' CSS based on the services provided by 'Electoral Complaints' CSS.

## 5. Requirements

This section details the functional and non-functional requirements for the system.

### 5.1 Functional Requirements

#### 5.1.1. UC01: Use 'Dashboard'

The functional requirements necessary for the operation of the Dashboard intended for users authenticated and authorized to use 'Electoral Complaints' CSS.

Functional requirements for use case UC01

ID	Obligation	Description of the functional requirement
FR 01.01.	M	'Electoral Complaints' CSS will deliver to authorized users a 'Dashboard' through which they will be notified of important business events and will be able to quickly access their details.
FR 01.02.	M	The following categories of business events displayed in the Dashboard can be listed: <ul style="list-style-type: none"><li>• system notifications;</li><li>• notifications regarding the need to involve the user in the activities of 'Electoral Complaints' CSS workflows (including delay alerts);</li><li>• other relevant events.</li></ul>
FR 01.03.	M	'Electoral Complaints' CSS user dashboard will only display business events relevant to the roles and data available to the user.
FR 01.04.	M	The Dashboard of the user with CSS Administrator role will display all business events related to 'Electoral Complaints' CSS functionality (all the notifications displayed in the dashboard of all 'Electoral Complaints' CSS users and the notifications dedicated exclusively to the user with CSS Administrator role).
FR 01.05.	M	The Dashboard will group business events by displaying them as indicators with aggregated values (for example: unread system notifications - 20; incomplete processes – 4; delayed processes – 5; etc.) which will contain a reference to access the details.
FR 01.06.	M	The Dashboard will provide statistical information on the user's activity related to electoral complaints, electoral cases and administrative cases.

#### 5.1.2. UC02: View Complaints

The functional requirements of the component for viewing electoral complaints registered with the system.

Functional requirements for use case UC02

ID	Obligation	Description of the functional requirement
FR 02.01.	M	Access only to electoral complaints relevant to the user's roles. The data presented must also fit within the assigned roles. Voting and/or constituency restrictions that may be applied to the user will also be taken into account.
FR 02.02.	M	The data presented for viewing can be sorted in an ascending or descending manner according to the type of data represented (text, number, calendar date, etc.)
FR 02.03.	M	The data presented for viewing can be filtered by certain pre-defined criteria or by the groups of data presented.
FR 02.04.	M	Data visualization is organized in the form of pages with adjustable data volume for visualization. Switching from one page to another will be done as follows: <ul style="list-style-type: none"> <li>• go to the next/previous page;</li> <li>• go to the first/last page;</li> <li>• go to a random page from the list of available pages.</li> </ul> The page change must take into account the sorting (FR 02.02.) and filtering (FR 02.03.) applied to the data viewed.
FR 02.05.	M	'Electoral Complaints' CSS will allow the overall visualization of all data and materials related to the electoral complaint. Access to the visualization can be restricted by setting the user role properly.
FR 02.06.	D	If the available data volume cannot be fully displayed on the data page (data columns), the user can select which of these data will be displayed. The selection made will be saved as a default one.
FR 02.07.	D	The order of data presentation (table columns) can be adjusted according to the user's needs. The selection made will be saved as a default one.

### 5.1.3. UC03: Register Complaints

The functional requirements of the component for registering electoral complaint with 'Electoral Complaints' CSS.

Functional requirements for use case UC03

ID	Obligation	Description of the functional requirement
FR 03.01.	M	'Electoral Complaints' CSS will provide an electronic form for registering the electoral complaint in line with Annex 1.
FR 03.02.	M	The fields for entering data from the FR 03.01 form, which are of selection type, must take over data according to the appropriate nomenclature and be relevant to the voting for which the complaint is registered, as follows: <ul style="list-style-type: none"> <li>• electoral body – select the electoral body from the given polling/election;</li> </ul>



ID	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> <li>electoral contestant – select the electoral contestant from the given polling/election;</li> </ul> <p>The availability of selection options will depend on the roles assigned to the user and the voting and constituency restrictions.</p> <p>The columns intended for entering data about 'Contestant' and 'Contested party' will automatically adjust for the necessary type indicated: voter, electoral contestant, electoral organization, representative.</p>
FR 03.03.	M	The fields for entering data from the FR 03.01 form, which require a person's identity, will take over the person's identity from the verification procedure of the corresponding person based on the Personal Numeric Code (IDNP) or based on the series and number of the identity act of the Republic of Moldova. The person verification procedure will use the corresponding service from SRV.
FR 03.04.	M	'Electoral Complaints' CSS will provide an electronic form for the registration of materials attached to the electoral complaint. The evidence brought to the filed complaint (audio/video recordings, photographs, documents, written statements of witnesses) can serve as such materials. Also, electronic copies of the complaint, statement and other documents are attached to the electronic complaint (e.g. Annex 2). For each electronic material attached, the type of material will be indicated according to the corresponding nomenclature.
FR 03.05.	M	The registered complaint obtains the status 'Registered' (according to the respective nomenclature).
FR 03.06.	M	The registered complaint and related materials are available for display in the public area of the Central Electoral Commission.
FR 03.07	M	For the complainant, the contact information will be indicated: phone, email.

#### 5.1.4. UC04: Review Complaints

The functional requirements of the component for processing electoral complaint with 'Electoral Complaints' CSS.

Functional requirements for use case UC04

ID	Obligation	Description of the functional requirement
FR 04.01.	M	For complaints with 'Registered' status (FR 03.05.), 'Electoral Complaints' CSS will provide functionalities to mark the start of the electoral complaint verification procedure. The complaint will be assigned the status 'Under verification'. The time stamp of the start of the verification process will be saved.
FR 04.02.	M	For complaints 'Under verification' (FR 04.01.), functionality will be provided to complete the verification process by indicating the following quality attributes:

ID	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> <li>• does the complaint meet the legal requirements?</li> <li>• should the complaint fail to meet the legal requirements, it should be indicated whether the complaint falls within the remit of another decision-making body and specified the competent body in question (selection from the nomenclature).</li> <li>• optional information note regarding the verification process and findings obtained.</li> </ul> <p>According to the quality attributes, the complaint receives the following status:</p> <ul style="list-style-type: none"> <li>• should the complaint meet the legal requirements, the applied status will be '<i>For review</i>';</li> <li>• should the complaint fail to meet the legal requirements and fall within the remit of another decision-making body, the status applied will be '<i>Transmitted to the competent body</i>'. For this procedure, 2 calendar days are reserved from the date of receipt of the complaint;</li> <li>• in all other cases, '<i>To be returned</i>' status applies.</li> </ul> <p>The time stamp is also saved for all complaint status changes.</p>
FR 04.03.	M	<p>For complaints '<i>To be returned</i>', functionality will be provided to mark the completion of the procedure for returning the electoral complaint to the complainant. The given action will change the complaint status to 'Returned'. The user will have the option of indicating an informative note regarding the complaint return process.</p> <p>The status obtained by the complaint at this stage is final and completes the complaint processing flow.</p>
	M	<p>For complaints '<i>To be transmitted to the competent body</i>', functionality will be provided to mark the completion of the procedure for submitting the complaint and the attached materials to the established decision-making body. The user will have the option of indicating an informative note regarding the complaint transmission process. The given action will change the complaint status to '<i>Transmitted to the competent body</i>'. The status obtained by the complaint at this stage is final and completes the complaint processing flow by the user.</p>
FR 04.04.	M	<p>For complaints that have received the status '<i>Transmitted to the competent body</i>' and the authority established is the Central Electoral Commission or the Electoral District Council, 'Electoral Complaints' CSS performs a new registration of the complaint with the new body. After registration, the system issues a notification to module users with 'Administrator' role in the area of the competent body. The new complaint created will keep the link with the original complaint.</p>
FR 04.04.	M	<p>For complaints with '<i>For review</i>' status (FR 03.05.), functionality will be provided to mark the start of the electoral complaint review procedure. The complaint will be assigned the status '<i>Under review</i>'. Saving the time stamp of the start of the review process is mandatory.</p>
FR 04.06.	M	<p>For complaints with '<i>Under review</i>' status (FR 03.05.), functionality will be provided to mark the end of the electoral complaint review procedure. The form for completing the adopted decision will be available to the user:</p>

ID	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> <li>resulting type of decision – a selection of predefined values from the corresponding nomenclature ('Admitted', 'Partially admitted', 'Rejected', etc.);</li> <li>other information regarding the adopted decision;</li> <li>decision on legal liability and the initiation of an electoral case.</li> <li>attaching the materials obtained from the review of the complaint.</li> </ul> <p>The given action will change the complaint status to 'Reviewed'. The status obtained by the complaint at this stage is final and completes the complaint processing flow by the user.</p>
FR 04.07.	M	For complaints that have received the 'Reviewed' status and the decision adopted indicates the initiation of an electoral file, 'Electoral Complaints' CSS will create an electoral file based on the materials of the given complaint. The electoral file will be registered with the same electoral organization as the complaint. After registration, the system issues an appropriate notification to module users with 'Administrator' role in the area of the competent body. The registered file will hold reference to the original complaint.
FR 04.08.	M	The materials obtained following the review of the complaint and attached to the complaint will be catalogued as resulting materials and will be publicly accessible. The public accessibility of materials can be changed as needed.

### 5.1.5. UC05: Generate/Print Documents

The functional requirements of standard document generation component based on the data contained in 'Electoral Complaints' CSS database.

Functional requirements for use case UC05

ID	Obligation	Description of the functional requirement
FR 05.01.	M	'Electoral Complaints' CSS will provide authorized actors (User, Decision maker and Administrator) with a mechanism to generate standardized documents populated with data from 'Electoral Complaints' CSS database.
FR 05.02.	M	The computer system will allow the generation of documents extracted based on the reports implemented within the system as well as documents generated based on predefined templates populated with data from the database (according to Annexes X-XX).
FR 05.03.	M	Standard documents generated may include: <ul style="list-style-type: none"> <li>the registry of electoral complaints registered at EBPS;</li> <li>the registry of electoral complaints registered at CECE;</li> <li>the registry of electoral complaints registered at CEC;</li> </ul> other relevant documents.

ID	Obligation	Description of the functional requirement
FR 05.04.	M	The computer system will allow the generation of documents based on the content of electronic forms drafted within the automated processes of 'Electoral Complaints' CSS.
FR 05.05.	M	Documents intended for printing will be generated based on the templates configured through UC18.
FR 05.06.	M	'Electoral Complaints' CSS will provide access to the set of documents for generation and printing according to the roles and rights held by each individual user.
FR 05.07.	M	'Electoral Complaints' CSS will log all document generation and printing events.

### 5.1.6. UC06: Log Events

The functional requirements of the component for logging the business events during operation of 'Electoral Complaints' CSS.

Functional requirements for use case UC06

ID	Obligation	Description of the functional requirement
FR 06.01.	M	The logging of business events produced during the operation of 'Electoral Complaints' CSS will be done through the WEB service platform of CEC interoperability framework provided by SAISE Admin.
FR 06.02.	M	The following categories of events will be logged: <ul style="list-style-type: none"> <li>• user authentication;</li> <li>• user logout;</li> <li>• add/modify/delete/access record;</li> <li>• business events specific to 'Electoral Complaints' CSS (registration, verification, transmission, review, etc.);</li> <li>• report generation/access;</li> <li>• queries to external services;</li> </ul> other specific business events.
FR 06.03.	M	Logged events will save the following categories of data (depending on the nature of the logged event): <ul style="list-style-type: none"> <li>• 'Electoral Complaints' CSS identifier in SAISE Admin;</li> <li>• identifier of the user who generated the event;</li> <li>• logged event category;</li> <li>• event logging time;</li> <li>• 'Electoral Complaints' CSS resource generating the business event;</li> <li>• registration affected by the business event;</li> </ul> action performed by the user.
FR 06.04.	M	'Electoral Complaints' CSS will exhaustively log all business events produced.

ID	Obligation	Description of the functional requirement
FR 06.05.	M	'Electoral Complaints' CSS will alternately log in parallel via MLog service the critical business events for which such logging strategy has been configured in the resources of the IT subsystem.

### 5.1.7. UC07: Print Form Templates

The functional requirements of the printing component of the standard forms used in the process of preparing the electoral complaint for submission by the complainant.

Functional requirements for use case UC07

ID	Obligation	Description of the functional requirement
FR 07.01.	M	'Electoral Complaints' CSS will provide the authorized actors (User) with the printing mechanism of all standard forms used in the process of preparing the electoral complaint for submission.
FR 07.02.	M	The form templates exposed to the user will be catalogued according to the electoral organization, the type of complainant, etc.
FR 07.03.	M	The final result of printing the standard form can be a paper document, an electronic document (Pdf, Word) or sending the form to an electronic address provided by the complainant.
FR 07.04.	D	The document generated based on the selected form may contain pre-filled elements, as the case may be, with data relevant to the respective voting, the electoral organization to which the user is accredited, etc.
FR 07.05.	M	'Electoral Complaints' CSS will provide access to the set of forms for printing according to the roles and rights of each individual user.
FR 07.06.	M	'Electoral Complaints' CSS will take over the list of forms according to UC18.

### 5.1.8. UC08: Send Notifications

The functional requirements of the component for notifying the 'Electoral Complaints' CSS.

Functional requirements for use case UC08

ID	Obligation	Description of the functional requirement
FR 08.01.	M	The notification of 'Electoral Complaints' CSS users will be done through the WEB service platform of CEC interoperability framework provided by SAISE Admin.
FR 08.02.	M	Depending on the user (its profile configuration data), the notification WEB service will apply one of 3 notification strategies:

ID	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> <li>• email notification;</li> <li>• notification in the user's application Dashboard;</li> </ul> both categories above.
FR 08.03.	M	Depending on the configuration of 'Electoral Complaints' CSS resources in SAISE Admin, the notification WEB service will send notifications to the relevant users when a transition occurs at the level of the IT application resource.
FR 08.04.	M	The notification will contain a reference to access the resource/form relevant to the business events that generated the notification (valid for notifications stored in the user's Dashboard).
FR 08.05.	D	'Electoral Complaints' CSS will notify the 'CSS Administrator' of any problems affecting the performance and availability of the IT system.
FR 08.06.	D	'Electoral Complaints' CSS will alternatively notify users via MNotify government notification service.

### 5.1.9. UC09: View Cases

The functional requirements of the component for viewing electoral/administrative cases registered with the system.

Functional requirements for use case UC09

ID	Obligation	Description of the functional requirement
FR 09.01.	M	Access only to electoral/administrative cases relevant to the user's roles.
FR 09.02.	M	The data presented for viewing can be sorted in an ascending or descending manner according to the type of data represented (text, number, calendar date, etc.)
FR 09.03.	M	The data presented for viewing can be filtered by certain pre-defined criteria or by the groups of data presented.
FR 09.04.	M	<p>Data visualization is organized in the form of pages with adjustable data volume for visualization. Switching from one page to another will be done as follows:</p> <ul style="list-style-type: none"> <li>• go to the next/previous page;</li> <li>• go to the first/last page;</li> <li>• go to a random page from the list of available pages.</li> </ul> <p>The page change must take into account the sorting (FR 09.02.) and filtering (FR 09.03.) applied to the data viewed.</p>
FR 09.05.	M	'Electoral Complaints' CSS will allow the overall visualization of all data and materials related to the case. Access to the visualization can be restricted by the appropriate user role settings.

ID	Obligation	Description of the functional requirement
FR 09.06.	D	If the available data cannot be fully displayed on the data page (data columns), the user can select which of these data will be displayed. The selection made will be saved as a default one.
FR 09.07.	D	The order of data presentation (table columns) can be adjusted according to the user's needs. The selection made will be saved as a default one.

#### 5.1.10. UC10: Register Cases

The functional requirements of the component for registering the electoral/administrative case with 'Electoral Complaints' CSS.

Functional requirements for use case UC10

ID	Obligation	Description of the functional requirement
FR 10.01.	M	'Electoral Complaints' CSS will provide an electronic form for the registration of the electoral/administrative case.
FR 10.02.	M	The fields for entering data from the FR 10.01 form, which are of selection type, must take over data according to the appropriate nomenclature and be relevant to the type of case for registration.
FR 10.03.	M	The fields for entering data from the FR 10.01 form, which require a person's identity, will take over the person's identity from the verification procedure of the corresponding person based on the Personal Numeric Code (IDNP) or based on the series and number of the identity act of the Republic of Moldova. The person verification procedure will use the corresponding service from SRV.
FR 10.04.	M	'Electoral Complaints' CSS will provide an electronic form for the registration of materials attached to the electoral/administrative case. The evidence brought to the case (audio/video recordings, photographs, documents, written statements of witnesses) can serve as such materials. Also, electronic copies of the case, statements and other documents are attached to the electronic case. For each electronic material attached, the type of material will be indicated according to the corresponding nomenclature.
FR 10.05.	M	The registered case obtains the status 'Registered' (according to the respective nomenclature).

#### 5.1.11. UC11: Review Cases

The functional requirements of the component for reviewing the electoral/administrative case with 'Electoral Complaints' CSS.

Functional requirements for use case UC11

ID	Obligation	Description of the functional requirement
FR 11.01.	M	For files with ' <i>To be reviewed</i> ' status, functionality will be provided to mark the start of the case review procedure. The case will be assigned the status ' <i>Under review</i> '. Saving the time stamp of the start of the review process is mandatory.
FR 11.02.	M	For cases with ' <i>Under review</i> ' status, users will be provided the functionality to mark the end of the case review procedure. The form (to be completed) for the adopted decision will be available for the user: <ul style="list-style-type: none"> <li>resulting type of decision – a selection of predefined values from the corresponding nomenclature ('<i>Admitted</i>', '<i>Partially admitted</i>', '<i>Rejected</i>', etc.);</li> <li>other information regarding the adopted decision.</li> </ul> The given action will change the case status to ' <i>Completed</i> '. The status obtained by the case at this stage is final and completes the case processing flow by the user.

### 5.1.12. UC12: Appoint Reviewer

The functional requirements of the component for appointing authorised users to review the electoral complaint or electoral/administrative case in 'Electoral Complaints' CSS.

Functional requirements for use case UC12

ID	Obligation	Description of the functional requirement
FR 12.01.	M	'Electoral Complaints' CSS will provide 'Administrator' type actors with a mechanism for appointing the person in charge of processing electoral complaints.  In order to make the human resources trained in the processing of complaints more efficient, 'Electoral Complaints' CSS will display the list of active persons with the role of 'User' and 'Decision maker' in the current electoral organization with information about the number of complaints and cases that are currently being processed.
FR 12.02.	M	'Electoral Complaints' CSS will provide 'Administrator' type actors with a mechanism for appointing the person in charge of processing electoral cases. In order to make the human resources trained in the processing of cases more efficient, 'Electoral Complaints' CSS will display the list of active persons with 'Decision maker' role in the current electoral organization with information about the number of complaints and cases that are currently being processed.
FR 12.03.	M	'Electoral Complaints' CSS will allow the modification of the current reviewer of the complaint or case in compliance with FR 12.01. and FR 12.02.
FR 12.04.	M	'Electoral Complaints' CSS will notify the user designated for processing the complaint or the case with that information.

### 5.1.13. UC13: Receive Notifications

The functional requirements of the component for receiving notifications sent by 'Electoral Complaints' CSS to authorised users.



Functional requirements for use case UC13

ID	Obligation	Description of the functional requirement
FR 13.01.	M	'Electoral Complaints' CSS will automatically notify any authorized user in the event of registration of a business event that involves the user's action or that changes the status of processes managed and monitored by it or that target it.
FR 13.02.	M	Authorized users will receive notifications to the email address indicated in their 'Electoral Complaints' CSS profile.
FR 13.03.	M	A copy of the notification will be displayed on the user's Dashboard.

**5.1.14. UC14: Public Access to Complaints**

The functional requirements of the mechanism for controlling the public access to electoral complaints registered with 'Electoral Complaints' CSS.

Functional requirements for use case UC14

ID	Obligation	Description of the functional requirement
FR 14.01.	M	'Electoral Complaints' CSS will make available to users with 'Administrator' role the functionality to modify public access to the complaint. Access is revoked if the complaint is not visible on CEC WEB page and access is granted if the complaint is visible on CEC WEB page.
FR 14.02.	D	The access modification functionality may contain the detailing of access to the elements of the complaint (attached materials, evidence, statements, resulting materials, etc.)
FR 14.03.	D	Revocation of access to complaint must be complemented with the appropriate decision.
FR 14.04.	D	Revocation of access to one of the complaint materials must be complemented with the appropriate decision.

**5.1.15. UC15: Generate Statistics and System Reports**

The functional requirements of the component for retrieving the reports for IT audit of 'Electoral Complaints' CSS.

Functional requirements for use case UC15

ID	Obligation	Description of the functional requirement
FR 15.01.	M	The system must be able to provide a number of management, statistical and ad hoc reports so that administrative roles can monitor the system activity and status.

ID	Obligation	Description of the functional requirement
FR 15.02.	M	<p>The reports intended for 'CSS Administrator' role are intended for IT audit functions and do not include reports related to business activities.</p> <p>Reports for this role will include the following:</p> <ul style="list-style-type: none"> <li>• nomenclature and classifiers;</li> <li>• database records;</li> <li>• user activity;</li> <li>• access permissions and security.</li> </ul> <p>Reports will be generated based on the following categories of logged events:</p> <ul style="list-style-type: none"> <li>• successful user authentication;</li> <li>• failed user authentication;</li> <li>• notifications sent;</li> </ul> <p>actions on data (access, addition, modification, deletion).</p>
FR 15.03.	M	The system will allow the aggregated retrieval of reports or their detailing per complaint, case, electoral organization or groups of users.
FR 15.04.	M	A user viewing a report within the system must be able to export it to an external editable file.
FR 15.05.	M	The developer will implement up to 10 predefined IT audit reports required by CEC. For the audit reports that can be generated through the system, the implementation of 'Electoral Complaints' CSS in the user interface is not required.
FR 15.06.	M	Mechanisms provided by SAISE Admin will be reused to retrieve UC15 relevant system reports and statistics.

### 5.1.16. UC16: Manage Users, Roles and Rights

The functional requirements of the user administration component and the configuration of access to the user interface and the content of 'Electoral Complaints' CSS database.

Functional requirements for use case UC16

ID	Obligation	Description of the functional requirement
FR 16.01.	M	'Electoral Complaints' CSS will reuse the mechanism for defining and managing users, their roles and rights provided by SAISE Admin.
FR 16.02.	M	User authentication will be done through facilities provided by SAISE Admin and MPass using one of the following strategies: username + password, electronic signature, mobile signature or LDAP.
FR 16.03.	M	'Electoral Complaints' CSS will take into account the user's authentication preference (electronic signature, mobile signature, username + password or combinations thereof).

ID	Obligation	Description of the functional requirement
FR 16.04.	M	User authorization will be done through facilities provided by SAISE Admin.
FR 16.05.	M	'Electoral Complaints' CSS will contain a default category of users created by the developer for each type of electoral organizations and human roles defined.
FR 16.06.	M	<p>The following categories of data can be managed within user profiles:</p> <ul style="list-style-type: none"> <li>• username;</li> <li>• user's surname;</li> <li>• contact email address;</li> <li>• contact telephone number;</li> <li>• access name (login);</li> <li>• access password;</li> <li>• authentication strategy (user + password, electronic signature/mobile signature, LDAP, etc.);</li> <li>• active/deactivated account;</li> <li>• access validity period;</li> <li>• user roles;</li> </ul> <p>other relevant data.</p>
FR 16.07.	M	'Electoral Complaints' CSS will take into account user configurations in SAISE Admin to ensure access to the user interface and the informational content of the IT system for each individual user or group of users.
FR 16.08.	M	A user account can only be physically deleted if there are no logged events produced by the deleted user or data entered by the deleted user.
FR 16.09.	M	The computer system will allow the configuration of an unlimited number of roles through the facilities offered by SAISE Admin.
FR 16.10.	M	A role is defined by generic name, brief description and active/deactivated status. Deactivated roles will not be displayed when configuring application resource access rights or user rights.
FR 16.11.	M	Once entered, activated and configured in SAISE Admin, 'Electoral Complaints' CSS will take into account all its configurations in the interaction with authorized users.
FR 16.12.	M	A role will not be able to be suppressed if it is attached to at least one user or a user interface component of 'Electoral Complaints' CSS.
FR 16.13.	D	<p>'Electoral Complaints' CSS will reuse the registration mechanism of user interface components (resources) provided by SAISE Admin for the purpose of defining user access rights to the user interface.</p> <p>A component is any modular application entity (form, menu, menu option, field, etc.) whose level of detail is sufficient to configure access rights, workflow transitions, and user-accessible actions.</p>

ID	Obligation	Description of the functional requirement
FR 16.14.	D	Any component of 'Electoral Complaints' CSS user interface will contain data regarding generic name, brief description, actions available to users (business events they can generate), roles that have access to the user interface component or action.
FR 16.15.	M	'Electoral Complaints' CSS will be able to define through SAISE Admin the permissions related to actions (business events) available to users with access to the user interface components. The following categories of actions available to users will be configured: <ul style="list-style-type: none"> <li>• viewing records;</li> <li>• adding records;</li> <li>• changing records;</li> <li>• deleting records;</li> <li>• other relevant actions.</li> </ul>
FR 16.16.	M	The computer system will allow the configuration of the logging strategy for the business events generated by each component of the user interface (using the logging mechanism SAISE Admin, MLog or both simultaneously).

### 5.1.17. UC17: Manage Nomenclatures, Classifiers, Metadata

The functional requirements necessary for the management of nomenclature, classifiers and metadata within 'Electoral Complaints' CSS.

Functional requirements for use case UC17

ID	Obligation	Description of the functional requirement
FR 17.01.	M	'Electoral Complaints' CSS will have a management mechanism for the nomenclature, the classifiers that contain all the metadata for configuring the system and managing the business processes of electoral complaints and electoral/administrative files.
FR 17.02.	M	Classifiers managed by the National Bureau of Statistics (CUATM, etc.) and other official classifiers managed by CPA and LPA in the Republic of Moldova will be fully taken over, if necessary.
FR 17.03.	M	For the official classifiers, the rights to make changes will be limited. For this category of classifiers, changes will only be made if they are operated by the CPA administering them.
FR 17.04.	M	For the internal nomenclature and metadata system, the IT solution will deliver a mechanism for their dynamic definition and management.
FR 17.05.	M	'Electoral Complaints' CSS will not allow deletion of a metadata category if it is used in at least one database record.
FR 17.06.	M	'Electoral Complaints' CSS will be able to reuse, if necessary, the classifiers managed by SAISE Admin and provide mechanisms for the synchronization of classifiers

ID	Obligation	Description of the functional requirement
		retrieved according to notifications of addition/modification or deletion of records from the classifier by SAISE Admin.

### 5.1.18. UC18: Manage Nomenclatures, Classifiers, Metadata

The functional requirements necessary for the management of form templates, guides and other documents related to the procedure for submitting electoral complaints within 'Electoral Complaints' CSS.

Functional requirements for use case UC18

ID	Obligation	Description of the functional requirement
FR 18.01.	M	'Electoral Complaints' CSS will provide a mechanism for adding forms, guides and other documents to the system for UC07 functionality.
FR 18.02.	M	'Electoral Complaints' CSS will provide a mechanism for drafting the registered materials. The drafting operation will note the time stamp and version of the document (automated or manual).
FR 18.03.	M	'Electoral Complaints' CSS will provide a mechanism for deleting the registered materials. The deletion operation will require to indicate the cause of deletion.
FR 18.04.	M	'Electoral Complaints' CSS will notify users about the addition, correction or deletion of materials in the system according to the electoral level.

### 5.1.19. UC19: Other administrative activities

The functional requirements regarding the management activities of 'Electoral Complaints' CSS.

Functional requirements for use case UC19

ID	Obligation	Description of the functional requirement
FR 19.01.	M	The system must allow administrative roles to retrieve, display and reconfigure the operating parameters of 'Electoral Complaints' CSS and all system settings.
FR 19.02.	M	The system must allow dynamic management of all nomenclature and classifiers and other entities related to the metadata system.
FR 19.03.	M	The 'Administrator' will mainly administer 'Electoral Complaints' CSS by means of the mechanisms provided by SAISE Admin.
FR 19.04.	M	The 'Administrator' will access and analyse the system logs of 'Electoral Complaints' CSS, including by means of mechanisms provided by SAISE Admin.
FR 19.05.	M	The 'Administrator' will monitor the functionality of 'Electoral Complaints' CSS including by means of mechanisms provided by SAISE Admin.

ID	Obligation	Description of the functional requirement
FR 19.06.	M	The 'Administrator' will be able to generate backup copies of Electoral Complaints' CSS and restore system functionality based on these copies.
FR 19.07.	M	The computer system will provide the Administrator of 'Electoral Complaints' CSS with all the functionalities necessary to ensure the good functionality of the IT solution.

### 5.1.20. UC20: View Complaints Publicly

The functional requirements of the component for viewing electoral complaints on CEC Web page.

Functional requirements for use case UC20

ID	Obligation	Description of the functional requirement
FR 20.01.	M	The component will have access to all electoral complaints registered with the system that are marked with public access.
FR 20.02.	M	The component will have access to all materials of electoral complaints (documents, annexes, evidence, etc.) that are marked with public access.
FR 20.03.	M	<p>The display of electoral complaints on the screen will be organized on pages according to a default number of records as well as the possibility of changing this number from a predefined selection. Switching from one page to another will be done as follows:</p> <ul style="list-style-type: none"> <li>• go to the next/previous page;</li> <li>• go to the first/last page;</li> <li>• go to a random page from the list of available pages.</li> </ul> <p>The page change must take into account the filtering (FR 20.04.) applied to the data viewed.</p>
FR 20.04.	M	Electoral complaints will be able to be filtered according to certain predefined criteria (i.e., elections, electoral organization, state, subject of the complaint, etc.).
FR 20.05.	M	Each electoral complaint can be viewed in detail with access to all materials attached to the complaint. The attached materials can be downloaded by the user.
FR 20.06.		The component will ensure functionality of searching electoral complaints by keywords.
FR 20.07.	D	The search for electoral complaints by keywords will take into account the set of filters applied at the moment (FR 20.04.).
FR 20.08.	M	The default submission of electoral complaints will be made after the registration date from the most recent registration backwards.
FR 20.09.	M	The interaction of the sub-module with 'Electoral Complaints' CSS will take place through a set of services provided by 'Electoral Complaints' CSS which will provide

ID	Obligation	Description of the functional requirement
		the necessary functionality to achieve all the functionalities of the electoral complaint public viewing component.
FR 20.10.	M	The component will represent a sub-module independent from 'Electoral Complaints' CSS.

### 5.1.21. UC21: Register Complaints Publicly

The functional requirements of the component for registering the electoral complaint on CEC Web page.

Functional requirements for use case UC21

ID	Obligation	Description of the functional requirement
FR 21.01.	M	The component for registering electoral complaints on CEC Web page will provide an electronic form for registering the electoral complaint according to Annex 1.
FR 21.02.	M	The fields for entering data from the FR 21.01 form, which are of selection type, must take over data according to the appropriate nomenclature and be relevant to the voting for which the complaint is registered (e.g. electoral organization, electoral contestant, etc.).  The columns for entering data about 'Contestant' and 'Contested party' will automatically adjust for the necessary type indicated: voter, electoral contestant, electoral organization and representative.
FR 21.03.	M	The component for registering electoral complaints will provide a functionality for registering materials attached to the complaint. The evidence brought to the filed complaint (audio/video recordings, photographs, documents, written statements of witnesses) can serve as such materials. Also, electronic copies of the complaint, statement and other documents are attached to the electronic complaint (e.g. Annex 2). For each electronic material attached, the type of material will be indicated according to the corresponding nomenclature.
FR 21.04.	M	The electoral complaint registration component will provide functionality to apply the electronic signature to all data entered and uploaded materials.
FR 21.05.	M	The registered complaint obtains the status 'Registered' (according to the respective nomenclature).
FR 21.06.	M	The complaint registered does not have a reviewer appointed by default (UC12).
FR 21.07.	M	'Electoral Complaints' CSS will notify the contestant of the registration of electoral complaint.
FR 21.08.	M	'Electoral Complaints' CSS will notify authorized users in the electoral organization indicated in the complaint about the registration of the electoral complaint and the need to appoint the reviewer.

ID	Obligation	Description of the functional requirement
FR 21.09.	M	<p>The registration form will contain fields for indicating detailed information about the contestant:</p> <ul style="list-style-type: none"> <li>• name;</li> <li>• surname;</li> <li>• patronymic;</li> <li>• date of birth;</li> </ul> <p>series and number of the identity document or the IDNP and the number of the foreign passport;</p>
FR 21.10.		The electronic form will contain fields necessary for the exact indication of the targeted electoral organization: CEC, CECE I/II, EBPS.

## 5.2 Non-Functional Requirements

### 5.2.1. General and performance requirements

The general system and performance requirements are defined by the policies and strategies developed and adopted in the Republic of Moldova. It is important to note that these acts are based on good industry practices and include many organizational measures but also technical measures. The general system requirements specific to 'Electoral Complaints' CSS are listed in Table 5.20.

General system requirements of 'Electoral Complaints' CSS.

ID	Obligation	Description of the requirement
TGEN 001	M	All user interfaces and database content will be created in Romanian, using Romanian diacritics.
TGEN 002	M	User interface elements must conform to Level A of the Web Content Accessibility Guidelines (WCAG) 2.0 requirements.
TGEN 003	M	The user interface will be optimized for 1360x768 resolution and the scroll bars for user interfaces presented by the IT solution will not appear.
TGEN 004	M	'Electoral Complaints' CSS will have the possibility to adapt the user interface (it will deliver a 'responsive' interface) depending on the device used by it (notebook, desktop computer, smartphone, tablet, etc.).
TGEN 005	M	The IT subsystem will be optimized in the minimum transfer of data between the client computer and the server, focusing on avoiding unnecessary requests, implementing AJAX with JSON, requesting server resources necessary for authentication, authorization and logging procedures.



ID	Obligation	Description of the requirement
TGEN 006	M	Potentially variable information of 'Electoral Complaints' CSS (parameters, data storage paths, connection paths with external services, etc.) will be configurable and will not require recompilation of the solution or direct interventions in the database.
TGEN 007	M	The IT system will use open standards for communication formats and protocols.
TGEN 008	M	Services exposed to the public by 'Electoral Complaints' CSS will be technologically neutral (operating system, Internet explorer, etc.).

The performance requirements specific to 'Electoral Complaints' CSS.

ID	Obligation	Description of the requirement
PERF 001	M	Average server response time will not exceed 3 seconds at nominal load of the system.
PERF 002	M	The system must be able to perform authentication/authorization actions of more than 200 concurrent users within 10 minutes.
PERF 003	M	The system will allow the concurrent activity of at least 150 users and the concurrent servicing of at least 100 queries.
PERF 004	M	Prior to the delivery of the IT solution, all performance tests of 'Electoral Complaints' CSS will be performed.
PERF 005	M	Performance testing will include at least two components: system load testing and stress testing.

### 5.2.2. Security and protection requirements

The system must comply with the technical requirements put forward to the IT systems by the Republic of Moldova Standard SM ISO/CEI 27002:2014 - Information Technology. Security techniques. Code of good practice for information security management.

The IT solution will comply with all the security and protection requirements.

ID	Obligation	Description of the requirement
SR 001	M	The computer system guarantees full preservation and integrity of the content of 'Electoral Complaints' CSS database.
SR 002	M	Access to the functions provided to unauthenticated users is controlled using means of protection against service overload by one or several network nodes.
SR 003	M	All fields in the forms filled in by users must be validated according to the type and admissible value range both based by the client and server.
SR 004	M	The system will be secured for OWASP Top 10 vulnerabilities.

ID	Obligation	Description of the requirement
SR 005	M	The system will guarantee confidentiality of data transmitted-received on the communication channels.
SR 006	M	Access to the IT system is controlled.
SR 007	M	Access to the functions made available to users is done with their authentication using username + password, <i>Active Directory</i> or electronic or mobile signature.
SR 008	M	User actions are recorded in electronic logs.
SR 009	M	The system sends a periodic signal indicating its functional status.

### 5.2.3. Software, hardware and communication channel requirements

Software, hardware and communication technology assurance requirements put forward to 'Electoral Complaints' CSS.

ID	Obligation	Description of the requirement
SHC 001	M	The IT solution will be developed under the following platform constraints: <ul style="list-style-type: none"> <li>• Windows Server 2012 R2;</li> <li>• IIS 8;</li> <li>• NET 4.6,</li> </ul> MS SQL Server 2012 Enterprise R2.
SHC 002	M	The system must be able to be installed both on dedicated servers and virtualization solutions.
SHC 003	M	Demonstrating the virtualization capability by delivering to the Beneficiary an image of the system that can be loaded and become functional with minimal configurations on one of the virtualization solutions used within Central Electoral Commission is necessary.
SHC 004	M	The system can be accessed on communication channels of at least 256kbps.
SHC 005	M	To develop the IT system, the technologies used to develop the existing SAISE and SRV components will be used.
SHC 006	M	The system can be virtualized at the software-hardware level.
SHC 007	M	The system will be fault tolerant by providing 'clustering' and 'fail over' support for the entire platform and its components.
SHC 008	M	The parts of the service exposed to the public are required to be technologically neutral.

ID	Obligation	Description of the requirement
SHC 009	M	The verification will be done using a set of (modern) platforms and expecting that the performance parameters are as good as or better than those on the reference configuration.
SHC 010	M	The generic program product recommended for operation and interaction with 'Electoral Complaints' CSS is the WEB browser.
SHC 011	M	The system will be compatible with at least 2 latest versions of the following Web browsers: <i>Microsoft Edge, Google Chrome, Mozilla Firefox, Safari and Opera.</i>
SHC 012	M	Compatibility with the <i>Microsoft Edge</i> WEB browser is mandatory.
SHC 013	D	'Electoral Complaints' CSS will incorporate a 'Heart-beat' service that will periodically communicate the normal working status of the system.
SHC 014	M	The system will include the technical logging configurable means of the system's operation (logging).
SHC 015	M	The system must be able to produce at least the following levels of technical logging: info; warning error; fatal.
SHC 016	M	The developer will list the means that will be used for the system technical troubleshooting.
SHC 017	M	The developer will prepare tools that facilitate system administration functions: <ul style="list-style-type: none"> <li>• starting system components;</li> <li>• stopping system components;</li> <li>• restarting system components;</li> <li>• creating a database backup;</li> <li>• restoring data from the indicated backup.</li> </ul> refreshing the system's working memory.
SHC 018	M	The system will operate in TCP/IP networks and the information transfer will take place via the HTTPS protocol.
SHC 019	D	The developer will suggest other network services and utilities needed to operate the system.

#### 5.2.4. Related aspects of information technology and initiatives in the field

The requirements towards related aspects of IT technologies used and the initiatives in the field in the Republic of Moldova.

IT related requirements and initiatives in the field.

ID	Obligation	Description of the requirement
INI 001	M	'Electoral Complaints' CSS will use as an authentication mechanism the MPass service of the governmental interoperability framework intended for authentication via electronic or mobile signature and the authentication service of CEC interoperability framework provided by SAISE Admin.
INI 002	M	'Electoral Complaints' CSS will use the authorization service of CEC interoperability framework provided by SAISE Admin as an authorization mechanism.
INI 003	M	'Electoral Complaints' CSS will use MSign platform service as a mechanism for applying and validating the electronic signature.
INI 004	M	'Electoral Complaints' CSS will use MConnect interoperability platform as an interaction mechanism with the IT systems of other authorities of the Republic of Moldova.
INI 005	M	'Electoral Complaints' CSS will use as a logging mechanism the MLog service of the governmental interoperability framework intended for logging business events and logging service of CEC interoperability framework provided by SAISE Admin.
INI 006	M	'Electoral Complaints' CSS will use as an external notification mechanism the MNotify service of the governmental interoperability framework intended for notifying users and the notification service of CEC interoperability framework provided by SAISE Admin.

### 5.2.5. Computer (IT) system documentation requirements

The IT solution will be accompanied by a complete set of IT system documentation.

'Electoral Complaints' CSS documentation requirements.

ID	Obligation	Description of the requirement
DOC 001	M	The developer will prepare and publish interactive guidance materials included in the user interface of 'Electoral Complaints' CSS.
DOC 002	M	The developer will prepare and deliver the IT System Technical Project (SRS+SDD).
DOC 003	M	The developer will prepare and deliver the user manual in Romanian.
DOC 004	M	The developer will prepare and deliver the Administrator manual in Romanian.
DOC 005	M	The developer will prepare the test scenarios of 'Electoral Complaints' CSS intended for pre-acceptance and final acceptance.

ID	Obligation	Description of the requirement
DOC 006	M	The developer will prepare and deliver the system installation and configuration guide (which shall include at least instructions on code compilation, application installation, hardware and software requirements, platform description and configuration, application configuration, 'disaster recovery' procedures).
DOC 007	M	The developer will prepare and deliver the system Architecture documentation with UML description of models, which includes a sufficient level of detail of the architecture in several sections (including the logical and physical model of data).
DOC 008	M	The developer will prepare and deliver the documentation of the exposed APIs for integration with other IT systems.
DOC 009	M	The developer will deliver all the electronic means necessary for the description and validation of interfaces in the WSDL language.
DOC 010	M	The developer will deliver the source code for the applications and components developed under the project.

#### 5.2.6. Computer (IT) system maintenance requirements

The developer will provide warranty and post-delivery technical support.

Warranty and technical support requirements for 'Electoral Complaints' CSS.

ID	Obligation	Description of the requirement
GMS 001	M	The developer will provide warranty and technical support during 12 months after the IT system was accepted.
GMS 002	M	The warranty and technical support will correspond to the national standard SM ISO/CEI 14764:2015 - Software engineering. Software life cycle processes. Maintenance.
GMS 003	M	The beneficiary will be able to report technical problems through the 'ticketing' mechanism, e-mail or instant messages.
GMS 004	M	The developer will provide the Beneficiary with documentation support for technical issues and their traceability.
GMS 005	M	The deadline for responding and fixing reported technical problems will not exceed 8 working hours from their reporting.
GMS 006	M	Should there be major problems, the deadline for solving them will not exceed 72 hours.
GMS 007	M	The developer will demonstrate that it is capable of providing post-delivery technical support in accordance with the requirements of GMS 001-GMS 006.

ID	Obligation	Description of the requirement
GMS 008	M	Upon signing the final acceptance documents of 'Electoral Complaints' CSS the developer will sign an SLA agreement with CEC that will specify in detail the 'Electoral Complaints' CSS mechanism for providing warranty, technical support and maintenance services for 12 months.

### 5.3 Final product and delivered components

The final product ('Electoral Complaints' CSS) consists of the software and documentation artefacts of the system as well as the knowledge transfer to the system owner and administrator. The artefacts related to 'Electoral Complaints' CSS deliverables.

Artefacts delivered for 'Electoral Complaints' CSS.

ID	Obligation	Description of the requirement
DELIV 001	M	The complete source code of the modules and components required to compile the delivered program product.
DELIV 002	M	The final product packaged for easy installation in the proposed technological environment.
DELIV 003	M	The technical project (SRS+SDD).
DELIV 004	M	The system setup and roll out document.
DELIV 005	M	The user's manual.
DELIV 006	M	The administrator's handbook (including contingency plan).
DELIV 007	M	The training documentation (intended for trainers of CEC staff in the operation of the IT solution).
DELIV 008	M	The pre-acceptance and final acceptance test scenarios.
DELIV 009	M	The technical specifications for published and consumed interfaces.
DELIV 010	M	The SLA agreement for the provision of warranty, maintenance and post-implementation technical support services.
DELIV 011	M	All artefacts copied on electronic media (CD-R or DVD+-R).

In addition to the artefacts related to 'Electoral Complaints' CSS deliverables, all the services necessary for the transfer of knowledge.

Transfer of knowledge related to delivered artefacts.

ID	Obligation	Description of the requirement
DELIV 012	M	Training users and administrators ('CSS Administrator', '(CEC) Administrator', '(CECE) Administrator', '(CEC) DJ Decision-maker', '(CECE) DJ Decision-maker', '(CEC) DJ User', '(CECE) DJ User').
DELIV 013	M	Support during system production testing (piloting).
DELIV 014	M	Support for testing system acceptance.
DELIV 015	M	Support for putting the system into production.
DELIV 016	M	Resolving deficiencies identified during piloting and acceptance testing.
DELIV 017	M	Post-implementation technical support (after the system goes into production) for a period of 12 months, including corrective, adaptive and preventive maintenance, in accordance with SM ISO/CEI 14764:2015.

#### 5.4 Computer (IT) system implementation stages

The activities of designing, developing, testing and implementing 'Electoral Complaints' CSS must be carried out in accordance with the following schedule:

1. **IT system development stage** – which will be divided into phases coordinated with CEC, as follows:
  - a. the developer analyses the terms of reference, the field of activity and with the approval of the Direct Beneficiary (CEC) proposes its vision for the development of the IT system through a Technical Project made of 2 documents: SRS and SDD (1 month);
  - b. the developer establishes with CEC the method of coordination and application of the necessary changes and adjustments to be added or modified in the project, throughout project development cycle. This agreement will contain references to the following components of 'Electoral Complaints' CSS:
    - i. Electoral Complaints' CSS operation principles;
    - ii. user interface elements;
    - iii. statistical, analytical and other reports;
    - iv. document forms;
    - v. other project elements.
  - c. the developer develops the program code and integrates the developed modules into a prototype version of the IT system (a first presentation will be made to the parties demonstrating the existence of all the functionalities described in the specifications) which will be improved until signing the final acceptance of the IT subsystem. The stage in question will not exceed 5 months;
  - d. the developer tests the system in a laboratory setting (internal testing) and prepares the accompanying documentation (presents the functionality of the system with corrections and adjustments to the objections made in the previous sub-stage, presents the set of technical documentation, etc.). The stage in question will not exceed 2 months; Testing will necessarily include the following stages:

- i. 'stress testing' and 'load testing' scenarios are applied to the system in order to verify its degree of compliance with CEC expectations;
  - ii. based on the 'load testing' and 'stress testing' results, the developer, if necessary, will make all the adjustments and changes requested, preparing an improved version of the IT product.
  - iii. 'stress testing' and 'load testing' scenarios are applied to the improved version of the system in order to verify its degree of compliance with CEC expectations. If necessary, improvements are made directly until all problems are solved.
2. **System production implementation stage** will begin with the approval of the protocol of acceptance by the owner of the computer system in the version presented and the signing of the handover-acceptance act for experimental operation. The implementation of the IT solution will take a maximum of 2 months.
3. **Training stage** will start with the implementation of the IT solution and will include the training of system users with the role of 'CSS Administrator', '(CEC) Administrator', '(CECE) Administrator', '(CEC) DJ Decision-maker', '(CECE) DJ Decision-maker', '(CEC) DJ User', '(CECE) DJ User'.
4. **System commissioning** begins when the act of putting the IT system into operation starts and when its operation starts.
5. **Maintenance stage of 'Electoral Complaints' CSS** is the period in which the developer undertakes to assist the owner in maintaining the ability of the IT system to provide services, as well as modifying the IT product and preserving its integrity. This stage can be long-lasting however, depending on the contractual arrangements. In the case of 'Electoral Complaints' CSS, we consider that the initial period of 12 months would be sufficient.

## 5.5 Other Requirements and Institutional Arrangements

### 5.5.1 Institutional Arrangements

The duration of this current assignment is **May 2023 – December 2023**, excluding 12 months of warranty and maintenance period. It is expected that the company will allocate the number of experts/days that will be required for the implementation of this contract. Should the experts be changed during the implementation process, the company should ensure that they meet the criteria for the position replaced, as indicated in this ToR. Moreover, a timely notification should be sent to the Project Team and Beneficiary in this sense.

The company should submit all deliverables in due time and allocate enough time for review and feedback. Generally, UNDP expects a maximum of 14 (fourteen) days (depending on the implementation stage) to review the deliverables, provide comments, approve/deny, or certify acceptance of deliverables. Before submission of the final versions of deliverables, the Service Provider shall discuss the preliminary versions



with the parties involved, so that the final products reflect their comments and suggestions. All the deliverables of the Service Provider shall be coordinated with the Project Team accordingly.

The working language for this assignment shall be Romanian. All technical, end-user documentation and other materials related to the assignment shall be developed as specified above in the Documentation and Training requirements table.

The Service Provider will work under the guidance of the Beneficiary (the CEC) and the UNDP Project Manager for substantive aspects of the assignment, as well as under the direct supervision of the UNDP Project Officer for administrative aspects.

The Service Provider is expected to cooperate closely with representatives of the CEC management and delegated staffers from the specialized departments, as well as other relevant parties involved, when applicable.

### **5.5.2 Qualification Requirements**

The Bidder shall provide sound argumentation of its proposal by demonstrating compliance with the ToR, including information on the volume of allocated resources to carry out the assignment. A breakdown per working days allocated for each deliverable shall be submitted, clearly explaining the role of the team members involved in producing the deliverable. In this context, the provided information shall clearly reflect the distribution of tasks and allocation of working days deemed necessary for the respective engagement.

#### *Criteria for the evaluation of the Bidder / Company*

A successful bidder shall meet the following minimum qualification requirements for the assignment:

**Legal Status** - Vendor is a legally registered entity and can ensure rapid local response (including presence of staff) to any of the contract related requests (whenever through local branch or office, through a local consortium partner – all business relations to be documented through official documents/contracts submitted with the proposal).

**Eligibility** - Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.

**Conflict of Interest** - No conflicts of interest.

**Bankruptcy** - Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.

**History of Non-Performing Contracts** - Non-performance of a contract did not occur as a result of contractor default for the last 3 years.

**Litigation History** - No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.

#### **Previous Experience**

- Minimum 5 (five) years of relevant experience in developing IT systems.

- Minimum 2 (two) finalized contracts of similar size and complexity in IT systems development or upgrade area implemented over the last 5 years. For ongoing projects, copies of acceptance documents of the entire software solution shall be provided.
- Specific experience in building ICT infrastructure, proven through the design of at least 2 (two) information systems (information systems in the designing of which the Bidder was involved).

**Financial Standing** - Minimum average annual turnover of USD 90,000 for the last 3 years. Bidder must also demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.

### *Criteria for the evaluation of key personnel*

The proposed team should consist of but not be limited to the following members:

- Project Manager
- Senior Software Developer / Technical Lead
- Software Analyst

### *Qualifications of key personnel proposed*

#### **1 Project Manager**

- University degree in Management, Engineering, ICT or another relevant field;
- At least 5 (five) years of experience in project management of projects on developing IT applications/systems, services, etc.;
- Experience in a similar position in at least 2 (two) similar software development projects using agile approach;
- Proven certification in Project Management (Prince, PMI, etc.) would be an asset;
- Experience in managing projects for public authorities would be an asset
- Proficiency in Romanian and English languages.

#### **2 Senior Software Developer / Technical Lead**

- University degree in Computer Science or another relevant domain;
- At least 5 years of experience in software development;
- Participated in at least 2 (two) software development projects using agile approach;
- At least 3 years of experience in software development using C#, Entity Framework, ASP.NET MVC, SQL Server and a dependency injection framework;
- Certifications in any technology from the required technology stack mentioned above is an asset;
- Proficiency in Romanian and English languages.

#### **3 Software Analyst**

- University degree in Computer Science or another relevant domain;
- At least 5 years of experience in software development;
- Participated in at least 2 (two) software development projects using agile approach;
- Experience in managing projects for public authorities would be an asset;
- Certifications in any technology from the required technology stack (i.e. C#, Entity Framework, ASP.NET MVC, SQL Server and a dependency injection framework) is an asset;
- Proficiency in Romanian and English languages.

The bidder will provide support facilities to their team of experts (back-stopping) during the implementation of the contract.

*UNDP Moldova is committed to workforce diversity. Women, persons with disabilities, Roma and other ethnic or religious minorities, persons living with HIV, as well as refugees and other noncitizens legally entitled to work in the Republic of Moldova, are particularly encouraged to apply. Applicants demonstrating equitable gender representation and diversity within the team will have an advantage.*

*During the assignment, the Service Provider's team of experts should prove commitment to the core values of the United Nations, in particular, respecting differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or other status.*

**6. ANNEXES**

**ANNEX 1 – Complaint form template**

Annex 1

Recipient \_\_\_\_\_  
(electoral organization)

Complainant \_\_\_\_\_  
(name, surname of the voter, name of the electoral contestant,  
name, surname of the representative, contact details)

Contested party \_\_\_\_\_  
(electoral organization, name of the electoral contestant,  
name, surname of the representative, contact details)

**COMPLAINT**

1. Description of the facts invoked as alleged violations (*the essence of the committed act - what does the action/inaction of the electoral organization or the electoral contestant consist of, its legal effects, date/time of the act; contested decision - the issuing body, its legal effects, date of adoption*).

.....  
.....

2. Evidence on which the complainant’s claims and objections are based (*evidence available to the complainant— audio/video recordings, written statements of witnesses, photos, documents, etc.*).

.....  
.....

3. Legal basis on which the complainant's claims and objections are based (*normative framework*).

.....  
.....

4. Complainant's requirements (*express and clear description of the claims, possible solution to the problem described, expectations after the resolution of the claim, the expected result*).

.....  
.....

5. Other materials (*power of attorney in the case of represented persons, etc.*).

.....  
.....

Date of submission \_\_\_\_\_

Signature of the complainant \_\_\_\_\_

**Personal responsibility Declaration**

The undersigned \_\_\_\_\_

being aware of the provisions of the legislation in force according to which the falsification of evidence is a crime punishable under the conditions of Article 310 of the Criminal Code of the Republic of Moldova, I confirm the legal provenance of the documents, materials, inscriptions, etc., presented as evidence in the review of the complaint submitted on ‘ \_\_\_\_ ’ \_\_\_\_\_ 20 \_\_\_\_ and the fact that they are truthful and authentic.

Date \_\_\_\_\_

Signature \_\_\_\_\_

**COMPLAINT REGISTRY**

\_\_\_\_\_ (parliamentary, presidential and local elections, referendum)

\_\_\_\_\_20

**Electoral organization no.**\_\_\_\_\_

\_\_\_\_\_ (village (commune), city, municipality, district, ATU Gagauzia)

**Complaint Registry**

\_\_\_\_\_ (period)

No	Registration number	Date and time of receipt of the complaint	Date and number of the receipt of the complaint	Complainant (identification and contact data)	Content (subject) of the complaint	Member of the electoral organization to whom the complaint was assigned for review and resolution	Decision no__of__ delivered by the electoral organization. Solution! Mentions about the progress of the performance
1	2	3	4	5	6	7	8

President of the electoral organization

(signature)

(name, surname)

Secretary of the electoral organization

(signature)

(name, surname)

**ANNEX 4 – Electoral organization decision structure model regarding the complaint review and resolution**

Annex 4

*changed by CEC decision no. 1821 of 25.09.2018*

**Electoral organization decision structure model regarding the complaint review and resolution**

**1. Title**

Decision on complaint no. \_\_\_\_\_ of \_\_\_\_\_ of the complainant (voter, electoral contestant, referendum participant)

**2. Introductory part** — includes data related to the complaint (number and date of registration by the electoral organization), the author of the complaint: voter (name, surname) or his/her legal representative (name, surname, power of attorney); electoral contestant (his/her representative in the respective electoral organization or the person authorized by the contestant by power of attorney); participant in the referendum. Likewise, the demands/requests of the complainant are shown (the solution he/she expects from the electoral organization).

**3. Descriptive part (the facts invoked in the complaint by the complainant, respectively, the position of the defendant)** — contains the description of the facts invoked as alleged violations by the complainant, the provisions of the electoral legislation that according to the complainant have been violated/the legal basis on which the complainant's claims are based, as well as the evidence presented in support of the complaint. The descriptive part will also contain the description of the content of the reference/response of the party, against which the complaint was filed, to the factual claims invoked in the complaint and the evidence brought against each claim. In certain cases, it will also contain the explanations of other participants referred to in the complaint.

**4. Motivation (the facts found by the electoral organization based on the attached evidence)** — indicates the circumstances of the electoral cause, found by the electoral organization, the evidence on which its conclusions regarding these circumstances are based, the arguments invoked by the electoral organization when admitting or rejecting the evidence, the provisions of the legislation on which the findings of the electoral organization are based.

**5. Ruling (conclusion of the electoral organization regarding the full or partial admission or rejection)** — includes the decision of the electoral organization regarding the full or partial admission of the complaint, full or partial rejection of the complaint, according to the provisions indicated in point 26 of this Regulation.

The decision ruling will contain provisions regarding the application of sanctions according to Article 75 of the Electoral Code, if the electoral organization found a violation of the provisions of the electoral law and decided on the enforcement of the corresponding sanction.

In case the electoral organization decides to obligate an electoral subject to resolve the violations of the admitted electoral legislation, to stop the actions found to be contrary to the provisions of the electoral legislation, as well as in the case the manner and terms of enforcement of the decision are established, a mention is made in the ruling part in this respect.

Likewise, the ruling part of the decision will contain the reference regarding the date of its entry into force, the appeal and the time-limit for the submission of the appeal against the decision according to the provisions of Articles 71-73 of the Electoral Code.

- 6. Attestation formula of the authenticity of the decision** — is made up of the signature of the president and the secretary of the electoral organization, the place and the date of issuance of the decision, its number.

In the absence of the president of the electoral organization, the decision will be signed by the vice-president, and in the absence of the secretary, by an authorized member in the meeting.





## SECTION 6: CONDITIONS OF CONTRACT AND CONTRACT FORMS

**6.1** The types of Contract to be signed and the applicable **UNDP Contract General Terms and Conditions**, as specified in Data Sheet, can be accessed at

<http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

### **6.2 Special Conditions of Contract**

The following Special Conditions of Contract (SCC) shall supplement and/or amend the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the GCC:

**Liquidated Damages** will be imposed as follows:

Percentage of contract price per week of delay: **2 %**. Max. number of weeks of delay: 5, after which UNDP may terminate the contract.

## SECTION 7: PROPOSAL FORMS

- **Form A: Proposal Confirmation**
- **Form B: Checklist**
- **Form C: Technical Proposal Submission**
- **Form D: Proposer Information**
- **Form E: Joint Venture/Consortium/Association Information**
- **Form F: Eligibility and Qualification**
- **Form G: Format for Technical Proposal**
- **Form H: Format for CV of Proposed Key Personnel**
- **Form I: Statement of Exclusivity and Availability**
- **Form J: Financial Proposal Submission** *[Form J is part of the Financial Proposal and shall be submitted directly in the system only in the “Commercial section” of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.]*
- **Form K: Format for Financial Proposal** *[Forms K is part of the Financial Proposal and shall be submitted directly in the system only in the “Commercial section” of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.]*



**FORM A: PROPOSAL CONFIRMATION**

Please acknowledge receipt of this RFP by completing this form and returning it by email to the address, and by the date specified, in the Letter of Invitation.

To: Insert name of contact person Email: Insert contact person's email - do not enter secure proposal email address  
 From: Insert name of proposer  
 Subject RFP reference [Click or tap here to enter text.](#)

Check the appropriate box	Description
<input type="checkbox"/>	<b>YES</b> , we intend to submit a proposal.
<input type="checkbox"/>	<b>NO</b> , we are unable to submit a competitive proposal for the requested services at the moment

If you selected NO above, please state the reason(s) below:

Check applicable	Description
<input type="checkbox"/>	The requested services are not within our range of supply
<input type="checkbox"/>	We are unable to submit a competitive proposal for the requested services at the moment
<input type="checkbox"/>	The requested services are not available at the moment
<input type="checkbox"/>	We cannot meet the requested terms of reference
<input type="checkbox"/>	The information provided for proposal purposes is insufficient
<input type="checkbox"/>	Your RFP is too complicated
<input type="checkbox"/>	Insufficient time is allowed to prepare a proposal
<input type="checkbox"/>	We cannot meet the delivery requirements
<input type="checkbox"/>	We cannot adhere to your terms and conditions e.g. payment terms, request for performance security, etc. Please provide details below.
<input type="checkbox"/>	Sustainability criteria/requirements are too stringent (if applicable)
<input type="checkbox"/>	We do not export
<input type="checkbox"/>	We do not sell to the UN
<input type="checkbox"/>	Your requirement is too small
<input type="checkbox"/>	Our capacity is currently full
<input type="checkbox"/>	We are closed during the holiday season
<input type="checkbox"/>	We had to give priority to other clients' requests
<input type="checkbox"/>	The person handling proposals is away from the office
<input type="checkbox"/>	Other (please provide reasons below):
Further information: <a href="#">Click or tap here to enter text.</a>	
<input type="checkbox"/>	We would like to receive future RFPs for this type of services
<input type="checkbox"/>	We don't want to receive RFPs for this type of services

Questions to the Supplier concerning the reasons for no proposal should be addressed to [Click or tap here to enter text.](#) phone [Click or tap here to enter number.](#), email [Click or tap here to enter text.](#)



## FORM B: CHECKLIST

This form serves as a checklist for preparation of your Proposal. Please complete the returnable Proposal Forms in accordance with the instructions and return them as part of your Proposal submission: No alteration to the format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the instructions in Section 2: Instructions to Proposers and Section 3: Data Sheet.

### Technical Proposal:

<b>Have you duly completed all the Returnable Proposal Forms?</b>	
▪ Form C: Technical Proposal Submission	<input type="checkbox"/>
▪ Form D: Proposer information	<input type="checkbox"/>
▪ Form E: Joint Venture/Consortium/Association Information	<input type="checkbox"/>
▪ Form F: Eligibility and Qualification	<input type="checkbox"/>
▪ Form G: Technical Proposal	<input type="checkbox"/>
▪ Form H: CVs of proposed key personnel	<input type="checkbox"/>
▪ Form I: Statements of exclusivity and availability for key personnel	<input type="checkbox"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>
<b>Have you provided the required documents in support of Form D: Proposer Information?</b>	<input type="checkbox"/>

### Financial Proposal:

▪ Form J: Financial Proposal Submission	<input type="checkbox"/>
▪ Form K: Financial Proposal	<input type="checkbox"/>

Forms J and K, representing the Financial Proposal shall be submitted directly in the system only in the “Commercial section” of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.

FORM C: TECHNICAL PROPOSAL SUBMISSION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Click or tap here to enter text.		

We, the undersigned, offer to supply the services required for Click or tap here to enter text.in accordance with your Request for Proposals No. Click or tap here to enter text.. We hereby submit our Proposal, which includes this Technical Proposal and our Financial Proposal uploaded separately under the commercial section in the system as instructed.

**Proposer Declaration:** on behalf of our firm, its affiliates, subsidiaries and employees, including any JV / Consortium / Association members or subcontractors or suppliers for any part of the contract.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Requirements and Terms and Conditions:</b> I/We have read and fully understand the RFP, including the RFP Information and Data Sheet, Terms of Reference, the General Conditions of Contract and any Special Conditions of Contract. I/we confirm that the proposer agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the proposer has the necessary capacity, capability and necessary licenses to fully meet or exceed the requirements and will be available to deliver throughout the relevant contract period.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Ethics:</b> In submitting this proposal I/we warrant that the proposer: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any competitor; has not directly or indirectly approached any representative of the buyer (other than the point of contact) to lobby or solicit information in relation to the RFP; has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a> and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Conflict of interest:</b> I/We warrant that the proposer has no actual, potential or perceived conflict of Interest in submitting this proposal, or entering into a contract to deliver the requirements. Where a conflict of interest arises during the RFP process the proposer will report it immediately to the Procuring Organisation's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Prohibitions, Sanctions:</b> I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group.
<input type="checkbox"/>	<input type="checkbox"/>	I/We do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
<input type="checkbox"/>	<input type="checkbox"/>	<b>Bankruptcy:</b> I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against us that could impair our operations in the foreseeable future.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Proposal Validity Period:</b> I/We confirm that this Proposal, including the price, remains open for acceptance for the proposal validity period.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any proposal you receive.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organisation/s to make this declaration on its/their behalf.



Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Proposer]*

FORM D: PROPOSER INFORMATION

<b>RFP Reference</b>	Click or tap here to enter text.
<b>Legal name of Proposer</b>	Click or tap here to enter text.
<b>Legal Address, City, Country</b>	Click or tap here to enter text.
<b>Website</b>	Click or tap here to enter text.
<b>Year of registration</b>	Click or tap here to enter text.
<b>Proposer's Authorized Representative information</b>	Name and Title: Click or tap here to enter text. Telephone numbers: Click or tap here to enter text. Email: Click or tap here to enter text.
<b>Legal structure</b>	Choose an item.
<b>No. of full-time employees</b>	Click or tap here to enter number.
<b>No. of staff involved in similar contracts</b>	Click or tap here to enter number.
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
<b>Years of supplying to UN organisations</b>	Click or tap here to enter text.
<b>Are you a Click or tap here to enter text.vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert Vendor Number
<b>Countries of operation</b>	Click or tap here to enter text.
<b>Subsidiaries in the region (please indicate names of subsidiaries and addresses, if relevant to the proposal)</b>	Click or tap here to enter text.
<b>Commercial Representatives in the country: Name/Address/Phone (for international companies only)</b>	Click or tap here to enter text.
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	Click or tap here to enter text.
<b>Does your Company have a corporate environmental policy or environmental management system/accreditation such as ISO 14001 or ISO 14064 or equivalent? (If yes, provide a Copy of the valid Certificate):</b>	<p>Tick all that apply and <b>provide supporting documentation:</b></p> <input type="checkbox"/> Corporate Environmental Policy <input type="checkbox"/> ISO 14001 <input type="checkbox"/> ISO 14064 <input type="checkbox"/> Other, specify Click or tap here to enter text.
<b>Does your organization demonstrate significant commitment to sustainability, including the following aspects that have</b>	Attach a formal statement that outlines your organisation's commitment to sustainability, where possible providing evidence of tangible results that demonstrate progress such as:

<p><b>been identified in the UN Sustainable Procurement Framework?</b></p> <ul style="list-style-type: none"> <li>• <b>Environmental:</b> prevention of pollution, sustainable resources; climate change and mitigation and the protection of the environment, biodiversity.</li> <li>• <b>Social:</b> human rights and labour issues, gender equality, sustainable consumption, and social health and wellbeing.</li> <li>• <b>Economic:</b> whole life cycle costing, local communities and small or medium enterprises, and supply chain sustainability.</li> </ul>	<p>Tick all that are attached:</p> <p><input type="checkbox"/> Formal statement</p> <p><input type="checkbox"/> Sustainability report</p> <p><input type="checkbox"/> UN Global Compact Communication on Progress</p> <p><input type="checkbox"/> Other, specify <a href="#">Click or tap here to enter text.</a></p>
<p><b>Does your company belong to a diverse supplier group including micro, small or medium sized enterprise, women or youth owned business or other?</b></p> <p><i>(If yes, please provide details and documentation)</i></p>	<p><a href="#">Click or tap here to enter text.</a></p>
<p><b>Is your company a member of the UN Global Compact?</b></p>	<p>Choose an item.</p> <p>If yes, please provide link to Global Compact profile:</p> <p><a href="#">Click or tap here to enter text.</a></p>
<p><b>Bank Information</b></p>	<p>Bank Name: <a href="#">Click or tap here to enter text.</a></p> <p>Bank Address: <a href="#">Click or tap here to enter text.</a></p> <p>IBAN: <a href="#">Click or tap here to enter text.</a></p> <p>SWIFT/BIC: <a href="#">Click or tap here to enter text.</a></p> <p>Account Currency: <a href="#">Click or tap here to enter text.</a></p> <p>Bank Account Number: <a href="#">Click or tap here to enter text.</a></p>
<p><b>Contact person that</b> <a href="#">Click or tap here to enter text.</a> <b>may contact for requests for clarifications during Proposal evaluation</b></p>	<p>Name and Title: <a href="#">Click or tap here to enter text.</a></p> <p>Telephone numbers: <a href="#">Click or tap here to enter text.</a></p> <p>Email: <a href="#">Click or tap here to enter text.</a></p>





FORM E: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Click or tap here to enter text.		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)	Proposed proportion of responsibilities (in %) and type of services to be performed
1	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.
3	Click or tap here to enter text.	Click or tap here to enter text.

<p><b>Name of leading partner</b> (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)</p>	<p>Click or tap here to enter text.</p>
--	---

We have attached a copy of the below referenced document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

Letter of intent to form a joint venture **OR**  JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to [Click or tap here to enter text](#) for the fulfilment of the provisions of the Contract.

Name of partner:  
\_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Name of partner:  
\_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Name of partner:  
\_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Name of partner:  
\_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

FORM F: ELIGIBILITY AND QUALIFICATION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Click or tap here to enter text.		

**If JV/Consortium/Association, to be completed by each partner.**

**History of Non- Performing Contracts**

<input type="checkbox"/> No non-performing contracts during the last 3 years			
<input type="checkbox"/> Contract(s) not performed in the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

**Litigation History** (including pending litigation)

<input type="checkbox"/> No litigation history for the last 5 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (state currency)	Contract Identification	Total Contract Amount (state currency)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

**Previous Relevant Experience**

Please list only previous similar assignments successfully completed in the **last 5 years**.

List only those assignments for which the Proposer was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Proposer’s individual experts working privately or through other firms cannot be claimed as the relevant experience of the Proposer, or that of the Proposer’s partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Proposer should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value (please include the currency)	Period of activity and status (month/ year)	Types of activities undertaken and role (Contractor, sub-contractor or consortium member)

Proposers may also attach their own Project Data Sheets with more details for assignments above.

Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

### Financial Standing

<b>Annual Turnover for the last 3 years</b>	<b>Year 2021</b>	Currency: USD	Amount
	<b>Year 2020</b>	Currency: USD	Amount
	<b>Year 2019</b>	Currency: USD	Amount
<b>Latest Credit Rating (if any), indicate the source and date.</b>			

Financial information (state currency)	Historic information for the last 3 years		
	2019	2020	2021
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio (current assets/current liabilities)			

Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Proposer or party to a JV, and not sister or parent companies;
- b) Historic financial statements must be audited by a certified public accountant;
- c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.



## FORM G: FORMAT FOR TECHNICAL PROPOSAL

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Click or tap here to enter text.		

The proposer's proposal must be organised to follow the format of this Technical Proposal Form. Where the proposer is presented with a requirement or asked to use a specific approach, the proposer must not only state its acceptance, but also describe, where appropriate, how it intends to comply. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

### Section 1: Proposer's qualification, capacity and expertise

**1.1** Brief description of the organisation, including the year and country of incorporation, and types of activities undertaken.

**1.2** General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).

**1.3** Relevance of specialised knowledge and experience on similar engagements done in the region/country.

**1.4** Quality assurance procedures and risk mitigation measures.

**1.5** Organization's commitment to sustainability.

### Section 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the proposer's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

**2.1** A detailed description of the approach, conceptual framework and methodology for how the Proposer will achieve or exceed the requirements of the Terms of Reference, keeping in mind the appropriateness to local conditions and project environment. Detail how the different service elements shall be organised, controlled and delivered.

**2.2** A detailed description of the Bidder's internal technical and quality assurance mechanisms and risks identified, if any.

**2.3** A detailed description of the System's technical functional and non-functional requirements.

**2.4** Implementation plan including a Gantt chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.

**2.5** Any other comments or information regarding the project approach and methodology that will be adopted.

### Section 3: Management Structure and Key Personnel

**3.1** Describe the overall management approach toward planning and implementing the project. Include details of key personnel including their name and nationality, the Position they will assume and their role as per the ToR. Include an organisation chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.



**3.2** For each of the key personnel provide: the CV using the format in **Form H** and the statement of exclusivity and availability using the format in Form I. *Please provide copies of Certifications/Awards for the Key Personnel to be involved in the project.*

FORM H: FORMAT FOR CV OF PROPOSED KEY PERSONNEL

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Click or tap here to enter text.		

<b>Position (as per ToR)</b>		
<b>Personnel Information</b>	Name:	
	Nationality:	Date of birth:
	Language Proficiency:	
<b>Present Employment</b>	Name of employer:	Contact: (manager or HR)
	Address of employer:	
	Telephone:	Email:
	Job title:	Years with present employer:
<b>Education / Qualifications</b>	<i>Summarise college/university and other specialised education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.</i>	
<b>Professional Certifications</b>	<i>Provide details of professional certifications relevant to the scope of services including name of institution and date of certification.</i>	
<b>References:</b>	<i>Provide names, addresses, phone and email contact information for two (2) references.</i>	

Summarise professional experience over the last 20 years in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

From	To	Company / Project / Position / Relevant technical and management experience

I, the undersigned, certify that, to the best of my knowledge and belief, this CV is accurate.

\_\_\_\_\_

Signature of Personnel

\_\_\_\_\_

Date (Day/Month/Year)



FORM I: STATEMENT OF EXCLUSIVITY AND AVAILABILITY

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Click or tap here to enter text.		

I, the undersigned, hereby declare that I agree to participate exclusively with the Proposer Click or tap here to enter text.in the above referenced RFP. I further declare that I am able and willing to work for the period(s) foreseen for the position for which my CV has been included in the event that this proposal is successful, namely:

From	To
Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.

I confirm that I am not engaged in other projects in a position for which my services are required during the periods where my services are required under this RFP.

By making this declaration, I understand that I am not allowed to present myself as a candidate to any other proposer submitting a proposal for this RFP. I am fully aware that if I do so, I will be excluded from this RFP, the proposals may be rejected, and I may also be subject to exclusion from other UNDP’s solicitation procedures and contracts.

Furthermore, should this proposal be successful, I am fully aware that if I am not available at the expected start date of my services for reasons other than ill-health or *force majeure*, I may be subject to exclusion from other Click or tap here to enter text. solicitation procedures and contracts and that the notification of award of contract to the Proposer may be rendered null and void.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_



FORM J: FINANCIAL PROPOSAL SUBMISSION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Click or tap here to enter text.		

We, the undersigned, offer to provide the services indicated in our proposal and in accordance with your Request for Proposal. We are hereby submitting our Financial Proposal in the amount indicated herewith.

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Data Sheet.

We understand that you are not bound to accept any Proposal that you receive.

**Our attached Financial Proposal is for the sum of *[Insert amount in words and figures]*.** Please make sure the total matches with the total indicated in the deliverables section of the system (lines) and with the total deriving from the cost breakdown (form K).



FORM K: FORMAT FOR FINANCIAL PROPOSAL

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Click or tap here to enter text.		

The proposer is required to prepare the Financial Proposal following the below format and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Proposers. **The inclusion of any financial information in the Technical Proposal shall lead to disqualification of the Proposer.** The Financial Proposal should align with the requirements of the Terms of Reference and the proposer's Technical Proposal.

**Currency of the proposal:** MDL (Moldovan Leu) for local suppliers and USD (US Dollars) for international suppliers

**Table 1: Summary of Overall Prices**

Costs	Amount
Professional Fees (from Table 2)	
Other Costs (from Table 3)	
<b>Total Amount of Financial Proposal</b>	

**Table 2: Breakdown of Professional Fees**

Name	Position	Fee Rate	No. of days / months / hours	Total Amount
		A	B	C=A*B
	1 (one) Project Manager			
	1 (one) Senior Software Developer / Technical Lead			
	1 (one) Software analyst			
<b>Subtotal Professional Fees:</b>				

**Table 3: Breakdown of Other Costs**

Description	Unit of Measure	Quantity	Unit Price	Total Amount
International flights	Return trip			
Subsistence allowance	Day			
Local transportation costs	Lump sum			
Out-of-pocket expenses				
Other costs (specify)				
<b>Subtotal Other Costs:</b>				

**Table 4: Breakdown of Price per Deliverable / Activity**

<b>Deliverable / Milestone as per Terms of Reference</b>	<b>Time (person days)</b>	<b>Professional Fees</b>	<b>Other Costs</b>	<b>Total</b>
<b>Deliverable 1:</b> Kick Off Meeting with the CEC and the Project Team				
<b>Deliverable 2:</b> Project Implementation Plan				
<b>Deliverable 3:</b> System Architecture Document				
<b>Deliverable 4:</b> Development of the computer subsystem 'Electoral Complaints' of State Automated Information System 'Elections'				
<b>Deliverable 5:</b> Test plans for User Acceptance Testing, Load & Stress Testing and Automation Testing Plans				
<b>Deliverable 6:</b> Testing				
<b>Deliverable 7:</b> Training the Users				
<b>Deliverable 8:</b> Implementation				
<b>Deliverable 9:</b> Maintenance, Warranty and Technical Support Services for 12 months following the commissioning of the ITSS				
<b>Total Amount of Financial Proposal</b>				