



REQUEST FOR PROPOSAL (RFP)

**Development of the computer subsystem 'Electoral Complaints' of
State Automated Information System 'Elections'**

RFP Reference No.:

RFP24/02861

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- 00455**. 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. 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 UNDP Programme and Operations Policies and Procedures/Procurement.</p> <p>As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). 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: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</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 http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</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:</p> <p>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> <ul style="list-style-type: none"> is included in the Ineligibility List, hosted by UNGM, that aggregates information disclosed by Agencies, Funds or Programs of the UN System; is included in the Consolidated United Nations Security Council Sanctions List, including the UN Security Council Resolution 1267/1989 list; is included in the World Bank Corporate Procurement Listing of Non-Responsible Vendors and World Bank Listing of Ineligible Firms and Individuals.
Proprietary information	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.
Publicity	During the RFP process, a proposer is not permitted to create any publicity in connection with the RFP.
SOLICITATION DOCUMENTS	
Clarification of solicitation documents	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>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>
PREPARATION OF PROPOSALS	
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</p> <p>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>
Joint Venture, Consortium or Association	<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:</p> <p>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</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>A JV, Consortium or Association, in presenting its track record and experience, should clearly differentiate between:</p> <p>Those that were undertaken together by the JV, Consortium or Association; and</p> <p>Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>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.</p> <p>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>
Only one proposal	<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:</p> <p>they have at least one controlling partner, director or shareholder in common; or</p> <p>any one of them receive or have received any direct or indirect subsidy from the other/s; or</p> <p>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> <p>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;</p> <p>review the RFP to ensure that they have a complete copy of all documents;</p> <p>obtain and examine all other information relevant to the project and the scope of the requirements available on reasonable enquiry;</p> <p>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;</p> <p>attend any pre-proposal conference if it is mandatory under this RFP;</p> <p>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</p> <p>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.</p> <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> <p>a change affecting any declaration, accreditation, license or approval;</p> <p>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;</p> <p>a change to any information on which UNDP may rely in assessing proposals.</p>

SUBMISSION AND OPENING OF PROPOSALS	
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:</p> <p>Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in DS;</p> <p>The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE 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.</p> <p>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.</p> <p>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 http://www.timeanddate.com/worldclock/. 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>
EVALUATION OF PROPOSALS	
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"> 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; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, 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; d) They are able to comply fully with the UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.

Evaluation of technical and financial proposals	<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> $\text{Combined Score} = (\text{TP Rating}) \times (\text{Weight of TP, e.g. 70\%}) + (\text{FP Rating}) \times (\text{Weight of FP, e.g., 30\%})$
Post-qualification/Due Diligence	<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"> Verification of accuracy, correctness and authenticity of information provided by the proposer; Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; 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; 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; Physical inspection of the proposer's offices, branches or other places where business transpires, with or without notice to the proposer; Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
Clarification of proposals	<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, reparable 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 https://procurement-notice.undp.org/view_awards.cfm which is linked to the United Nations Global Marketplace , 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 http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
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: https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POP_P_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default , 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 here . 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 bank guarantee form available at :

	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&action=default . 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.
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>http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html</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>http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</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	<p>The reference number of this Request for Proposal (RFP) is RFP24/02861:</p> <p>The services include provision of development of the computer subsystem 'Electoral Complaints' of State Automated Information System 'Elections' as further described in Section 5 of this RFP.</p>
2.	Eligible proposers	Proposers from all countries are eligible to participate in this proposal process.
3.	Clarification of solicitation documents	<p>Any request for clarification of solicitation documents must be sent directly in the system through Quantum message functionality.</p> <p>ATTENTION: PROPOSALS (OR ANY PART OF IT) SHALL NOT BE SUBMITTED IN THE ABOVE MANNER.</p> <p>Deadline for submitting requests for clarifications / questions:</p> <p>5 days before the submission deadline</p> <p>Supplemental information to the RFP and responses / clarifications to queries will be posted directly in the system.</p>
4.	Language	All proposals, information, documents and correspondence exchanged between UNDP and the proposers in relation to this solicitation process shall be in English/Romanian .
5.	Partial proposals	<p>Submitting proposals for parts or sub-parts of the TOR is:</p> <p>Allowed per LOTs:</p> <p>LOT 1 – Development of the computer subsystem 'Electoral Complaints' of State Automated Information System 'Elections' with MANDATORY Requirements (indicated with the sign “M” in the columns regarding functional and non-functional requirements sub-sections of SECTION 5 – Terms of Reference)</p> <p>LOT 2 – Development of the computer subsystem 'Electoral Complaints' of State Automated Information System 'Elections' with MANDATORY and OPTIONAL Requirements (indicated with the sign “M” and sign “O” in the columns regarding functional and non-functional requirements sub-sections of SECTION 5 – Terms of Reference)</p> <p><i>UNDP is not bound to accept any proposal per any of the LOTs, nor award a contract per any of the LOTs, 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.</i></p>
6.	Currencies	<p>Prices shall be quoted only in the currency indicated in the system:</p> <p>MDL (Moldovan Leu) for local suppliers</p> <p>and</p> <p>USD (US Dollars) for international suppliers.</p>

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		For evaluation purposes, all the rates shall be recalculated at UN Operational Rate of Exchange indicated on the submission deadline: https://treasury.un.org/operationalrates/OperationalRates.php
7.	Duties and taxes	All prices shall: Be exclusive of VAT and other applicable indirect taxes.
8.	Proposal validity period	90 days
9.	Proposal security	Not Required
10.	Alternative proposals	Shall be considered.
11.	Pre-proposal conference	Will not be conducted
12.	Site inspection	A site inspection will not be held.
13.	Instructions for proposal submission	Proposals must be submitted directly in Quantum . Allowable manner of submitting proposals: <ul style="list-style-type: none"> ▪ File Format: PDF files only ▪ 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. ▪ All files must be free of viruses and not corrupted. ▪ It is recommended that the entire Proposal be consolidated into as few attachments as possible. ▪ The proposer should receive an email acknowledging receipt of the proposal by the system. ▪ 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.
14.	Deadline for proposal submission	Deadline for proposal submission is indicated in the portal . 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 NOT be held
16.	Evaluation of technical and financial proposals	Evaluation will be based on: <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Combined scoring method using a distribution of 70%-30% Technical proposal - financial proposal The maximum number of technical points is detailed in Section 4: Evaluation Criteria To be substantially compliant, Proposers must obtain a minimum threshold of 70% of maximum points from technical evaluation.

Ref. Article in Section 2	Data	Specific Instructions / Requirements
17.	Right to vary requirement at time of award	The maximum percentage by which quantities may be increased is 25% The maximum percentage by which quantities may be decreased is 25%
18.	Contract award to one or more proposer	UNDP will award a contract to: One Bidder Only
19.	Type of contract to be awarded	Contract Face Sheet More information can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html See Section 6 for link to sample contract.
20.	Expected date for commencement of contract	01 June 2024
21.	Conditions of contract to apply	UNDP General Terms and Conditions for contracts (goods and/or services) 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: 2.5% 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"> ▪ 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. ▪ Certificate of Incorporation/ Business Registration. ▪ List of Shareholders and Other Entities Financially Interested in the Firm owning 5% or more of the stocks and other interests, or its equivalent if Bidder is not a corporation including the Certificate from State Register. ▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country. ▪ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any. ▪ Financial Statement (Income Statement and Balance Sheet) for the past 3 years (2023, 2022, 2021). ▪ Statement of Satisfactory Performance from the Top three (3) Clients in terms of Contract Value. ▪ 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).

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		<ul style="list-style-type: none"> ▪ 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. ▪ 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. ▪ 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.

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 [if applicable]	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
Legal Status: Proposer is a legally registered entity	Form D: Proposer Information
Diversity, Inclusion and Belonging: 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
Eligibility: 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
Conflict of Interest: No conflicts of interest in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
Bankruptcy: The Proposer has not declared bankruptcy, in not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against	Form C: Technical Proposal Submission

the vendor that could impair its operations in the foreseeable future	
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Qualification Criteria	Documents to establish compliance
History of non-performing contracts¹: Non-performance of a contract did not occur as a result of contractor default within the last 3 years ¹ .	Form F: Eligibility and Qualification
Litigation History: No consistent history of court/arbitral award decisions against the Proposer for the last 3 years.	Form F: Eligibility and Qualification
Previous Experience	
Minimum 5 (five) years of experience in developing IT systems. <i>(For JV/Consortium/Association, TEAM Lead company cumulatively should meet requirement).</i>	Form F: Eligibility and Qualification
Minimum 3 (three) finalized contracts of similar size and complexity in IT systems development or upgrade implemented over the last 5 (five) years. <i>(For JV/Consortium/Association, TEAM Lead company cumulatively should meet requirement).</i>	Form F: Eligibility and Qualification
Minimum Key Personnel	
The contractor must provide at least 5 key experts, with professional experience as per Terms of Reference. Failure to do so will be considered ground for disqualification: <ul style="list-style-type: none"> • 1 (one) Project Manager • 1 (one) Senior Software Developer / Technical Lead • 1 (one) Junior Software Developer • 1 (one) Software Analyst • 1 (one) Tester <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>	Attach required documents to Form H: Format for CV of proposed Key Personnel
Financial Standing	
Liquidity: The Ratio Average current assets / Current liabilities over the last 3 (three) years must be equal or	Copy of audited financial statements for the last 3 (three) years.

¹ 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.

greater than 1. Proposers must include in their Proposal audited balance sheets cover the last 3 (three) years. (For JV/Consortium/Association, TEAM Lead company cumulatively should meet requirement).	Form F: Eligibility and Qualification
Turnover: Proposers should have minimum average sales turnover of USD 150,000 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
Total		1000

Section 1. Proposer's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing (up to 60 pts.)	60
1.2	General Organizational Capability which is likely to affect implementation: <ul style="list-style-type: none"> Financial stability "Average annual turnover for the last three years of 150,000 USD" (less than 150,000 USD – 0 pts., 150,000 – 30 pts., each 1,000 USD – 1pt., up to max. 50 pts.) 	50
1.3	Organizational Commitment to Sustainability: <ul style="list-style-type: none"> Organization is compliant with ISO 14001 or ISO 14064 or equivalent – (no – 0 pts., yes – 5 pts.); Organization is a member of the UN Global Compact - (no – 0 pts., yes – 5 pts.); 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.). 	20
1.4	<ul style="list-style-type: none"> Minimum 5 (five) years of relevant experience in developing IT systems (5 years – 40 pts., each additional year – 5 pts., up to max 60 pts.); Minimum 3 (three) <u>finalized contracts of similar size and complexity in IT systems development or upgrade</u> implemented over the last 5 years (3 contracts – 30 pts., each additional project – 5 pts., up to max 60 pts.); Specific <u>experience in building ICT infrastructure, proven through the design</u> of at least 3 (three) information systems (3 systems designed – 10 pts., each additional assignment – 5 pts., up to max 20 pts.); 	220

	<ul style="list-style-type: none"> • Demonstrated experience of working with Moldovan public institutions would be a strong advantage (no – 0 pts., yes – 40 pts.); • Demonstrated experience in the design, development and implementation of IT applications for electoral processes would be an advantage (no – 0 pts., yes – 20 pts.); • Working experience with UN Agencies and/or other international organizations will be an advantage (no – 0 pts., yes – 20 pts.). 	
Total Section 1		350

Section 2. Proposed methodology approach and implementation plan		Points obtainable
2.1	<p>To what degree does the Proposer understand the assignment?</p> <ul style="list-style-type: none"> • The Proposer has full understanding of the assignment. The proposed approach and methodology fully demonstrate responsiveness to the ToR – up to 100 pts.; • 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.; • 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 35 pts. 	100
2.2	<p>Is the conceptual framework adopted appropriate for the assignment?</p> <ul style="list-style-type: none"> • The presented conceptual framework is appropriate for the assignment, all important aspects being fully described, and requirements addressed – up to 80 pts.; • The presented conceptual framework requires some adjustments to fully incorporate all aspects and requirements of the assignment – up to 50 pts.; • The presented conceptual framework requires major adjustments to address all the aspects and requirements of the assignment – up to 20 pts. 	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"> • 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.; • 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.; • 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. 	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"> • The proposed detailed technical offer is relevant and fully responds to functional and non- functional requirements – up to 80 pts.; • 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.; • The proposed detailed technical offer is not adequate and doesn't detail on functional and non-functional requirements – up to 20 pts. 	80
Total Section 2		350

Section 3. Management Structure and Key Personnel		Points obtainable
1	Project Manager	80
	University degree in Management, Engineering, ICT or another relevant field (bachelor's degree – 10 pts., master's degree – 15 pts.)	
	At least 5 (five) years of experience in project management of projects on developing IT applications/systems, services, etc. (5 years – 15 pts., each additional year – 5 pts., up to a max. of 25 pts.)	
	Experience in a similar position in at least 2 (two) similar software development projects (two projects – 5 pts., each additional project – 5 pts., up to max 20 pts.)	
	Proven certification in Project Management (Prince, PMI, etc.) would be an asset (no – 0 pts., yes – 5 pts.)	
	Experience in managing projects for public authorities would be an asset (no – 0 pts., yes – 10 pts.)	
	Proficiency in Romanian and English languages (English, Romanian – 2.5 pts. each)	
2	Senior Software Developer / Technical Lead	80
	University degree in Computer Science or another relevant domain (bachelor's degree – 10 pts., master's degree – 15 pts.)	
	At least 5 (five) years of experience in software development (5 years – 15 pts., each additional year – 2,5 pts., up to a max. of 25 pts.)	
	Participated in at least 3 (three) software development projects in the last 3 years (3 projects – 10 pts., each additional project – 2,5 pts., up to max 20 pts.)	
	At least 3 (three) years of experience in software development using Visual Studio .NET, ADO.NET, ASP.NET (3 years – 5 pts., each additional year – 2,5 pts., up to a max. of 10 pts.)	
	Certifications in any technology from the required technology stack mentioned above is an asset (each certification – 2,5 pts., up to a max of 5 pts.)	
	Proficiency in Romanian and English languages (English, Romanian – 2,5 pts. each)	
3	Junior Software Developer	70
	University degree in Computer Science or another relevant domain (bachelor's degree – 10 pts., master's degree – 15 pts.)	
	At least 3 (three) years of experience in software development (3 years – 15 pts., each additional year – 5 pts., up to a max. of 20 pts.)	
	Participated in at least 2 (two) software development projects in the last 3 years (2 projects – 10 pts., each additional project – 2,5 pts., up to max 15 pts.)	
	At least 3 (three) years of experience in software development using Visual Studio .NET, ADO.NET, ASP.NET (3 years – 5 pts., each additional year – 2,5 pts., up to a max. of 10 pts.)	
	Certifications in any technology from the required technology stack mentioned above is an asset (each certification – 2,5 pts., up to a max of 5 pts.)	
	Proficiency in Romanian and English languages (English, Romanian – 2,5 pts. each)	
4	Software Analyst	40

	University degree in Computer Science or another relevant domain (bachelor's degree – 2,5 pts., master's degree – 5 pts.)	5	
	At least 5 years of experience in software development (5 years – 5 pts., each additional year – 2,5 pts., up to a max. of 10 pts.)	10	
	Participated in at least 2 (two) software development projects in the last 3 years (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	
	Proficiency in Romanian and English languages (English, Romanian – 2 pts. each, any additional language – 1 pt. up to a max of 5 pts.)	5	
5	Tester		30
	University degree in Engineering, ITC or another relevant field (bachelor's degree – 2,5 pts., master's degree or equivalent – 5 pts.)	5	
	Experience in a similar position in at least 3 (three) projects (3 projects – 10 pts., every additional project – 2,5 pts., up to max 20 pts.)	20	
	Demonstrated experience in technologies related to the Republic of Moldova authorities' information and communication systems would be an advantage (no – 0 pts, yes – 5 pts.)	5	
Total Section 3			300

**Development of the computer subsystem
'Electoral Complaints' of State Automated
Information System 'Elections'**

Introduction

These Terms of Reference (TOR) aim to define the technical parameters and specifications for the development of "Electoral Complaints" subsystem for the State Automated Information System "Elections" (SAISE).

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 Republic of Moldova citizens in information technologies international practice.

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.

SSI "Electoral Complaints" will allow, in particular:

- online submission of electoral complaints, as well as registration of complaints received at the CEC address on paper;

- registration process automation, record keeping, analysis, monitoring and control of electoral complaints circuit;
- automating the process of identifying complaints and displaying depersonalized information for the public, thus ensuring decision-making transparency;
- streamlining the process of centralized management of complains within the CEC;
- analysis and statistical reports;
- managing the complains electronic archive.

This will achieve:

- the transition to a new work methodology based on the electronic documents processing;
- universalization and standardization of working procedures and documents;
- reducing the complexity, cost and duration of data processing;
- streamlining the decision-making process.

1. General Information

SSI "Electoral Complaints" represents an IT solution identified to have immediate benefits and impact for the activity of the Central Electoral Commission in the activities of efficient management of electoral complaints. It is an IT solution aimed at ensuring the IT and informational needs of the actors involved in the exploitation of SAISE. "Electoral Complaints" 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 participates in the integration of all IT subsystems (function blocks) of SAISE.

1. Used terms

Acronyms and abbreviations used in this document are set out in table 1.1.

Table 1.1. Acronyms and used abbreviations

No.	Abbreviation/Acronym	Description
1.	API	Application Programming Interface
2.	BD	Database
3.	CEC	Central Electoral Commission
4.	M	Mandatory
5.	O	Optional
6.	RSA	State Register of Voters
7.	SI	Information system
8.	SAISE	State Automated Information System "Elections"
9.	SLA	Service Level Agreement
10.	SSI	Information subsystem
11.	TI	Information Technology
12.	TIC	Information Technology and Communication
13.	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 faxing, instant messaging, and other data transfers.

The definitions of terms frequently used in this document are presented and explained in table 1.2.

Table 1.2. Definitions and used terms

No.	Abbreviation/Acronym	Description
1.	Application Programming Interface	It represents a set of rules and specifications that must be followed in order to access and use the services and resources of a program or software that implements that API. It serves as an interface between various software programs and facilitates interaction between them.
2.	Database	Collection of data organized according to conceptual structure that describes the basic characteristics and relationship between entities.
3.	Credentials	Set of attributes that establish the identity and authenticity of users and systems within information systems.
4.	Data	Elementary information units about people, subjects, facts, events, phenomena, processes, objects, situations, etc. presented in a form that allows their notification, comment and processing.
5.	Personal data	Any information with reference 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 or more specific elements of his physical, physiological, psychological, economic, cultural or social identity.
6.	Data integrity	State of the data, when they retain their content and are interpreted unambiguously in cases of random actions. Integrity is considered preserved if the data has not been altered or damaged (deleted).

No.	Abbreviation/Acronym	Description
7.	Logging	Event information recording function. In information systems, event records include details about the date and time, the user, the action taken.
8.	Metadata	Method of assigning semantic value to the data stored in the database (data about data).
9.	Information object	Virtual representation of existing tangible and intangible entities.
10.	Information resource	Set of information documented in the computer system, maintained in accordance with the requirements and legislation in force.
11.	SSI „Electoral Complaints”	The "Electoral Complaints" IT system that is the object of development within this document, the purpose of which is to automate the "Electoral Disputes" block of functions of SAISE, developed for the purpose of ensuring effective mechanisms for monitoring and managing electoral complaints in the Republic of Moldova.
12.	Information system	Set of programs and equipment that ensure automatic data processing (the automated component of the informational system).
13.	Informational system	Information processing system, together with associated organizational resources, such as human and technical resources, that provide and distribute the information.
14.	Software design document	Information system document that includes the detailed description of the following: the data structures and their constraints, the architecture of the information system that provides the totality of the conceptual sections of the information system, the interface of the information system that includes the conceptualization of all the components of the user interface of the information system, the functionalities of the information system that includes detailed description of all IT system implementation scenarios.
15.	Software Requirements Specification	Document containing the detailed description of all interaction scenarios between users and the IT application.
16.	IT subsystem	Component part (with the possibility of functional decoupling) of a complex IT system.
17.	Information and communication technology	Common term that includes all technologies used to exchange and manipulate information.
18.	Veracity of data	Level of correspondence of the data, stored in the computer memory or in documents, to the real state of the objects in the respective domain of the system, reflected by these data.

2. References and legal aspects of development activities

The processes of creation, implementation, and exploitation of SSI "Electoral Complaints" must not contravene the normative-legislative acts in the field in force regarding the activity of the CEC and the development of IT solutions intended for the public authorities of the Republic of Moldova.

The following can be mentioned from this category of normative acts:

1. *Codul Electoral al Republicii Moldova, nr. 325 din 08.12.2022*, Monitorul Oficial nr. 426-427, art. 770, din 23.12.2022.
2. *Legea nr. 148 din 09.06.2023 privind accesul la informațiile de interes public*, Monitorul Oficial nr. 234, art. 410, din 08.07.2023
3. *Legea nr. 467-XV din 21.11.2003 cu privire la informatizare și la resursele informaționale de stat*, Monitorul Oficial nr. 6-12, art. 44, din 01.01.2004.
4. *Legea nr. 294 din 21.12.2007 privind partidele politice*, Monitorul Oficial nr. 42-44, art. 119, din 29.02.2008.

5. *Legea nr. 101 cu privire la Concepția Sistemului informațional automatizat de stat "Alegeri", Monitorul Oficial nr. 117-119, art. 457, din 04.07.2008.*
6. *Legea nr. 133 din 08.07.2011 privind protecția datelor cu caracter personal, Monitorul Oficial nr. 170-175, art. 492, din 14.10.2011.*
7. *Legea nr. 124 din 19.05.2022 privind identificarea electronică și serviciile de încredere, Monitorul Oficial nr. 170-176, art. 317, din 10.06.2022.*
8. *Hotărârea Guvernului nr. 656 din 05.09.2012 cu privire la aprobarea Programului privind Cadrul de Interoperabilitate, Monitorul Oficial nr. 186-189, art. 708, din 07.09.2012.*
9. *Hotărârea Guvernului nr. 1090 din 31.12.2013 privind serviciul electronic guvernamental de autentificare și control al accesului (MPass), Monitorul Oficial nr. 4-8, art. 2, din 10.01.2014.*
10. *Hotărârea Guvernului nr. 128 din 20.02.2014 privind platforma tehnologică guvernamentală comună (MCloud), Monitorul Oficial nr. 47-48, art. 145, din 25.02.2014.*
11. *Hotărârea Guvernului nr. 405 din 02.06.2014 privind serviciul electronic guvernamental integrat de semnătură electronică (MSign), Monitorul Oficial nr. 147-151, art. 445, din 06.06.2014.*
12. *Hotărârea Guvernului nr. 700 din 25.08.2014 pentru aprobarea Concepției privind principiile datelor guvernamentale deschise, Monitorul Oficial nr. 256-260, art. 747, din 29.08.2014.*
13. *Hotărârea Guvernului nr. 701 din 25.08.2014 cu privire la aprobarea Metodologiei publicării datelor guvernamentale deschise, Monitorul Oficial nr. 256-260, art. 701 din 29.08.2014.*
14. *Hotărârea Guvernului nr. 708 din 28.08.2014 privind serviciul electronic guvernamental de jurnalizare (MLog), Monitorul Oficial nr. 261-267, art. 756, din 05.09.2014.*
15. *Hotărârea Guvernului nr. 211 din 03.04.2019 privind platforma de interoperabilitate (MConnect), Monitorul Oficial nr. 132-138, art. 254, din 12.04.2019.*
16. *Hotărârea Guvernului nr. 376 din 10.06.2020 pentru aprobarea Conceptului serviciului guvernamental de notificare electronică (MNotify) și a Regulamentului privind modul de funcționare și utilizare a serviciului guvernamental de notificare electronică (MNotify), Monitorul Oficial nr. 149-151, art. 476, din 19.06.2020.*
17. *Ordinul nr. 94 din 17.09.2009 al Ministerului Tehnologiilor Informaționale și Comunicațiilor cu privire la aprobarea unor reglementări tehnice (modul de evidență a serviciilor publice electronice, prestarea serviciilor publice electronice, asigurarea securității informaționale la prestarea serviciilor publice electronice, determinarea costului de elaborare și implementare a sistemelor informaționale automatizate), Monitorul Oficial nr. 58-60, art. 232, din 23.04.2010.*
18. *Actele normative aprobate de Comisia Electorală Centrală, în special:*
 - a) *Regulamentul cu privire la activitatea Comisiei Electorale Centrale, aprobat prin hotărârea nr. 1098 din 21 iunie 2023.*
 - b) *Regulamentul cu privire la activitatea consiliului electoral de circumscripție în perioada electorală, aprobat prin hotărârea nr.1100 din 21 iunie 2023.*
 - c) *Regulamentul privind procedura de examinare a contestațiilor în perioada electorală, aprobat prin hotărârea nr.1128 din 18 iulie 2023.*
 - d) *Regulamentul cu privire la statutul și activitatea reprezentanților concurenților electorali, aprobat prin hotărârea nr.1129 din 18 iulie 2023.*

Note: The mentioned normative acts are to be interpreted with all the changes subsequently made in them.

For the conceptualization and development of the "Electoral Complaints", it is appropriate to implement the principles set forth in the following international guidelines and recommendations:

- *Reglementarea tehnică „Procese ciclului de viață al software-lui” RT 38370656-002:2006; Monitorul Oficial Nr. 95-97/335 din 23/06/2006.*
- *Standardul Republicii Moldova SM ISO/CEI/IEEE 15288:2015, „Ingineria sistemelor și software-ului. Procesele ciclului de viață al sistemului”.*
- *Michael O. Leavitt, Ben Shneiderman, Research-Based Web Design & Usability Guidelines, https://www.usability.gov/sites/default/files/documents/guidelines_book.pdf*
- *The recommendations of the World Wide Web Consortium (W3C) (<http://www.w3c.org>) regarding the quality of the content of the Web pages, the possibilities of the correct visualization of the information, using widely used Internet explorers, and the compatibility with different computer platforms.*
- *WAI (Web Accessibility Initiative) recommendations (<http://www.w3c.org/WAI>) on ensuring the possibility of using website resources by people with disabilities.*
- *WCAG recommendations (Web Content Accessibility Guidelines) <http://www.w3.org/TR/WCAG21/>*
- *The W3C (<http://validator.w3.org>) recommendations on testing WEB pages. All WEB pages generated by SSI "Electoral Complaints" will be tested in accordance with these recommendations.*

3. The basic principles for the implementation of SSI "Electoral Complaints"

To ensure the objectives submitted to the IT solution, the following general principles must be taken into account when implementing the SSI „Electoral Complaints”:

- **The principle of legality:** which involves the creation and operation of the IT system in accordance with national legislation and recognized international norms and standards in the field;
- **The principle of dividing the architecture into levels:** it consists in the independent design of SAISE components (SSI "Electoral Complaints" is a SAISE component) in accordance with the interface standards between levels;
- **The principle of service-oriented architecture (SOA):** it consists in distributing the functionality of the application into smaller, distinct units - called services - that can be distributed over a network and used together to create applications intended to implement the business functions of the IT system;
- **The principle of secure data:** stipulates the introduction of data into the system only through authorized and authenticated channels;
- **The principle of information security:** it involves ensuring an adequate level of integrity, selectivity, accessibility and efficiency for the protection of data from loss, alteration, damage and unauthorized access.
- **The principle of transparency:** it involves design and realization according to the modular principle, with the use of transparent standards in the field of IT and telecommunications technologies;
- **The principle of extensibility:** stipulates the possibility of expanding and completing the IT system with new functions or improving the existing ones;
- **The principle of first person priority / the single centre:** presupposes the existence of a high-ranking responsible person with sufficient rights to make decisions and coordinate activities in order to create and exploit the IT system;
- **The principle of scalability:** it involves ensuring a constant performance of the IT solution when increasing the volume of data and the request of the IT system;
- **The 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.

For the architecture of the IT system, the following fundamental principles are insisted upon:

- ensuring adequate IT system security to protect information and component subsystems against their unauthorized use or disclosure of personal or restricted information;
- recognition of information as heritage and its adequate management;

- the development and implementation of the IT system offering the possibility of their reuse for other processes or in the perspective of ensuring the possibility of developing new functionalities (including the reuse of some functionalities already existing in SAISE);
- minimizing the number of different technologies and products that offer the same functionalities or are similar by destination (reuse of technologies already implemented within the CEC);
- ensuring a high-performance processing speed of CEC IT subsystem requests services (authentication, authorization, journaling or notification);
- ensuring disaster recovery capacity (ensuring physical and logical security) as a component of the implementation plan.

4. The purpose, objectives and tasks

SSI "Electoral Complaints" comes to automate the processes of registration, completion, verification, examination, storage and publication of all electoral complaints submitted by electoral contestants and voters to the electoral bodies. The functional requirements of this IT subsystem correspond to the provisions of Law no. 101 of 15.05.2008 regarding the Design of the State Information System "Elections" (the function block "Electoral Complaints").

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

- providing electoral complainers and voters with a tool for creating, signing, sending and monitoring electoral complaints in digital format;
- providing the Central Electoral Commission with an IT mechanism that would allow the administration of the flow of processing electoral complaints;
- automating the processes of verifying the validity of the users identity and persons related to the electoral complaints;
- automating the processes of examining electoral complaints and fixing the final decisions;
- automating the process of displaying information (depersonalized as appropriate) about electoral complaints and CEC decisions adopted on the official web page of the Central Electoral Commission;
- reduction of the time related to the perfection and application of CEC decisions in the processes of examination of electoral complaints;
- automating the processes of generating reports and statistics of interest;
- automating the processes of digital storage of complaints;
- ensuring data access control and ensuring maximum security and confidentiality of data collections and users.

2. Description of the SSI "Electoral Complaints" solution

1. Brief description of the SSI "Electoral Complaints" functionalities

SSI "Electoral Complaints" is an IT subsystem of the State Automated Information System "Elections" the basic objective of which is the digitization of the CEC business process related to the management of electoral complaints.

SSI "Electoral Complaints" should ensure the following business processes:

- user management;
- authentication of authorized users;
- creation, completion, and verification of Complaints;
- attaching confirmatory documents in different formats (audio/video/photo/pdf documents, etc.);
- electronic signing, sending and registration of complaints;
- distribution of complaints for examination;
- examination and resolution of complaints;
- Complaints Register (Internal and Public) management;
- creating, filling in, signing and sending the Complaint withdrawal request;
- creating, completing, signing and sending the Complaint modification request;
- configuring workflows, classifiers, validations and notification events;
- generating and sending automated notifications;
- drawing up templates for the Complaint, Request and Complaint Record forms;
- writing templates for information messages;
- data exchange with external IT systems and platforms (SIASA Admin, MPass, MSign, MLog and (optional) MNotify);
- generating statistical reports;
- (Optional) create Electronic Notifications;
- (Optional) creation and management of electoral and administrative files;
- user interface: Romanian language.

At the same time, the system aims to ensure:

- implementation of the electronic signature use mechanism for user authentication through the MPass government service and for signing the package of documents through the MSign government service;
- exhaustive journaling of business events related to the operation of the SSI "Electoral Complaints";
- printing complete complaints, attached documents (if possible) as well as the content of the Complaints Register and generate statistical reports within the SSI "Electoral Complaints ";
- download the documents attached to the Complaint in PDF, Excel, Word format, as well as other available Video/Audio formats.
- automatic publication on the CEC WEB page of depersonalized public interest data produced within the business processes of SSI " Electoral Complaints";
- users' notification regarding business events related to the role held within the SSI "Electoral Complaints";
- generation and analysis of the final aggregated statistical data that is accessible through the "Statistical Reports" compartment.

Additionally, SSI "Electoral Complaints" automates a series of checks on the Complaints content and sent by users as follows:

- verification of mandatory fields for the Complaint, Complaint withdrawal request and the Complaint modification request;
- verification of admissible data values range in accordance with the system metadata;
- other relevant automated checks.

2. SSI „Electoral Complaints” architecture

SSI "Electoral Complaints" is a WEB-based IT solution, accessible through a widely used Internet explorer (Google Chrome, Mozilla Firefox, MS Edge, Opera and Safari) implemented on the basis of a SOA architecture to interact with the IT subsystems of the CEC and external computer systems.

At the base of SSI "Electoral Complaints" is a 3-level client-server architecture (which excludes the direct interaction of the application with the database) based on WEB technologies suitable for the time. In order to ensure an adequate level of information security, the interaction between the client and the server is carried out through secure connections (via VPN channels and TLS/SSL sessions).

The interaction of all actors and nodes of the IT subsystem is shown in figure 2.1. As seen in figure 2.1, the resource cooperation solution for ensuring the functionality of the SSI "Electoral Complaints" consists of 3 categories of distinct nodes:

- **CEC Data Centre** – the ICT infrastructure of the Central Electoral Commission that hosts the SSI "Electoral Complaints" and where a number of IT subsystems are installed with which the SSI "Electoral Complaints" interacts. Within this specification, the implementation actions will be applied only to the functional blocks provided in the indicated perimeter by the dashed red line;
- **M-Cloud** – ICT infrastructure of the common government technology platform that forms the government cloud (MCloud) where a number of IT systems with which SSI "Electoral Complaints" interact or whose services are consumed by SSI "Electoral Complaints" are hosted.
- **Client computers** – computers, from which users (depending on rights and roles) access the functionalities of the SSI "Electoral Complaints".

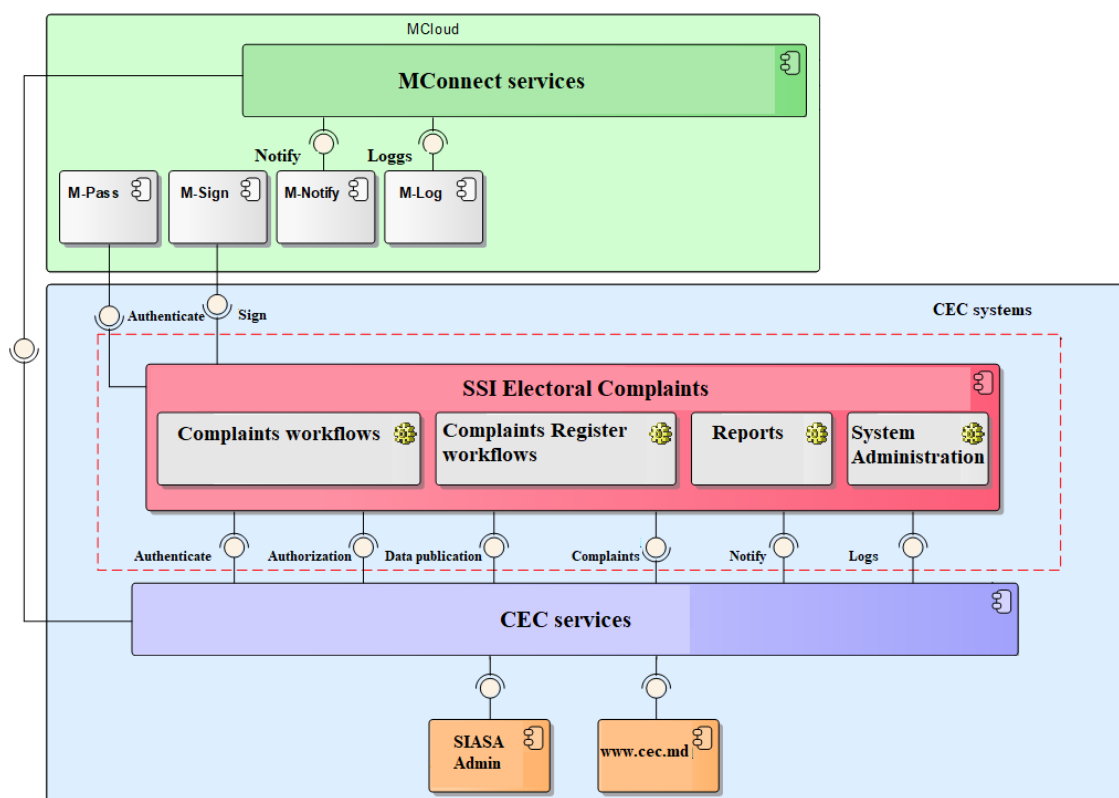


Figure 2.1. SSI "Electoral Complaints" architecture

Client computers use the most popular Internet browsers as a client application for accessing and using SSI "Electoral Complaints". The interface and functionality delivered to each individual user depends on the rights and users' roles.

In order to implement a series of functionalities, the SSI "Electoral Complaints" consumes a series of services provided by SIASA IT subsystems as follows:

1. **Authentication WEB Service** provided by SIASA Admin for the purpose of implementing the universal and centralized authentication mechanism of SIASA users.
2. **Authorize WEB service** provided by SIASA Admin for the purpose of implementing a universal and centralized user authorization mechanism (providing functionalities and data accessible to them) regardless of the SIASA application used).
3. **Logging WEB service** provided by SIASA Admin for the purpose of implementing the universal and centralized logging mechanism of business events generated by the activity of authorized users within the used SIASA applications.
4. **Public data WEB service** provided by the CEC's official WEB page (<http://www.cec.md>) for the purpose of publishing public data produced within the business processes of SSI "Electoral Complaints", namely the publication of the data of the Complaints Register (Public).

SSI "Electoral Complaints" will interact with a number of external IT systems through the MConnect interoperability platform. For this, the following services exposed by external IT systems will be consumed:

1. **Authentication WEB service** that interacts with the MPass platform service used to implement CEC internal and external user authentication procedures through electronic signatures.
2. **Electronic Signature WEB service** that interacts with the MSign platform service for the application and validation of electronic signatures, including mobile signatures.
3. **Logging WEB service** that interacts with the MLog platform service intended for the legal value journaling of sensitive business events of SSI "Electoral Complaints".
4. **Notification WEB service** that interacts with the MNotify platform service intended to implement the notification processes of CEC external actors exploiting the SSI "Electoral Complaints".

3. Involved parties and information system roles

Business roles of the IT subsystem

The following entities are interested or should be involved in the process of developing or operating the SSI "Electoral Complaints":

- **The Central Electoral Commission** as a permanent public authority founded in order to implement the electoral policy, for the good organization and conduct of the elections. The Central Electoral Commission mission is to create optimal conditions so that all citizens of the Republic of Moldova can exercise their constitutional right to vote and be elected in free and fair elections. The CEC is responsible for the administration and operation of SAISE and, respectively, of the "Electoral Complaints" IT subsystem.
- **The UNDP project** "Enhancing Democracy in Moldova through inclusive and transparent elections" as an institution that will finance and monitor the development and implementation activities of the SSI "Electoral Complaints".
- **Electoral contestants and voters** as complainers or disputed party who may appear in electoral complaints;
- **The Electronic Government Agency** as a body authorized to develop and implement the e-Transformation policy, the MCloud solution and the MConnect interoperability framework used to achieve the SSI "Electoral Complaints" interaction with the common platform services (MPass, MSign, MLog and MNotify).
- **The Public Institution "Information Technology and Cybersecurity Service"** as the entity that administers the MCloud solution that delivers platform services implemented within the SSI "Electoral Complaints" or ensures the interaction of the SSI "Electoral Complaints" with external IT systems.

The owner of the IT subsystem is the Central Electoral Commission. The system owner role reflects the administrative aspect related to the total competences held by the CEC necessary for the administration and continuous development of the IT system.

As the owner of the SSI "Electoral Complaints", 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 service obligations.

The holder of the IT solution is the Central Electoral Commission which will provide the technical infrastructure that will host the SSI "Electoral Complaints".

In perspective, the possibility of hosting some components of the SSI "Electoral Complaints" outside the CEC data centre is not excluded. A solution in this way could serve the common government platform MCloud.

SSI "Electoral Complaints" is to be implemented with the support of the UNDP project "Enhancing Democracy in Moldova through inclusive and transparent elections" on behalf of the Central Electoral Commission. Although the direct beneficiary of the IT solution is the CEC, the consultants of the UNDP Project will participate in all stages of development, production and final acceptance of the SSI "Electoral Complaints".

4. Users and their role within the IT system

The human roles and IT systems that interact with the "Electoral Complaints" SSI are presented in figure 2.2.

As seen in this figure, 6 categories of human actors and 6 computer systems will interact within the application.

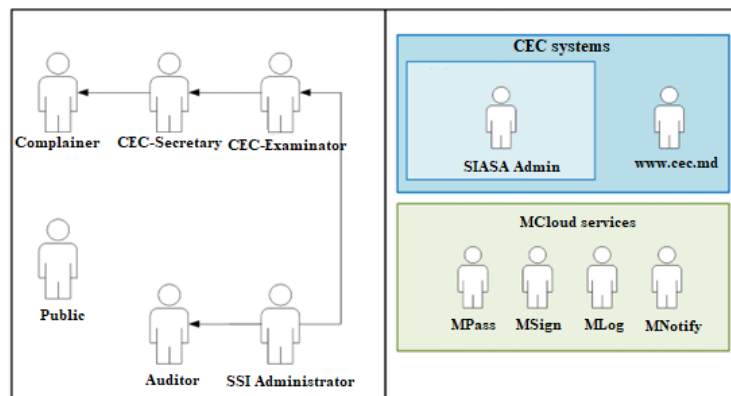


Figure 2.2. SSI "Electoral Complaints" actors

1. **External user Complainer** - represents the users who will interact with the SSI "Electoral Complaints" through the CEC web page. These users will have access to the following features:
 - a. Authentication in the system through the MPass government service using the electronic/mobile signature;
 - b. Creation of electoral complaints;
 - c. Attaching the confirmatory documents for the created Complaint;
 - d. Signing the Complaint;
 - e. Sending the Electoral Complaints to CEC;
 - f. Creating, signing and sending the Complaint withdrawal request;
 - g. Creating, signing and sending the Complaint modification request;
 - h. Receiving (at the indicated Email) the registration number of the Complaint and the message confirming the sending to CEC of the Complaint, the Withdrawal Request and/or the Modification Request.
2. **CEC user – Secretary** represents the authorized users of the Central Electoral Commission. These users will have access to the following features:

- a. Viewing and downloading Complaints and attached files sent in electronic format through SSI "Electoral Complaints";
 - b. Examination of complaint;
 - c. Selection and assignment of the electoral body for examination;
 - d. Selection and assignment/modification of the examiner;
 - e. Registration of electoral complaints received on paper;
 - f. Registration/attachment of additional materials received on physical support;
 - g. Selection/modification of the Status of the execution of the Complaint;
 - h. Including information and attaching the Decision adopted by the electoral body (non-personalized and depersonalized);
 - i. Depersonalized complaint attachment;
 - j. Printing documents related to electoral complaints;
 - k. Viewing information from the Complaints Register (internal);
 - l. Generating and viewing reports related to the SSI "Electoral Complaints" activity;
 - m. Viewing informative messages within the system intended for the user;
 - n. Attachment of the contested party's Position;
 - o. Registration of the Complaint withdrawal request received on paper;
 - p. Registration of the Complaint modification request and the Annexes received on paper;
 - q. (optional) Creation of electronic Notifications;
 - r. (optional) Creating Folders, attaching materials and completing related information.
3. **CEC user – Examiner** represents the authorized users of the Legal Department within the Central Electoral Commission, the authorized users of the Electoral body of level I or II and the authorized users of the Electoral Office of the Voting Section with the right of SSI "Electoral Complaints" access. These users will have access to the following features:
- a. Viewing and downloading Complaints and attached files sent in electronic format through SSI "Electoral Complaints";
 - b. Selection and assignment of the electoral body for examination;
 - c. Selection and assignment/modification of the examiner;
 - d. Registration/attachment of additional materials received on physical support;
 - e. Selection/modification of the Status of the execution of the Complaint;
 - f. Including information and attaching the Decision adopted by the electoral body (non-personalized and depersonalized);
 - g. Depersonalized complaint attachment;
 - h. Printing documents related to electoral complaints;
 - i. Viewing information from the Complaints Register (internal);
 - j. Generating and viewing reports related to the SSI "Electoral Complaints" activity;
 - k. Viewing informative messages within the system intended for the user;
 - l. Attachment of the contested party's Position;
 - m. Viewing the Complaint withdrawal request received on paper;
 - n. Viewing the Complaint modification request and the Annexes received on paper;
 - o. (optional) Creation of electronic Notifications;
 - p. (optional) Examining the Folders, updating and completing the related information (attachment of additional documents).
4. **Public external user** - represents the unauthenticated users who can view the information from the Complaints Register (Public) accessible on the official WEB page of the CEC (<http://www.cec.md>). These users will have access to the following features:
- a. Viewing information from the Complaints Register (Public);
 - b. Accessing and downloading Complaints (including the attached files) and Decisions adopted by the electoral body (available for viewing by the public external user).
5. **Auditor** - represent the authorized users who ensure the analysis and/or monitoring of the execution of Complaints within the "Electoral Complaints" SSI. These users will have access to the following features:

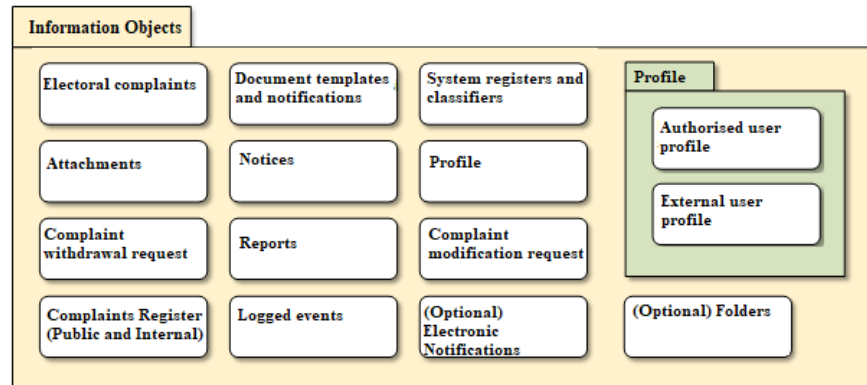
- a. Viewing and downloading Complaints, Requests and attached files registered in SSI "Electoral Complaints";
 - b. View and download the Decision adopted by the electoral body;
 - c. Printing documents related to electoral Complaints;
 - d. Viewing information from the Complaints Register (Internal);
 - e. Generating and viewing reports related to the SSI "Electoral Complaints" activity;
 - f. (optional) View Electronic Notices;
 - g. (optional) Viewing Files and accessing related information.
6. **Administrator SSI** – qualified to ensure the optimal functionality of the SSI "Electoral Complaints". These users will have access to the following features:
- a. Nomenclatures and registers management of the SSI "Electoral Complaints";
 - b. User roles and rights management of the SSI "Electoral Complaints" through the mechanisms of the IT subsystem SIASA Admin;
 - c. Resources, roles, transitions and workflows configurations of the SSI "Electoral Complaints";
 - d. Starting/suspending the SSI "Electoral Complaints" operation;
 - e. Monitoring the operation process of SSI "Electoral Complaints";
 - f. Interface management with external and internal IT systems;
 - g. Textual drafting of forms;
 - h. Textual drafting of templates for informative messages;
 - i. Modification of the Contestation status and/or of the File;
 - j. Modification of the Complaint examiner and/or the File;
 - k. Viewing and downloading the content of the Complaints Register (Internal);
 - l. View all information available to other CEC users;
 - m. Generating and viewing reports related to the activity of the SSI "Electoral Complaints";
 - n. (optional) Viewing Electronic Notices;
 - o. (optional) Viewing Folders and accessing related information.

3. The system's functional model

1. The system's information objects

When implementing the SSI "Electoral Complaints", all the informational objects that will be the basis for the design and development of the system, represented in Figure 3.1, must be taken into account.

Figure 3.1. The information objects of SSI "Electoral Complaints".



As seen in Figure 3.1. the IT solution consists of 13 categories of information objects, of different complexity, which must be taken into account in the process of designing and creating the SSI "Electoral Complaints":

1. Electoral complaints;
2. Attachments;
3. Complaint withdrawal request;
4. Complaints Register (Public and Internal);
5. Document templates and notifications;
6. Notices;
7. Reports;
8. Logged events;
9. System registers and classifiers;
10. Profiles;
11. Complaint modification request;
12. (Optional) Electronic Notifications;
13. (Optional) Folders.

The identification of objects within the system is carried out by using, for each of them, the unique identification number.

1. Electoral complaints

It is a complex informational object that provides all the data relevant to the electoral complaints.

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

- The addressee;
- The complainant;
- The contested party;
- Description of the invoked facts;
- The legal basis;
- The complainant requirements;
- The evidence on which the complainant claims and objections are based;
- Mentions about power of attorney/decision of the electoral body;
- Attachments;
- Registration number in the Complaints Register;
- Date and time;

- Complaint object;
- Information regarding the applied electronic signature;
- Status;
- Examiner;
- The examination term;
- The solution of the electoral body (the adopted decision/exit letter);
- The template (of the form);
- Other relevant data.

2. Attachments

Complex information object that includes all the files attached to electoral complaints. Also, evidentiary materials such as images, audio recordings, videos, photos and other types of informational materials can be classified as a document. At the same time, this information object includes such documents that participate in the process of registration, examination and/or resolution of the complaint, such as the Decision adopted by the electoral body/exit letter, etc.

Any Document type object can contain the set of data intended for its identification and record:

- Document identifier;
- Document format;
- The content;
- Date and time;
- Information about the applied electronic signature;
- Status of the document;
- Other relevant data.

3. Complaint withdrawal request

It is an informational object that provides all the data relevant to the Complaint withdrawal request.

The Withdrawal Request information object is minimally described by the following categories of attributes and other information objects:

- The addressee;
- The complainer;
- Reference complaint number;
- Date and time of dispatch;
- Information about the applied electronic signature;
- The template (of the form);
- Other relevant data.

4. Complaints Register

It is a complex informational object that provides all the relevant data to the Complaints Record Register. The Complaints Register can be of 2 types: Public (accessible to external users) and Internal (accessible only to CEC authorized internal users).

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

- Content (data and links to documents related to Electoral Complaints);
- Form (template);
- Other relevant data.

5. Documents and notifications templates

Complex informational object intended to preserve standardized structures, predefined for document templates used in the process of registration and examination of electoral complaints, as well as templates for Notifications used within the system (Internal Notifications and Email notifications). Based on the predefined templates of the documents, all the necessary documents will be created and printed for the process of registration and completion by the complainer of the electoral complaints. Based on

the notification templates, the internal notifications (messages) will be created within the system, as well as the notifications (messages) sent by Email.

The Document Template information object is minimally described by the following attribute categories:

- Template identifier;
- Template name;
- Version;
- Status;
- The document content;
- Other relevant data.

The Notification Template information object is minimally described by the following attribute categories:

- Template identifier;
- Template name;
- Version;
- Status;
- Type (Internal notification or Email);
- Notification (title) subject;
- The notification sender;
- The message content;
- Other relevant data.

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

6. Notifications

It is a category of complex information objects used to notify users of SSI "Electoral Complaints". A notification contains the following specific attributes:

- The notification Identifier;
- The business event related to the notification;
- The notification content;
- The notification subject;
- The notification sender;
- The notification recipient;
- Type (Internal Notification (within the system) or External Email Notification);
- Other relevant data.

Notifications will be sent at least for the following events:

- Sending a Complaint to CEC;
- Submission of a Complaint for analysis;
- Confirmation of receipt of Complaints by the CEC;
- Complaint execution status modification;
- The solution taken regarding the sent Complaint.

7. Reports

It represents a complex informational object that includes the creation of reports intended for the analysis of the activity of the system. SSI "Electoral Complaints" will have a mechanism for generating Reports based on the criteria (data set) available in the system, including (but not limited to): No; Registration number (of the complaint), Sent Date (of the complaint); The complainer; the Contested Party; Execution status; Examiner.

The reports will be created as a template based on the selection by the user of the available criteria and the indication of the Information Display Period (beginning-end period). The report template name will be able to be saved by the user. At least 15 report templates can be saved.

At the same time, 2 predefined statistical reports will be implemented in the system: 1) Complaints execution statistics and 2) Examiners List.

The generated reports will be downloadable in PDF, Word and Excel format.

8. Logged events

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

- the user identifier who generated the event;
- logged event category;
- the moment of the logging event;
- the SSI "Electoral Complaints" resource that generated the event;
- the registration affected by the business event;
- the action performed by the user.

9. Registers and classifiers

It represents a complex category of informational objects which consists of all the classifiers, registers and system metadata. SSI "Electoral Complaints" will include at least the following registers and internal classifiers:

- SSI "Electoral Complaints" system configurations;
- Parameters and constants necessary for the system operation;
- List of electoral bodies (all electoral bodies available for selection);
- Statutes for the Complaint execution;
- The Complaint final solutions;
- (Optional) File Type;
- (Optional) File Statutes;
- (Optional) Folders Final Solutions;
- (Optional) Courts List.

10. Profiles

Complex informational object that consists of all the data related to the actors who interact with SSI "Electoral Complaints" or are the object of the electoral complaints management process. 3 categories of profiles can be identified:

10.1. SSI "Electoral Complaints" authorized external user profile

It represents an informational object that contains all the data related to users authenticated as Complainers.

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

- User identification data (based on the information received according to the qualified electronic signature used);
- Contact data (Email) based on filling out the information in the submitted Complaint;
- Roles and access rights given within the SSI "Electoral Complaints".

10.2. Internal CEC user profile.

It represents an informational object that contains all the data related to authorized users of the SSI "Electoral Complaints" with access rights to the user interface (users authenticated as complainers or authorized users within the CEC, CECE I, CECE II or BESV).

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

- User identification data;
- User authentication data;
- Contact data (phone, email, etc.);
- Roles and given access rights within the SSI "Electoral Complaints".

10.3. Public External user profile

It represents an informational object that contains all the data about the public person who interacts with SSI "Electoral Complaints". For viewing complaints on CEC web page, the public user profile will be anonymous.

11. Complaint modification request

It is an informational object that provides all the data relevant to the Complaint modification request.

The Complaint modification request information object is minimally described by the following categories of attributes and other complex information objects:

- The addressee;
- The complainer;
- Reference Complaint number;
- Date and time;
- Information about the applied electronic signature;
- Attachments;
- The template;
- Other relevant data.

12. (Optional) Electronic Notifications

It is a complex informational object (optional for implementation) used to create the notification messages for the Complainers. A notification contains the following specific attributes:

- Notification ID;
- The business event related to the notification;
- The notification subject;
- The notification content;
- The notification sender;
- The notification recipient;
- Other relevant data.

13. (Optional) Folders

It is a complex information object (optional for implementation) that provides all relevant data to the electoral and administrative folders.

The Folder information object is minimally described by the following categories of attributes and other complex information objects:

- Folder type;
- Folder number and date;
- Reference Complaint number;
- Connection number with another Folder;
- The court;
- Date of registration;
- The examination term;
- Additional materials (Documents attached to the file) (evidence, statements, etc.);
- Other relevant data.

2. IT subsystem basic functionalities

The functionalities delivered by SSI "Electoral Complaints" to the actors who have access to the given IT subsystem are shown in the use cases diagram in figure 3.2.

Figure 3.1. The system functionalities

Utilizator extern Contestatar	Utilizator CEC – Secretariat	Utilizator CEC – Examinator	Utilizator extern Public	Auditor	Administrator SSI
UC03: Requirements for filling the electronic Complaint UC04: Requirements for filling the Complaint withdrawal request UC10: Requirements for automated retrieval of Notifications UC15: Requirements for accessing and displaying the content of the Complaints Register, for SSI "Electoral Complaints" UC17: Requirements for filling the Complaint modification request	UC02: Dashboard UC06: Requirements regarding the Complaint registration received on paper, for SSI "Electoral Complaints" UC07: Requirements for the received complaints examination, for SSI "Electoral Complaints" UC08: Requirements for appointing an examiner for the Complaint received by the CEC, for the SSI "Electoral Complaints" UC10: Requirements for automated retrieval of Notifications UC11: Requirements for printing and/or downloading files from the system, for SSI "Electoral Complaints" UC14: Requirements for generating and viewing reports related to the activity of SSI "Electoral Complaints" UC15: Requirements for accessing and displaying the content of the Complaints Register, for SSI "Electoral Complaints" UC18: Requirements for electronic Notification through the SSI "Electoral Complaints" (Optional) UC19: Requirements for Folder management within the SSI "Electoral Complaints" (Optional)	UC02: Dashboard UC07: Requirements for the received complaints examination, for SSI "Electoral Complaints" UC08: Requirements for appointing an examiner for the Complaint received by the CEC, for the SSI "Electoral Complaints" UC10: Requirements for automated retrieval of Notifications UC11: Requirements for printing and/or downloading files from the system, for SSI "Electoral Complaints" UC14: Requirements for generating and viewing reports related to the activity of SSI "Electoral Complaints" UC15: Requirements for accessing and displaying the content of the Complaints Register, for SSI "Electoral Complaints" UC18: Requirements for electronic Notification through the SSI "Electoral Complaints" (Optional) UC19: Requirements for Folder management within the SSI "Electoral Complaints" (Optional)	UC15: Requirements for accessing and displaying the content of the Complaints Register, for SSI "Electoral Complaints"	UC02: Dashboard UC11: Requirements for printing and/or downloading files from the system, for SSI "Electoral Complaints" UC14: Requirements for generating and viewing reports related to the activity of SSI "Electoral Complaints" UC15: Requirements for accessing and displaying the content of the Complaints Register, for SSI "Electoral Complaints"	UC01: User management, roles, rights UC02: Dashboard UC06: Requirements regarding the Complaint registration received on paper, for SSI "Electoral Complaints" UC07: Requirements for the received complaints examination, for SSI "Electoral Complaints" UC08: Requirements for appointing an examiner for the Complaint received by the CEC, for the SSI "Electoral Complaints" UC09: Requirements for the creation and automated sending of Notifications, for SSI "Electoral Complaints" UC10: Requirements for automated retrieval of Notifications UC11: Requirements for printing and/or downloading files from the system, for SSI "Electoral Complaints" UC12: Requirements regarding textual drafting of forms and templates for the system Notifications, for SSI "Electoral Complaints" UC13: Requirements regarding system registers and classifiers, for SSI "Electoral Complaints" UC14: Requirements for generating and viewing reports related to the activity of SSI "Electoral Complaints" UC15: Requirements for accessing and displaying the content of the Complaints Register, for SSI "Electoral Complaints"

According to the scheme described in figure 3.2. IT subsystem actors have access to the following use cases that provide the following functionality:

4.1. User management, roles, rights

It describes the functionalities intended for the Administrator through which he manages the profiles and roles of the authorized actors of the IT system, including the managerial level for which authentication is done with "username" + "password", electronic or mobile signature, LDAP, etc.

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

These functionalities will be mostly provided by the IT subsystem SSI Admin. SSI "Electoral Complaints" must be able to retrieve all rules and configurations of resources and their transitions, users, roles and business events accessible to them, etc. through SSI Admin.

4.2. Dashboard

It represents a functionality through which the authorized user of SSI "Electoral Complaints" will be notified and will be able to quickly view and access all business events related to his interaction with the IT system and service attributions (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 (direct access to complaints, reports, etc.).

The main page of the user interface of SSI "Electoral Complaints" will serve as the Dashboard, where all the elements and notifications related to the user will be located depending on the rights assigned to each individual role.

4.3. Requirements for filling and submitting the electronic Complaint

It represents the functionality through which the authorized external user will be able to register electoral complaints within the SSI "Electoral Complaints".

The complaint registration procedure will invoke all the necessary actions on the part of the user for the creation and successful registration of the complaint: filling the complaint, attaching the evidence, applying the electronic signature and sending the complaint to CEC through the SSI "Electoral Complaints".

The complaint will be registered according to the administrative level of the user (CEC, CECE I/II, BESV). For the complaint, the status corresponding to the registration stage will be applied.

The process of creating the complaint also includes the stage of verifying the electoral complaint and the submitted (attached) materials. It also includes the requirements for the configuration mechanism by the Administrator of the format and size of files allowed for attachment to the Complaint, as well as the requirements for the configuration mechanism (text editing) by the Administrator of the text for the Complaint Form template.

4.4. Requirements for filling and submitting the Complaint withdrawal request

It represents the functionality through which the authorized external user will be able to create the Complaint withdrawal request, assigned to the previously sent Complaint within the "Electoral Complaints" SSI.

The procedure for registering the Complaint Withdrawal Request will invoke all the necessary actions on the part of the user for the complete and successful registration of the request: creating the request, validating the complainer and the number of the previously sent complaint, applying the electronic signature and sending it to CEC, through the SSI "Electoral Complaints".

4.5. Requirements regarding updating of Complaints Register, for SSI "Electoral Complaints"

Describes the functionalities for creating the Registry of complaints (Public and Internal version), for SSI "Electoral Complaints". In addition, it describes the requirements of the data publication web service (Registry – public version) provided for the CEC's official WEB page (<http://www.cec.md>), as well as the requirements of the self-completion mechanism of the Complaints Register. Also, the requirements of the configuration mechanism (text editing) by the Text Administrator for the Registry of Complaints Form (Public and Internal) are described.

4.6. Requirements regarding the Complaint registration received on paper, for SSI "Electoral Complaints"

It represents the functionality through which the CEC - authorized Secretary user will be able to register electoral complaints received on paper, within the "Electoral Complaints" SSI.

The complaint registration procedure will invoke all the necessary actions on the part of the user for the complete and successful registration of the complaint: attaching the scanned complaint, attaching the evidence, completing the mandatory fields (Complainer; Contested Party; Object (of the complaint); Complainer's phone number; Email Address).

The complaint will be registered according to the administrative level of the user (CEC, CECE I/II, BESV). For the complaint, the status corresponding to the registration stage will be applied.

4.7. Requirements for the received complaints examination, for SSI "Electoral Complaints"

It represents the functionality through which the CEC authorized user - Examiner or CEC – Secretary of the SSI "Electoral Complaints" could view the registered complaints, assign the electoral body, select the CEC user for examination, fill some additional fields (e.g.: Object (of the complaint), modify complaints statutes, attach the adopted Decision by the electoral body (non-personalized and (if necessary) separately depersonalized (2 distinct documents), attach the depersonalized Complaint as well as the attachment of other confirmatory documents as appropriate.

The display of complaints lists will be in a tabular form organized on pages. 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 present and ensure the search for complaints according to several criteria such as: order number, date of registration, complainer, etc.

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 related to complaint reviews.

The viewing of Complaints will be available from the set of complaints registered only for the concerned user level as follows:

Complaints intended for viewing will be available from the set of complaints registered only for the concerned user level as follows:

- CEC - BESV level examiner – can only view the registered complaints at the assigned electoral body (BESV, CECE (I/II), CEC or CECE (I/II) divided by polls/constituencies according to the established classifiers for electoral bodies;
- CEC - Auditor, Administrator and CEC - Secretary users - view all registered complaints.

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

4.8. Requirements for appointing an examiner for the Complaint received by the CEC, for the SSI "Electoral Complaints"

Use case through which the authorized user of the SSI "Electoral Complaints" can designate another user of the system in order to examine a complaint by electronic methods, as well as the requirements for logging events.

4.9. Requirements for the creation and automated sending of Notifications, for SSI "Electoral Complaints"

Use case through which notifications will be created to authorized users of SSI "Electoral Complaints" (internal messaging and Email) regarding business events that affect them.

At the same time, it describes the functionality for drafting Notification message templates.

SSI "Electoral Complaints" will ensure the automatic generation and sending of the related notification to actors involved in the system activity.

4.10. Requirements for automated receive of Notifications

Use case through which the authorized users of the SSI "Electoral Complaints" will receive the notifications sent by the IT system via e-mail and in the personal dashboard. External users (which are not active within the CEC, CECE) will receive notifications only by email.

4.11. Requirements for printing and/or downloading system files, for SSI "Electoral Complaints"

It represents the functionality through which the authorized user of SSI "Electoral Complaints" can download and/or print documents (PDF) related to the received Complaint, such as: Complaint, adopted decision by the electoral body, Other documents (PDF) attached to the Complaint.

At the same time, it offers the possibility of downloading files related to the received Complaint, such as: audio files, video files, images, PDF documents. Each document generation/download action will be logged in the system log.

4.12. Requirements regarding textual drafting of forms and templates for the system Notifications, for SSI "Electoral Complaints"

It represents the functionality through which the user with the role of SSI Administrator ensures the drafting/configuration of message templates (System Notifications), for example: sending a Complaint to CEC; Submission of a Complaint for user analysis; Complaint confirmation of receipt, etc. At the same time, the functionality allows the textual drafting of the SSI "Electoral Complaints" forms (templates), which only offers the possibility of editing the textual content of the Complaint, Complaint withdrawal request, Complaint modification request, Complaints Register and (optionally) Electronic notifications, but not their structure (compartments, alignment, additional fields, etc.).

4.13. Requirements regarding system registers and classifiers, for SSI "Electoral Complaints"

Use case that provides all the functionalities intended for the Administrator through which he manages all the nomenclatures, classifiers and configurations that form the metadata system of the SSI "Electoral Complaints".

4.14. Requirements for generating and viewing reports related to the activity of SSI "Electoral Complaints"

It represents the functionality through which authorized users can generate reports based on the criteria (set of data) available in the system (e.g.: No d/o; Registration number (of the Complaint), Sent date; Complainer; Contested Party; Execution status; Examiner etc.).

The reports related to the activity of the SSI "Electoral Complaints" will be created as a template based on the user's selection of the available criteria and the display period information (beginning-end period). The report templates will be able to be saved by the user. At the same time, SSI "Electoral Complaints" will have 2 predefined statistical reports, related to the user's activity within the system: No. 1 – Complaints execution Statistics and No. 2 - List of Executors. The generated reports will be downloadable in PDF, Word and Excel format.

4.15. Requirements for accessing and displaying the content of the Complaints Register, for SSI "Electoral Complaints"

It represents a functionality through which users will be able to view the system registered electoral complaints, the materials attached to the Complaint, mentions regarding the execution progress, as well as the electoral body adopted Decision.

The mechanism for public viewing of the Complaints Register (Public version) will be integrated in the CEC Web page and will provide the following functionalities:

- List of registered electoral complaints starting with the most recent registration;
- Pagination of the represented information according to the number of records indicated by the user;
- Filtering electoral complaints according to the selection criteria, such as: Period (beginning-end period); The complainer, the Contested Party, Notes on the execution progress (statute), etc.;
- Searching for electoral complaints by keywords.

Also, the functionality of accessing both the electoral complaint and the Decision adopted by the electoral body (original or depersonalized), as well as the materials attached to the electoral complaint, with the right of public access, will be implemented. The mechanism for viewing the content of the Complaints Register (Internal version) will be accessible only to CEC authorized internal system users.

4.16. Requirements for events logging produced within the SSI "Electoral Complaints"

Use case through which the business events logging generated by the functional components of the SSI "Electoral Complaints" will be carried out. The events generated within the business processes implemented in SSI "Electoral Complaints" will be logged and saved in the corresponding Database tables.

4.17. Requirements for filling and submitting the Complaint modification request

It represents the functionality through which the authorized external user will be able to create the Complaint modification request, assigned to the previously sent Complaint within the system.

The procedure for registering the Complaint modification request will invoke all the necessary actions on the part of the user for the complete and successful registration of the request: creating the request, validating the complainer and the number of the previously sent complaint, attaching the confirmatory documents, applying the electronic signature and sending it to CEC, through the SSI "Electoral Complaints".

4.18. Requirements for Electronic Notification through the SSI "Electoral Complaints" (Optional)

It represents the functionality (optional for implementation) through which the authorized CEC internal user will be able to create Notification Messages intended for Complainers through the SSI "Electoral Complaints".

The procedure for electronic Notification creation will invoke all the necessary actions on the part of the CEC user for the successful creation of the Notification: creating the electronic Notification and sending it to the indicated Email address, through the system.

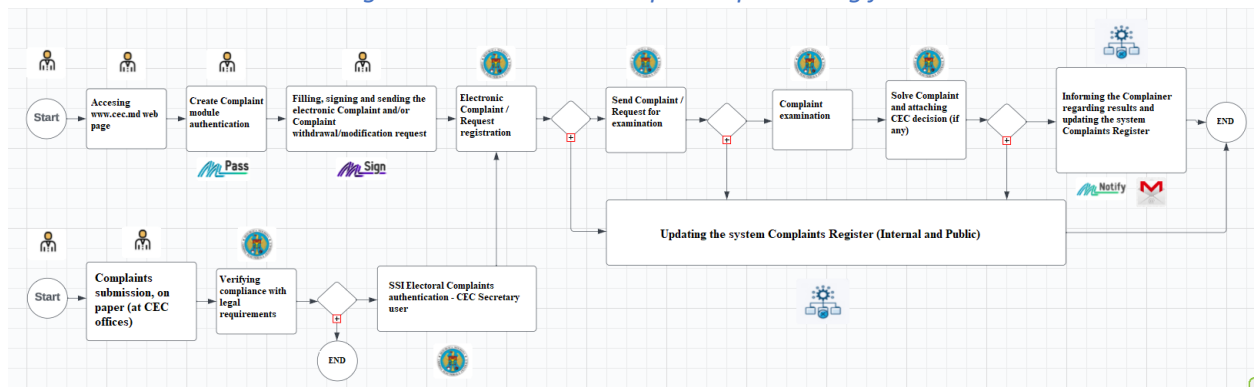
4.19. Requirements for Folder management within the SSI "Electoral Complaints" (Optional)

It represents the functionality (optional for implementation) through which the authorized CEC internal user can create and manage electoral and administrative Folders through the SSI "Electoral Complaints". The procedure for creating and managing the Folders will invoke all the necessary actions on the part of the CEC user for the successful creation and management of the folder: Folder creation, selection/modification of the electoral body and the examiner for folder examination, attachment of documents related to the folder, Status and the Final solution modification, displaying and viewing the file contents of the Folder through the SSI "Electoral Complaints".

3. Electoral complaints processing flow

In accordance with the procedure for examination and resolution of complaints by the electoral bodies, the electoral complaint goes through several functional stages. These stages are represented in figure 3.3.1

Figure 3.3.1 Electoral complaints processing flow



Registering the electoral complaint is the first step in the processing flow. The beginning of the stream is marked with the **Start** block and the end with the **End** block. At this stage, all information about the complaint is known, starting with the addressee, the complainer, the contested party, the content and ending with all the documents attached to the complaint. The registration of the complaint can be carried out by 2 distinct methods:

- 1) Creation, signing and sending to CEC the electronic complaint by the external user - Complainer, by accessing the "Create complaint" module accessible on the official CEC web page using the qualified electronic signature. The registration of the complaint being ensured by the SSI "Electoral Complaints" in automatic mode by assigning the registration number and recording it in the Complaints Register.
- 2) The complainer appears physically at the headquarters of the electoral body and submits the complaint on paper form to the CEC person designated with the CEC User – Secretary role. This user ensures the registration of the complaint (including scanning and attaching the Complaint) in SSI "Electoral Complaints", for which the registration number is automatically assigned in the Complaints Register.

Once registered, the complaint obtains a status relevant to the operation performed (e.g., "Registered"). The user with the CEC – Secretary role ensures the primary analysis of the Complaint to determine the electoral body responsible for the examination, ensures the filling of the "Object (of the complaint)" column, later assigns the Electoral Body responsible for the examination (according to the register) and selects the Examiner from the list of available users of the actual electoral body, thus the Complaint obtains the status "Under examination".

The verification process performed by the user with the CEC – Examiner or CEC – Secretary role of the admissibility of the electoral complaint is a necessary procedure to validate the entered data and verify the attached materials from a legal and procedural point of view. After finishing the verification procedure, it is determined whether the registered complaint meets the legal requirements. If the

complaint meets the legal requirements, then the user can proceed to the review stage of the complaint, and if it does not, it goes to the secondary flow.

Examining the electoral complaint, like the rest of the stages in the complaint processing process, is a long process and assigning the status corresponding to the examination stage (e.g., "Under examination") and saving the time stamp when this status was applied, will allow the correct reflection of the status of the electoral complaint on public resources. The admissible duration for examining the complaint is automatically calculated according to the legal provisions depending on the contested party (for example: per electoral competitor - maximum 5 days, electoral body - maximum 3 days (values that can be set/modified by the user with the Administrator role SSI). If the imposed limits are not respected, the system will create information/warning notifications to CEC – Examiner and CEC – Secretary role persons in the same area. When the examination procedure is over, the CEC – Examiner user goes to the final stage.

The final stage (Examined) provides for the results recording and obtained resolutions following the examination of complaints. This information is supplemented with one of the Final Solutions that the electoral complaint can obtain (e.g., "Admitted", "Partially admitted", "Rejected", "Withdrawn", "Transmitted to another body according to competence", etc.) and with the attachment of the Decision adopted by the electoral body (as the case may be). Materials obtained as a result of the review of the complaint shall be attached to it and shall be available to the public. These attached materials will be catalogued as materials resulting from the complaint examination procedure. Once examined, the complaint obtains a status relevant to the operation performed (e.g., "Examined").

A specific case of using the flow is the case when the Complainer submits a Complaint withdrawal request. For this case, the user with the CEC - Examiner role will assign the status "Examined" to the Complaint to which the Withdrawal Request was submitted, and "Withdrawn" will be selected for the taken solution.

Another specific case of using the flow is the case when the Complainer submits a Complaint modification request. For this case, the CEC – Examiner role user will be notified of the receipt of such a Request and additional Attached materials that are related to a Complaint previously sent to the system for examination.

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

If, following the verification of the electoral complaint, it is determined that the complaint does not meet the electoral requirements, the operator switches 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 competent to examine the given complaint.

If it is established that there is another body competent to examine this complaint, then the given complaint is forwarded to the appropriate body. In this case, the user with the role of CEC – Examiner or CEC - Secretary, will apply the appropriate status of the complaint (e.g. "Examined") and the solution taken will indicate "Transmitted to another body according to competence" and the competent body will be selected (according to the corresponding register) . If the existence of another competent body for examining this complaint could not be established, then the complaint is rejected. In this case, the user with the CEC - Examiner role applies the corresponding status "Examined" and "Rejected" will be selected for the taken solution. Rejecting the complaint ends the workflow with that complaint.

The complaint status is an important property that identifies the point in time when the complaint entered a new state, the duration of this state, and the finality of the state. Based on this information, performance indicators will be calculated for the execution of complaint examination 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 generated.

Another specific case of using the flow is the case when in the Complaint examination process, the position of the contested party appears (additional documents presented by the Contested party in CEC address). In such a case, the CEC – Examiner or CEC – Secretary user will attach the documents presented by the disputed party to the "Contested party opinion" heading, and the links of the attached documents will be available for access (later with the downloading possibility) in the Complaints Register under the heading "Contested party opinion".

Another specific case of using the flow is the case when the complaint is contested in court. For this case, the user with the CEC - Examiner role will assign the status "Examined" and the adopted decision will specify the initiation of an electoral folder or the Complaint transmission to another body according to competence.

(Optional) In case of optional functionalities to be implemented, described according to the requirements of **UC18** and **UC19**, the following specific cases of using the flow will additionally appear in the process of managing Complaints:

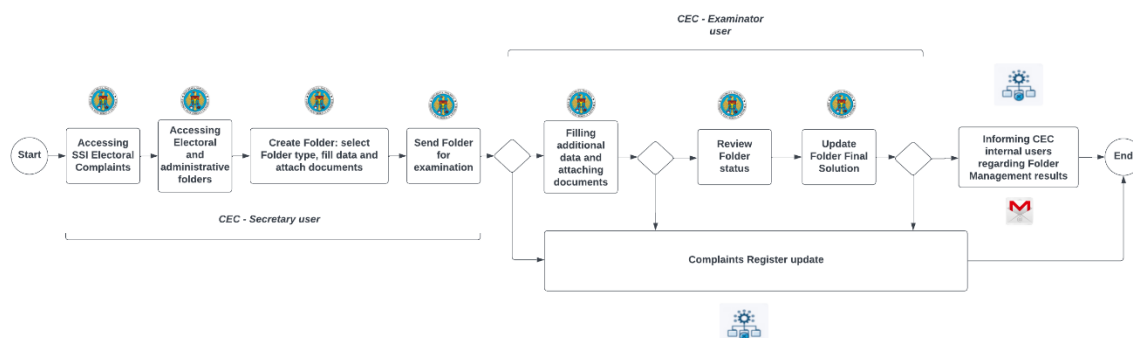
Specific case of using the flow when the user with the CEC – Secretary or CEC – Examiner role will create Notifications through the SSI "Electoral Complaints", which are notification messages (Notifications) intended for Complainers, sent to an indicated Email address. In this case, the Notification message will also be generated as a PDF document (Electronic Notification) which will be included and available for download in the Complaints Register (Internal and Public) under the heading "Remarks on the execution progress".

The 2nd optional specific case represents the case when the electoral complaint following the examination is challenged in court and the CEC - Secretary user creates a Folder in the system. In the process of creating the Folder, the Folder Type will be selected (according to the set nomenclature, but by default of 2 types: Electoral Folder and Administrative Folder), certain fields will be filled with information about the Folder, such as: Number and date of the folder; Reference Complaint Number; Connection number with another Folder; The court; The registration date; The term of examination; Other relevant data, as well as attached Additional materials (Documents attached to the folder) (evidence, statements, etc.). The folder once created will be given the status "Registered" in the system.

At the same time, the CEC - Secretary user will establish the electoral body responsible for the examination and will select the Examiner from the list of available users of the actual electoral body, thus the Folder will obtain the "Under examination" status. During the examination, other Additional Materials (Documents attached to the folder) (evidence, statements, etc.) may be attached. The CEC – Examiner user, in the Folder management process, will be able to change the Folder status, as well as select its final solution, according to the set but default nomenclature: Suspended; Reviewed or Withdrawn. With the selection of the final solution, the Folder receives the status "Examined" and vice versa with the selection of the status "Examined" it will be necessary to select one of the Final Solutions.

In accordance with the procedure for managing the Folders, several functional stages are followed. These stages are represented in figure 3.3.2

Figure 3.3.2 Files management flow



4. User interface

SSI "Electoral Complaints" must offer a user interface in Romanian language that is ergonomic, intuitive and accessible to all types of users through a WEB explorer optimized for 1920×1080 resolution.

The system will have the possibility of adapting the user interface (it will deliver a responsive interface) depending on the device used by it (notebook, desktop computer, smartphone, tablet, etc.). In the process of developing the interfaces (use of emblems, colours, style, etc.), the CEC brand book will be considered. It is recommended that the conceptualization of the user interface takes into account the CEC good practices implemented in existing systems: RSA, "Subscription lists", SSI "Financial Control", etc.

Users of the IT subsystem will have at least 6 basic levels of access to the user interface (the roles assigned to them can be configured by the IT System Administrator through the mechanisms offered by SIASA Admin):

- **"Complainer" access level** – for external users with the right to create, sign and send the electoral complaints, withdrawal requests and complaint amendment requests to CEC. This type of user will authenticate by using the electronic signature;
- **"Public" access level** – for external users with the right to view the content of the Publicly Exposed Complaints Register. This type of user will access the Complaints Register (Public version) publicly displayed on the official webpage of CEC, without the need for authentication;
- **"CEC-Secretary" access level** – for electoral body officials with the right to register, primary analysis, examination of electoral complaints and assignment/modification of the electoral body and the examiner. This type of user will authenticate by "username" + password or using the electronic signature.
- **"CEC-Examiner" access level** – for electoral body officials with the right to examine electoral complaints. This type of user will authenticate by "username" + password or using the electronic signature.
- **"Auditor" access level** – for CEC officials with the right to only view the information. This type of user will authenticate by "username" + password or using the electronic signature.
- **"System Administrator" access level** – for users of the highest level of access to the IT system resources with the role of managing the proper operation of the IT solution, including the management of registers, system operational parameters, editing of form templates and messages, etc. This type of user will authenticate by "username" + password or using the electronic signature.

The procedures for retrieving information and records will be carried out by means of simple searches (specifying search strings) or more complex searches, through which a more accurate filtering of information can be achieved. 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) 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 characteristic.

5. Reporting, auditing and statistics mechanism

SSI "Electoral Complaints" will have implemented functionalities intended for auditing/logging, widely used in the industry. It is configurable to log technical and business events.

At the same time, the computer system will provide a mechanism for generating reports based on the criteria (data set) available in the system, capable of ensuring a pertinent analysis or evaluation of the monitoring processes of the activity of examining electoral complaints.

The reports related to the activity of the SSI "Electoral Complaints" will be created as a template based on the user's selection of the available criteria and the indication of the Information Display Period (beginning-end period).

The report template name will be able to be saved by user. At least 15 report templates can be saved.

4. Functional requirements for SSI "Electoral Complaints"

1. User management, roles, rights

UC01: User management, roles, rights

The functionalities intended to manage users, roles and their rights are presented in Table 4.1

Table 4.1. Functional Requirements for UC01 use case

Identifier	Compulsoriness	Requirement description
FR 01.01	M	SSI "Electoral Complaints" will reuse the mechanism for defining and managing users, their roles and rights provided by SIASA Admin.
FR 01.02	M	There will be 6 types of default users for the SSI "Electoral Complaints": <ul style="list-style-type: none">■ External user – Complainer;■ CEC – Secretary;■ CEC – Examiner;■ Auditor;■ Administrator;■ Public external user
FR 01.03	M	The authentication of internal users (CEC– Secretary; CEC – Examiner; SSI Auditor and Administrator) will be done through the facilities provided by SIASA Admin and MPass using one of the following strategies: username+password or electronic signature.
FR 01.04	M	The authentication of external users (Complainer) will only be possible through the MPass government service using the electronic/mobile signature
FR 01.05	M	The authorization of CEC internal users will be done through the facilities provided by SIASA Admin.
FR 01.06	M	Within the internal users profiles (CEC – Secretary; CEC – Examiner; SSI Auditor and Administrator) the following categories of data can be managed: <ul style="list-style-type: none">■ user name;■ user surname;■ IDNP;■ Email address;■ Phone number;■ Access login;■ password;■ authentication strategy (user+password, electronic signature/mobile signature, LDAP, etc.);■ active/deactivated account;■ access validity period;■ user roles. If necessary, the following categories of data can be managed for the Complainer External User: <ul style="list-style-type: none">■ user name;■ user surname;■ IDNP;■ Email address;■ Phone number;■ authentication strategy (only electronic signature/mobile signature, LDAP);■ active/deactivated account;■ access validity period;

Identifier	Compulsoriness	Requirement description
		<ul style="list-style-type: none"> ■ user roles (only Complainer role).
FR 01.07	M	<p>A role is defined by generic name, short description and active/disabled status. Disabled roles will not be displayed when configuring application resource access rights or user rights</p>
FR 01.08	M	<p>SSI "Electoral Complaints" will be able to define the permissions related to the actions (business events) available to users with access to the user interface components, through SIASA Admin. The following categories of actions available to users will be configured:</p> <ul style="list-style-type: none"> ■ view records; ■ adding records; ■ change records; ■ deletion of records; ■ other relevant actions.
FR 01.09	M	<p>Complainer external users – represent the people who will interact with SSI "Electoral Complaints" through the CEC web page. These users will have access to the following features:</p> <ul style="list-style-type: none"> ■ System authentication through the MPass government service using the electronic/mobile signature; ■ Creation of electoral complaints; ■ Attaching confirmed documents for the created Complaint; ■ Signing the Complaint; ■ Sending the Electoral Complaint; ■ Creating, signing and sending the Complaint withdrawal request; ■ Creating, signing and sending the Complaint modification request; ■ Receiving (at the indicated Email) the registration number of the Complaint and the message confirming the sending to the CEC address of the Complaint, the withdrawal and/or the modification Request.
FR 01.10	M	<p>Users with the CEC – Secretary role represent the authorized persons of the Central Electoral Commission who ensure the registration and record of Complaints. These users will have access to the following features:</p> <ul style="list-style-type: none"> ■ View and download Complaints and attached files sent in electronic format through SSI "Electoral Complaints"; ■ Registration of the Complaint and the Annexes received on paper; ■ Attaching additional documents (Additional Annexes for the existing Complaint); ■ Completing the Object (for the complaint); ■ Selection and assignment of the electoral body for examination; ■ Selection and assignment/modification of examiner; ■ Depersonalized complaint attachment; ■ Selection/modification of the Complaint status; ■ Selection/modification of the Final Solution taken by the CEC;

Identifier	Compulsoriness	Requirement description
		<ul style="list-style-type: none"> ■ Including information and attaching the Decision adopted by the electoral body (non-personalized and depersonalized); ■ Printing of documents related to electoral complaints; ■ View and download the Complaints Register (Internal); ■ Attachment of the contested party's Position; ■ Generating and viewing reports related to the activity of the SSI "Electoral Complaints"; ■ Registration of the Complaint withdrawal request received on paper; ■ Registration of the Complaint modification request and Annexes received on paper; ■ (optional) Creation of electronic Notifications; ■ (optional) Creating Folders, attaching materials and completing related information.
FR 01.11	M	<p>The users with the CEC – Examiner role represent the authorized persons of the Legal Department within the Central Electoral Commission, the authorized users of the Electoral Constituency of the Electoral Council of level I or II (including divided by ballots/constituencies according to the nomenclature established for the electoral bodies) and the authorized users of the Electoral Bureau of the Voting Section with access rights for SSI "Electoral Complaints". These users will have access to the following features:</p> <ul style="list-style-type: none"> ■ View and download Complaints and attached files sent in electronic format through SSI "Electoral Complaints"; ■ Modification of the electoral body for examination; ■ Assigning/changing the examiner; ■ Selection/modification of the Complaint Status; ■ Selection/modification of the Final Solution taken by the CEC; ■ Including information and attaching the Decision adopted by the electoral body (non-personalized and depersonalized); ■ Depersonalized complaint attachment; ■ Printing of documents related to electoral complaints; ■ View and download the Complaints Register (Internal); ■ Attachment of the contested party's Position; ■ Generating and viewing reports related to the activity of the SSI "Electoral Complaints"; ■ Viewing the Complaint withdrawal request; ■ Viewing the Complaint modification request and its related Annexes; ■ (optional) Creation of electronic notifications; ■ (optional) Examining the Folders, updating and completing the related information (attachment of additional documents).
FR 01.12	M	<p>The user with the Auditor role - represents the authorized person who ensures the analysis and/or audit of the execution of Complaints through the SSI "Electoral Complaints". These users will have access to the following features:</p> <ul style="list-style-type: none"> ■ Viewing and downloading Complaints, Requests and attached files sent in electronic format through SSI "Electoral Complaints";

Identifier	Compulsoriness	Requirement description
		<ul style="list-style-type: none"> ■ View and download the Decision adopted by the electoral body; ■ Printing of documents related to electoral complaints; ■ Viewing and downloading the content of the Complaints Register (Internal); ■ Generating and viewing reports related to the activity of the SSI "Electoral Complaints"; ■ (optional) Viewing Electronic Notifications; ■ (optional) View Folders and access the related information.
FR 01.13	M	<p>The user with the SSI Administrator role represents the human actor, empowered with responsibilities to ensure the optimal functionality of the SSI "Electoral Complaints". These users will have access to the following features:</p> <ul style="list-style-type: none"> ■ Management of the classifiers and system registers of SSI "Electoral Complaints"; ■ Management of the roles and rights of authorized users of the SSI "Electoral Complaints" through the mechanisms of the IT subsystem SIASA Admin; ■ Configuration of resources, roles, transitions and workflows of SSI "Electoral Complaints"; ■ Starting/suspending the operation of the SSI "Electoral Complaints"; ■ Monitoring the operation process of SSI "Electoral Complaints"; ■ Management of interconnection interfaces with external and internal IT systems; ■ Drafting of the forms for Complaints, Complaint withdrawal request, Complaints register, as well as other forms described in the TOR. ■ Editing textual templates for Messages (internal and Email) generated by the system; ■ Modification of the Complaint status and/or of the File; ■ Modification of the Complaint examiner and/or the File; ■ Generating and viewing reports related to the activity of the SSI "Electoral Complaints"; ■ Viewing and downloading Complaints, Requests and attached files sent in electronic format through SSI "Electoral Complaints"; ■ View and download the Decision adopted by the electoral body; ■ Printing of documents related to electoral complaints; ■ Viewing and downloading the Complaints Register (Internal) content; ■ (optional) Viewing Electronic Notifications; ■ (optional) View Folders and access the related information.
FR 01.14	M	<p>The external user (Public) - represents the unauthenticated users who can view the information from the Complaints Register accessible on the official WEB page of the CEC (http://www.cec.md). These users will have access to the following features:</p>

Identifier	Compulsoriness	Requirement description
		<ul style="list-style-type: none"> ■ View the Complaints Register (public) content; ■ Access and download Complaints and depersonalized Decisions in PDF format, as well as Annexes, set publicly accessible.
FR 01.15	M	SSI "Electoral Complaints" will take into account user configurations in SIASA 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 01.16	M	Access restrictions can be combined to obtain the desired access for a specific category of users
FR 01.17	M	The IT 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 SIASA Admin or both simultaneously SIASA Admin and MLog).
FR 01.18	M	A user account can only be deleted if there are no logged events produced by the deleted user or data entered by the deleted user.

2. Dashboard

UC02: Dashboard

The functionalities of the component intended for the use of the Dashboard are described in Table 4.2.

Table 4.1. Functional Requirements for UC02 use case

Identifier	Compulsoriness	Requirement description
FR 02.01	M	SSI "Electoral Complaints" shall deliver to authorized users a "Dashboard", interface through which they will view important business events and quickly access their details.
FR 02.02	M	<p>The following categories of business events displayed in the Dashboard can be listed:</p> <ul style="list-style-type: none"> ▪ System notifications; ▪ Notifications regarding the need to involve the user in the activities of the SSI "Electoral Complaints" workflows (including delay alerts); ▪ Statutes for the Complaints examination; ▪ Accessing the SSI "Electoral Complaints" compartments (complaints, reports, Complaints Register (internal); settings, etc.); ▪ Accessing the system functionalities depending on the user's access rights; ▪ Accessing the User Guide compartment which includes the Guidance documentation (User Guide) and links related to legislation/regulations; ▪ Information displayed in the form of a register, in separate columns, for each stage of Complaints or Files examination; ▪ Other relevant events.
FR 02.03	M	The SSI "Electoral Complaints" user dashboard will only display business events relevant to the roles and data available to the user.
FR 02.04	M	The dashboard of the Administrator role user will display all business events related to the SSI "Electoral Complaints" functionality (all the notifications displayed in the dashboard of all system users and the notifications dedicated exclusively to the Administrator role user).
FR 02.05	M	The dashboard will group business events by displaying them in the form of indicators with aggregate values (example: Unread system notifications -20; Complaints for review – 4; Complaints in the process of review – 5; etc.) which will contain a reference of access details

Identifier	Compulsoriness	Requirement description
FR 02.06	M	SSI "Electoral Complaints" will deliver to authorized users, interfaces through which they will view business events and quickly access their details, depending on the user role and selected status. For the management of Complaints, the information will be displayed in the form of a register, in separate headings, such as: "Contestații" (EN - Complaints) (which displays the registration number of the Complaints); "Statut" (displaying the Complaints statutes); "Contestatarul" (EN – Complainer) (Name and Surname of the Complainer); "Partea contestată" (EN - Disputed Party) (Name and Surname of the disputed person or Name of the disputed party); "Destinatarul" (EN – Recipient) (to which electoral body the Complaint was sent for registration by the Complainer); "Organul electoral responsabil p/u examinare" (EN - Electoral body responsible for examination) (Electoral body selected (assigned) to examine the Complaint); "Examinator" (EN - Examiner) (Name and Surname of the person within the Electoral Body selected (assigned) for the examination); "Data înregistrării" (EN – Registration date) (Complaint registration date); "Termen limită" (EN – Deadline) (the deadline for examining the complaint calculated by the system based on the settings); "Spre examinare" (EN - For Review) (displaying the "For Review" button to send the Complaint for review to the selected CEC user); "Soluționează" (EN – Solve) (displaying the "Soluția luată" (EN - Solution taken) button for selecting the Solution according to the register, as well as moving to the phase of attaching Complaints/depersonalized Decisions as well as selecting related documents that can be publicly exposed (through the Complaints Register (Public)); "Data examinării" (EN - Review Date) (the date the Complaint was reviewed (the time an Complaint went into final status (Reviewed))
FR 02.07	O	To view the information regarding the Electronic Notifications sent, the information will be displayed in the form of a register, in separate headings, such as: "Nr. Notificării" (EN - No. of the Notice) (which displays the registration number of the Notice); "Data Notificării" (EN - Notification Date) (date when the Notification was created); "Adresa Email" (EN - Email address) (the email address to which the Notice was sent); "Numele și prenumele" (denumirea persoanei juridice) (EN - Name and Surname (name of the legal entity); "Data prezentării" (EN - Date of presentation) (the date of presentation indicated in the Notice); "Ora prezentării" (EN - Sent time); "Ziua și ora consultării dosarului administrativ" (EN - Day and time for accessing the administrative file); "Data expedierii" (EN - Sent date) (the date when the Notification was sent to the Email address)
FR 02.08	O	For Folder management, the information will be displayed in the form of a register, in separate headings, such as: "Numărul și data Dosarului" (EN - Number and date of the Folder) (the number and date assigned to the Folder); "Numărul Contestației de referință" (EN – Complaint reference number) (Complaints reference numbers assigned to the File); "Legat de alt Dosar cu numărul" (EN - Linked to another Folder with the number) (the number of other Folders that are linked to the Reference Folder); "Materiale Anexate" (EN - Attached Materials) (the name of the materials attached to the File); "Organul electoral responsabil p/u examinare" (EN - Electoral body responsible for examination) (Electoral body selected (assigned) to manage the File); "Examinator" (EN – Examiner) (Name and Surname of the person within the Electoral Body selected (assigned) for folder examination);

Identifier	Compulsoriness	Requirement description
		"Denumirea dosarului" (EN - Foler Name); "Instanța de judecată" (EN – Court) (Selected court Name); "Data înregistrării cererii de chemare în judecată" (EN - summons application Date of registration); "Termenul de examinare" (EN – examination period); "Spre examinare" (EN - For review) (display of the "Spre examinare" button to send the Folder for review to the selected CEC user); "Soluționează" (EN – Solve) (displaying the "Soluția luată" button for selecting the Solution according to the register); "Soluția luată" (EN - The taken solution) (displaying the solution taken as a result of Folder examination); "Data examinării" (EN - Review Date) (the date when the Folder was reviewed (the time a File went into final status (Reviewed))).
FR 02.09	O	The interface models are presented in Annex no. 8-19 and optional from 20 to 25. The presented model is a reference model, which can only serve as a guide for the developer in the system implementation process. The final system interface (implemented by the developer) may differ from that presented in this TOR

3. Requirements for filling and submitting the electronic Complaint

UC03: Filling and sending the electronic Complaint to CEC

The system functionalities that allow the filling and sending of Complaints are presented in Table 4.3.

Table 4.3. Functional Requirements for UC03 use case

Identifier	Compulsoriness	Requirement description
FR 03.01	M	SSI "Electoral Complaints" will provide an electronic form (according to Annex no. 1) intended for creating, completing, signing and sending the Complaint
FR 03.02	M	SSI "Electoral Complaints" will ensure access to the forms for completing/viewing/distributing/solving the Complaint according to the roles and rights held by the authorized users.
FR 03.03	M	The authentication in SSI "Electoral Complaints" by the external user - Complainer, in order to access the functionality of creating, signing and sending complaint to CEC, can be performed using the MPass government service, using the qualified electronic signature. Note: Accessing the Complaint creation functionality for external users with the Complainer role, will take place by accessing the „Depune Contestație” (EN - Submit Complaint) button accessible from Complaints Register (Public) menu. Note: The interface model for accessing the Complaint submission module and external user authentication - Complainer is presented in Annex no. 6a, 6b and 7.
FR 03.04	M	The form will contain constraints and content restrictions to limit mechanical errors.
FR 03.05	M	The data validation procedure will be implemented with the indication of all deficiencies in the content of the Complaint (compulsory fields to be completed, compliance with the format of the included data)
FR 03.06	M	For the „Destinatarul” field (that includes the name of the electoral body) a selection function (drop-down list type) of one of the electoral bodies (according to the Register set in the system) will be implemented for which the Complaint will be sent for examination
FR 03.07	M	For the „Scrutinul” field (type of ballot), a selection function (drop-down list type) of one of the Ballots (according to the Register set in the system) will be implemented for which the Complaint will be sent for examination. Note: The field will be optional for completion

Identifier	Compulsoriness	Requirement description
FR 03.08	M	<p>For the "e-mail address" field, a validation will be implemented regarding the correct indication of the e-mail address (eg: contains the @ symbol, etc.), as well as the e-mail address validation and confirmation procedure.</p> <p>Only one email address can be indicated. The Email address will serve as the reference Email to which SSI "Electoral Complaints" will send the information messages to Complainer (described in detail according to use case UC09)</p>
FR 03.09	M	SSI "Electoral Complaints" shall provide the configuration mechanism (text editing) by the Administrator for the Complaint Form (described in detail according to the UC12 use case).
FR 03.10	M	SSI "Electoral Complaints" shall provide attachment mechanism (accessible via the "Attachments" button) of video/audio files/files (for the purpose of evidence/references to the Complaint) in the following formats: MPEG-4, MOV, AVI, WMV, AVCHD , WebM, FLV, M4A, FLAC, MP3, MP4, WAV, WMA, AAC, JPEG, PNG, BMP and PDF.
FR 03.11	M	<p>SSI "Electoral Complaints" shall provide a mechanism for validating the correspondence of the format of the attached documents and their size (recommended: no more than 150MB in total for all Video recordings; no more than 60MB in total for all Audio recordings, no more than 50MB in total for all Photo (Image) records and no more than 20MB for each PDF attachment but no more than 60MB in total for all PDF attachments).</p> <p>If the format or size of the attached documents exceeds the established limits, the system will display an informative message to the user describing the non-compliance.</p>
FR 03.12	M	SSI "Electoral Complaints" shall provide a mechanism for configuration by the Administrator of the size of files allowed for attachment to the Complaint (expressed in MB)
FR 03.13	M	The files attached to the Complaint are part of the set of confirmatory documents (evidence/references) assigned to it
FR 03.14	M	With the attachment of the confirmatory documents, the names of the files will be entered in the Complaint under the heading „7. Atașamente” (EN - "7. Attachments"), each name being entered in separate lines
FR 03.15	M	SSI "Electoral Complaints" will provide the functionality of applying the qualified electronic signature accessible via the „Semnare” (EN - "Signature") button for the Complaint through the MSign government service.
FR 03.16	M	The procedure for validating the external user authenticated in the system by means of the electronic signature will be implemented, with the verification of the correspondence of the same electronic signature when signing the Complaint. The system will allow the Complaint to be signed by one and the same person authenticated in the system (with the role of external user - Complainer).
FR 03.17	M	After signing the form in the system, the inscriptions „Semnat electronic de către _____ la data de _____” (EN - Electronically signed by _____ on _____) will appear on the Complaint form and the system will auto-fill the fields "Semnat electronic de către" with the Name and Surname of the user who signed the Complaint and "la data de" (EN - on the date of) with the date and time of application of the electronic signature in dd.mm.yyyy hh:mm format
FR 03.18	M	The complaint can be sent ("Expediere" button) to the CEC only if the complaint has been signed by the external user.

Identifier	Compulsoriness	Requirement description
FR 03.19	M	The complaint can be printed ("Tipar" button), in PDF format generated by the system according to the data filled in by the user.
FR 03.20	M	The complaint should be able to be cancelled, by accessing the "Anulare" button, with the additional confirmation of the cancellation (Message ex: Are you sure you want to cancel the Complaint? YES/NO). Once the Complaint cancellation is confirmed, the user will be logged out of the system and all registrations made will be cancelled.
FR 03.21	M	The MSign platform service will be used as the mechanism for applying the electronic signature.
FR 03.22	M	SSI "Electoral Complaints" will automatically assign a Registration Number for the Complaint sent to CEC (its format is described in UC05). Information such as Date and time and the Complainer (identification and contact details) will also be automatically filled in by the system in the Complaints Register based on the complaint data.
FR 03.23	M	SSI "Electoral Complaints" will automatically notify the CEC - Secretary User regarding the submission for verification of the Complaint (the document is to be sent for analysis via UC07)
FR 03.24	M	The complaint sent to one of the CEC Electoral Bodies indicated in the Complaint, will be assigned for verification to CEC – Secretary users who are part of the group of users assigned to the selected electoral body
FR 03.25	M	SSI "Electoral Complaints" will automatically notify, by Email, the external user who sent the complaint to CEC (at the Email address indicated in the Complaint under the heading "adresa de e-mail", regarding the assigned Registration Number (automatically) according to Complaints Register.
FR 03.26	M	SSI "Electoral Complaints" will automatically notify, via Email (at the Email address indicated in the Complaint under the heading "adresa de e-mail") the external user who sent the complaint to CEC, regarding the Complaint examination phase
FR 03.27	M	The content of all electronic forms signed and sent to the CEC as part of the Complaints submission process will be able to be exported in PDF format
FR 03.28	M	Once the Complaint is signed and sent to the CEC address, it cannot be edited or deleted from the system, including the attached documents to which the Complaint refers
FR 03.29	M	The system will ensure the logging of events regarding the user, the date/time of the change, the produced event (created, modified, etc.).
FR 03.30	O	<p>The interface model for accessing the Complaint submission module and external user authentication - Complainer is presented in Annex no. 6 and 7. The interface model for perfecting the Complaint by the Complainer is presented in Annex no. 8. The interface model for applying the electronic signature by the Complainer is presented in Annex no. 11.</p> <p>The presented model is a reference model, which can only serve as a guide for the developer in the system implementation process. The final system interface (implemented by the developer) may differ from that presented in this TOR</p>

4. Requirements for filling and submitting the Complaint withdrawal request

UC04: Filling and sending the electronic Complaint withdrawal request to CEC

The system functionalities that allow the filling and sending of Complaint withdrawal requests are presented in Table 4.4.

Table 4.4. Functional Requirements for UC04 use case

Identifier	Compulsoriness	Requirement description
FR 04.01	M	SSI "Electoral Complaints" will provide an electronic form (according to Annex no. 2) intended for the creation, completion, signing and sending of the Complaint withdrawal request.
FR 04.02	M	The authentication in SSI "Electoral Complaints" by the external user - Complainer, in order to access the functionality of creating, signing and sending the Complaint withdrawal request to CEC, can be carried out through the MPass government service, using the qualified electronic signature.
FR 04.03	M	The form will contain constraints and content restrictions to limit mechanical errors.
FR 04.04	M	The data validation procedure will be implemented with the indication of all deficiencies in the content of the Request (compulsory fields to be completed, compliance with the format of the included data)
FR 04.05	M	The system shall ensure the validation of the Complaint number indicated in the Request with the Complaint number previously sent within the system by one and the same user. Thus, if the Complainer (name, surname and IDNP in the Request does not correspond to the name, surname and IDNP of the person who signed the Complaint sent previously within the system according to the number of the indicated Complaint, the system will not allow the signing and sending of the Request. Likewise, the system will not allow signing the Request if the indicated Complaint number does not exist in the system.
FR 04.06	M	At the time of generating the "Complaint withdrawal request", the system will auto complete the „Subsemnatul/Subsemnata" field with the User's Name and Surname based on the information in the Electronic Signature used for authentication in the system (the Name and Surname of the owner of the electronic signature)
FR 04.07	M	For the column „Destinatarul" (EN – Recipient) (name of the electoral body) a selection function (drop-down list type) of one of the electoral bodies (according to the Registry set in the system) will be implemented. Regardless of the selected Electoral Body, the system will automatically notify the CEC User - Secretary and the CEC Examiner within that electoral body to which the Complaint referred to in the Request was distributed for examination. <i>Note: The „Destinatarul" column - in this case it is used more for informational purposes or to distribute the request correctly on paper to that electoral body that analyzes the Complaint referred to in the Request</i>
FR 04.08	M	SSI "Electoral Complaints" shall provide the functionality of the application of the qualified electronic signature for the "Complaint withdrawal request", through the MSign government service
FR 04.09	M	When applying the signature the system will auto-complete the field „Semnat electronic la data de" with the date of signing the Request by the user in dd.mm.yyyy format

Identifier	Compulsoriness	Requirement description
FR 04.10	M	The procedure for validating the external user authenticated in the system by means of the electronic signature will be implemented, with the verification of the correspondence of the same electronic signature when signing the Request. The system will allow the Request to be signed by one and the same person authenticated in the system (with the role of external user - Contestant).
FR 04.11	M	The Complaint (reference) verification procedure will be implemented if it is not in the „Examinată” (EN - Reviewed) status. If the Complaint to which the Withdrawal Request refers has been examined, the system will prohibit the creation of the Withdrawal Request for it, displaying the corresponding informative message
FR 04.12	M	The request can be sent („Expediere” (EN – Send) button) to CEC only if it has been signed by the external user.
FR 04.13	M	The request can be printed („Tipar” (EN – Print) button), in PDF format generated by the system according to the data filled in by the user.
FR 04.14	M	The request can be canceled by accessing the „Anulare” (EN- Cancel) button, with the additional confirmation of the cancellation (Message: Sunteti sigur că doriți să anulați Cererea? DA/NU). Once the Request cancellation is confirmed, the user will be logged out of the system and all the registrations made will be cancelled.
FR 04.15	M	SSI "Electoral Complaints" shall automatically assign the „Data expedierii” (EN-Sent date) for the Request
FR 04.16	M	In the case of sending the Withdrawal Request to CEC on physical support, SSI "Electoral Complaints" shall provide a mechanism for attaching the scanned Request in PDF format, for the user with the CEC - Secretary role, indicating the number of the referenced Complaint. Note: The Complaint (reference) verification procedure will be implemented if it is not in the „Examinată” (EN - Reviewed) status. If the Complaint to which the Withdrawal Request refers has been examined, the system will prohibit the creation of the Withdrawal Request for it, displaying the corresponding informative message. The functionality shall be accessible by accessing the „(+) Cerere retragere” (EN- Withdrawal request) button in the Complaints menu.
FR 04.17	M	The Complaint withdrawal request shall be reflected in the Complaints Register under the heading „Contestația (inclusiv Anexele)” (EN – Complaint (including Annexes)
FR 04.18	M	SSI "Electoral Complaints" shall automatically notify the CEC User - Secretary and the CEC Examiner (to whom the Complaint referred to in the Request was distributed for examination) regarding the Complaint withdrawal request
FR 04.19	M	SSI "Electoral Complaints" shall automatically notify, by Email, the external user who sent the Request to CEC (at the Email

Identifier	Compulsoriness	Requirement description
		address indicated in the Complaint (identified according to the reference number in the Request) under the heading „ <i>adresa de e-mail</i> “ (<i>Contestatar</i>) (EN - email address (Appellee)) regarding the confirmation of sending the Request to CEC
FR 04.20	M	The content of the electronic form signed and sent to CEC will be able to be exported in PDF format
FR 04.21	M	The system will ensure the logging of events regarding the user, the date/time of the change, the event produced (created, modified, etc.).
FR 04.22	M	SSI "Electoral Complaints" will provide the configuration mechanism (text editing) by the Administrator of the text for the Complaint Withdrawal Request Form (described in detail according to the UC12 use case).
FR 04.23	M	Once the Complaint Withdrawal Request is signed and sent, it cannot be edited or deleted from the system
FR 04.24	O	The interface models are presented in Annex no. 9. The presented model is a reference model, which can only serve as a guide for the developer in the system implementation process. The final system interface (implemented by the developer) may differ from that presented in this TOR

5. Requirements regarding updating of Complaints Register, for SSI "Electoral Complaints"

UC05: Complaints Register updating

The system functionalities that allow updates of the Complaint Register are presented in Table 4.5.

Table 4.5. Functional Requirements for UC05 use case

Identifier	Compulsoriness	Requirement description
FR 05.01	M	SSI "Electoral Complaints" will provide an electronic form (according to Annex no. 5) intended for the creation, auto-completion and display of the Complaints Register
FR 05.02	M	The Complaints Register will be of 2 types: 1. Complaints Register – Public (available for viewing by external users) 2. Complaints Register – Internal (available for viewing by CEC internal users)
FR 05.03	M	SSI "Electoral Complaints" will have a data publishing web service provided for the CEC's official WEB page (http://www.cec.md) for the purpose of publishing public data produced within the business processes of SSI "Electoral Complaints" and namely the publication of Complaints Register – (Public version) data
FR 05.04	M	The public exposed services by SSI "Electoral Complaints" will be technologically neutral (Operating System, Internet explorer, etc.).
FR 05.05	M	SSI "Electoral Complaints" will provide a self-completion mechanism for „Nr. d/o“ for the Complaints Register (for both public and internal versions). With the creation, completion and registration of a complaint, SSI "Electoral Complaints" will provide (automatically) the „Nr. d/o“ for the new Complaint and will record/display it in the Complaints Register.
FR 05.06	M	SSI "Electoral Complaints" will provide an auto-completion mechanism for the Registration Number for Complaints Register. With the creation, completion and registration of a complaint, SSI "Electoral Complaints" will (automatically) provide the "Registration Number" for the new Complaint and register/display it in the Complaints Register.

Identifier	Compulsoriness	Requirement description
		<p>Note: The registration number will consist of 3 parameters, separated by slash "/", namely:</p> <p>1) Inventory number CEC-10;</p> <p>2) Abbreviation from the Type of ballot selected according to the nomenclature/classifier - "Ballots (types of ballots distributed by year)", for example for Parliamentary Elections will be AP, General Local Elections will be ALG;</p> <p>3) the number of the complaint generated in ascending numerical order, with the numbering starting from the value 1.</p> <p>Examples of numbers generated for Complaints:</p> <p>CEC-10 / AP / 1</p> <p>CEC-10 / ALG / 2</p> <p>CEC-10 / ALG / 3</p>
FR 05.07	M	SSI "Electoral Complaints" will provide an auto-completion mechanism for the Ballot column for the Complaint Register. In this compartment will be displayed the Long Name for the Type of ballot selected (according to the system nomenclature) at the stage of Complaint creation. For example: General Local Elections Round I.
FR 05.08	M	SSI "Electoral Complaints" will provide an auto-completion mechanism for the Year column for Complaints Register. In this compartment, it should be displayed the Year for which the Complaint was submitted. If a Poll was selected, the Year for which the Poll was assigned will be displayed (according to the nomenclature in the system), otherwise the year in which the Complaint was created will be displayed. The year will be displayed in yyyy format
FR 05.09	M	SSI "Electoral Complaints" will provide an auto-completion mechanism for the date and time of sending the Complaint for the Complaints Register. With the creation, completion and registration of a complaint, SSI "Electoral Complaints" will provide (automatically) the sent "Date and Time" for the new Complaint and record/display it in the Complaints Register. The date and time will be the same as the date and time of sending the Complaint to CEC by the external user or the date and time of registration of the Complaint in the system by the CEC User - Secretary. The sent date and time will be in dd.mm.yyyy hh:mm format
FR 05.10	M	<p>SSI "Electoral Complaints" will provide a self-completion mechanism for the Complainer field (name/surname) for the Complaints Register. With the creation, completion and registration of an complaint, SSI "Electoral Complaints" will (automatically) register the "Complainer (name/surname)" for the new Complaint and display it in the Complaints Register. Data for the Complainer field (name/surname) will be taken from the "Complainer" field of the sent Complaint.</p> <p>Note: In case of Complaint registration in the system by the CEC - Secretary, received on paper, the information regarding the "Complainer (name/surname)" will be retrieved according to the records made by the CEC user at the time of registration of the Complaint in the system</p>
FR 05.11	M	SSI "Electoral Complaints" will provide a self-completion mechanism for the Contested Party field for the Complaints Register. With the creation, completion and registration of a complaint, SSI "Electoral Complaints" will (automatically) register the "Contested Party" for the new Complaint and display it in the Complaint Register. The data for the „Partea Contestată” (EN-Contested Party) field will be taken from the "Contested Party" field of the sent Complaint.

Identifier	Compulsoriness	Requirement description
		Note: In case of Complaint registration received on paper, the information regarding the "Contested Party" will be retrieved according to the records made by the CEC user (CEC - Secretary) at the time of registration of the Complaint in the system
FR 05.12	M	<p>The SSI "Electoral Complaints" will provide a mechanism for displaying the link to the depersonalized Complaint (PDF format), which will be available for access (later with the possibility of downloading the PDF) from the Complaint Register (Public type) in the Complaint section.</p> <p>At the same time, links to the Appendices (set as visible to the Public) will be displayed to the Complaint that will be available for access (later with the possibility of downloading).</p> <p>Note: It is important that the available Complaint is the depersonalized one (not the originally submitted one (in the case of the existence of the depersonalized Complaint). If the Complaint is not depersonalized, the original Complaint will be displayed</p>
FR 05.13	M	<p>SSI "Electoral Complaints" will provide a mechanism to display the link to the original and depersonalized Complaint (if any) (PDF format), which will be available for access (subsequently with the possibility of PDF download) from the Complaint Register (Internal type) in the Complaint section.</p> <p>At the same time, links to the Annexes (all available annexes, regardless of their accessibility settings for the public) will be displayed to the Complaint that will be available for access (later with the possibility of downloading) for CEC internal users.</p>
FR 05.14	M	SSI "Electoral Complaints" will provide a mechanism for completing the Object (of the complaint) field for the Complaints Register. The data for the „Obiectul (contestației)” (EN - Object (of the complaint)) field will be taken from the "Object (of the complaint)" field filled in by the CEC User - Secretary within the function of distribution of Complaints for analysis by CEC users (described in UC07).
FR 05.15	M	<p>SSI "Electoral Complaints" will provide a mechanism for completing the „Poziția părții contestate” (EN - Position of the contested party) field for the Complaints Register. The given field will display the information according to the CEC - Examiner or CEC - Secretary user records at the stage of attaching the "Position of the contested party" document.</p> <p>At the same time, the links to the documents attached to the "Position of the contested party" will be displayed, which will be available for access (later with the possibility of downloading) for CEC internal users</p>
FR 05.16	M	SSI "Electoral Complaints" will provide a mechanism for completing the „Mențiuni despre mersul executării” field for the Complaints Register. The given field will display the information according to the Status of the Complaint execution and will be updated in time with the update of the Complaint Status

Identifier	Compulsoriness	Requirement description
FR 05.17	M	<p>SSI "Electoral Complaints" will provide a mechanism for completing the "Soluția organului electoral (hotărârea adoptată/scrisoarea de ieșire)" (EN - Solution of the electoral body (adopted decision/outgoing letter)) field for the Complaint Register. The given field will display (in text form) the Solution selected by the CEC user through the Complaints resolution function.</p> <p>At the same time, in the Complaints Register (Public), next to the textual information, the link to the Decision adopted by the electoral body (depersonalized) (if it was uploaded/attached by the CEC user) in the Complaint resolution process, will be displayed, which will be available for access (subsequently with the possibility of PDF download) by CEC external users. If the Decision adopted by the electoral body is not depersonalized, the original Decision will be displayed.</p> <p>At the same time, in the Complaints Register (Internal) next to the textual information, the link to both versions of the Decisions adopted by the electoral body (the original and the depersonalized version) will be displayed (if it was uploaded/attached by the CEC user) in the Complaint resolution process, which will be available for access (later with the possibility of PDF download) by CEC Internal users.</p>
FR 05.18	M	<p>SSI "Electoral Complaints" will provide for Administrator, a text configuration mechanism (text editing) for the Complaints Register Form, for the following 10 compartments: Nr. d/o; Numărul de înregistrare; Data și ora expedierii; Contestatarul (numele/prenumele); Partea Contestată; Scrutinul; Contestația (Inclusiv anexele); Obiectul (contestației); Poziția părții contestate; Mențiuni despre mersul executării; Soluția organului electoral (hotărârea adoptată/scrisoarea de ieșire).</p> <p>Note: Compartment no 11 „Contestat (DA/NU)” (EN - Contested (YES/NO)) will be implemented if the optional requirements described in UC19 are implemented and will be available for viewing for both versions of the Complaints Register (Public and Internal)</p>
FR 05.19	M	<p>The information presented in the Complaints Register will be displayed, implicitly in ascending numerical order, based on the Year (the most recent for example 2024 then 2023), later based on the number of the complaint in ascending order, later based on the Type of Scrutiny (in alphabetical order eg ALG, ALG, then AP).</p> <p>Example of priority:</p> <p>Initially, the sent Complaints in the most recent year (eg: Year 2024):</p> <p>CEC-10 / ALG / 1 CEC-10 / AP / 2 CEC-10 / ALG / 3</p> <p>Subsequently, sent Complaints in the previous year (eg: Year 2023):</p> <p>CEC-10 / APA / 1 CEC-10 / APA / 2 CEC-10 / APr / 3</p> <p>Note: The assigned year will be considered the year when the Complaint was sent in the system based on the value of the sent date parameter</p>

Identifier	Compulsoriness	Requirement description
FR 05.20	O	The interface models are presented in Annex no. 16. The presented model is a reference model, which can only serve as a guide for the developer in the system implementation process. The final system interface (implemented by the developer) may differ from that presented in this TOR

6. Requirements regarding the Complaint registration received on paper, for SSI "Electoral Complaints"

UC06: Complaint registration received on paper

The system functionalities intended for the Complaint registration received on paper are presented in Table 4.6.

Table 4.6. Functional Requirements for UC06 use case

Identifier	Compulsoriness	Requirement description
FR 06.01	M	SSI "Electoral Complaints" will provide an interface for users with the CEC-Secretary role intended for the registration of Complaints received on paper.
FR 06.02	M	The complaint received on paper will be scanned by the CEC and the (scanned) PDF document will be attached to the electronic Complaint (which will be created in the system) by accessing the „(+) Adaugă Contestație” (EN - (+) Add Complaint) button in the Complaint module. The user with CEC-Secretariat role will fill in the mandatory fields: Appellant; The contested party; The object (of the complaint); Complainant's phone number; Email address of the Complainant.
FR 06.03	M	The data validation procedure will be implemented with the indication of all deficiencies in the content of the Form (compulsory fields to be completed, compliance with the format of the included data)
FR 06.04	M	The complaint can be sent in the system only if the scanned Complaint (PDF) has been attached, all the mandatory fields for its registration have been filled in and the sending has been confirmed by pressing the corresponding button.
FR 06.05	M	SSI "Electoral Complaints" will provide a mechanism for attaching additional files to the Complaint - video/audio files/files (for evidence/references to the Complaint) in the following formats: MPEG-4, MOV, AVI, WMV, AVCHD, WebM, FLV, M4A, FLAC, MP3, MP4, WAV, WMA, AAC and PDF
FR 06.06	M	SSI "Electoral Complaints" will provide a mechanism for validating the correspondence of the format of the attached documents and their size (recommended: no more than 150MB in total for all Video recordings; no more than 60MB in total for all Audio recordings and no more than 20MB for each PDF attachment but no more than 60MB in total for all PDF attachments). If the format or size of the attached documents exceeds the established limits, the system will display an informative message to the user describing the non-compliance.
FR 06.07	M	The system will ensure the logging of events regarding the user, the date/time of the change, the event produced (created, modified, etc.).
FR 06.08	M	SSI "Electoral Complaints" will automatically assign a Registration Number to the sent Complaint. Information such as Date and time; The complainer; The contested party; The object (of the complaint) will also

Identifier	Compulsoriness	Requirement description
		be filled in automatically by the system in the Complaints register based on the data of the registered complaint
FR 06.09	M	SSI "Electoral Complaints" will automatically notify the CEC - Secretary User regarding the Complaint submission for verification (the form is to be verified and sent for analysis via UC07).
FR 06.10	M	SSI "Electoral Complaints" will automatically notify, by Email (registered in the system) the Complainer, regarding the Registration Number assigned according to the Complaints Register
FR 06.11	M	SSI "Electoral Complaints" will automatically notify the Complainer by email regarding the stage of Complaint examination
FR 06.12	M	SSI "Electoral Complaints" will provide a mechanism for attaching the depersonalized Complaint in PDF format
FR 06.13	M	Once the Complaint is registered and sent to CEC, it cannot be edited or deleted from the system, including the attached documents to which the Complaint refers

7. Requirements for the received complaints examination, for SSI "Electoral Complaints"

UC07: Complaints examination requirements

The system functionalities intended for the Complaints examination are presented in Table 4.7.

Table 4.7. Functional Requirements for UC07 use case

Identifier	Compulsoriness	Requirement description
FR 07.01	M	SSI "Electoral Complaints" will provide an interface for CEC users intended for Complaints examination
FR 07.02	M	SSI "Electoral Complaints" will automatically notify the CEC - Secretary and CEC - Examiner users regarding the received Complaint for examination
FR 07.03	M	The Complaint will appear in the Complaints Review List. The CEC - Secretary user will analyse the Complaint, fill in the Object (of the complaint), then select the electoral body to which the complaint will be assigned for examination (the system automatically will change the Complaint status)
FR 07.04	M	The CEC – Secretary and CEC – Examiner users will have the possibility to select and assign/modify the electoral body and the examiner for the Complaint examination
FR 07.05	M	SSI "Electoral Complaints" will automatically notify (in the system, as well as by Email) the CEC user regarding the received Complaint for examination
FR 07.06	M	SSI "Electoral Complaints" will automatically notify the Complainer, by email, regarding the Complaint examination phase
FR 07.07	M	The system will ensure the logging of events regarding the user, the date/time of the change, and the produced event.
FR 07.08	M	The system will ensure periodic notification of CEC users regarding the Complaint remaining time for resolution. The remaining time will be calculated as the difference between the day and time of sending the Complaint to CEC and the number of days offered for the Examination (in accordance with the system settings for this criterion)
FR 07.09	M	The CEC – Secretary and CEC – Examiner users will have the possibility to include the information and to attach the adopted by the electoral

Identifier	Compulsoriness	Requirement description
		body Decision (non-personalized and (if necessary) separately depersonalized (2 distinct documents).
FR 07.10	M	The CEC – Secretary and CEC – Examiner users will have the possibility to attach the personalized Complaint
FR 07.11	M	The CEC – Secretary and CEC – Examiner users will have the possibility of attaching additional Annexes to an existing Complaint (registered in the previous system)
FR 07.12	M	<p>The CEC – Secretary and CEC – Examiner users will have the possibility to select all the materials to be available in the Complaints Register (Public) (example: for the Complaint attached documents, the adopted electoral body Decision, the Position of the contested party and for the documents available/displayed under the „Mențiuni despre mersul executării” section).</p> <p>Documents that have not been selected (checked) as accessible to the Public will not be displayed within the headings of the Complaints Register (Public), but will be available for download and viewing in the Complaints Register (Internal) regardless of these settings.</p>
FR 07.13	M	The CEC - Secretary and CEC - Examiner users will have the possibility of attaching the „Poziția părții contestate” (EN - Contested party Position) - which represents a Reference Document and its annexes, to an existing Complaint (registered in the previous system). The reference documents will be represented in the Complaints Register under the „Poziția părții contestate” heading.
FR 07.14	M	The CEC - Secretary and CEC - Examiner users will have the possibility to attach the Complaint withdrawal request in PDF format. The document will be represented in the Complaints Register under the „Contestația (inclusiv Anexele)” heading
FR 07.15	M	<p>The CEC – Examiner user will have the possibility to select the Complaint Annexes, as well as the Decision adopted by the electoral body as available to the public. Only selected documents will be available for viewing/download within the Complaints Register (Public).</p> <p>For the Complaints Register (Internal) (only accessible to CEC internal users) all Annexes will be available for viewing/downloading regardless of these settings.</p>
FR 07.16	M	SSI "Electoral Complaints" will indicate the beginning and end of the complaint examination period by applying the statute corresponding to the complaint examination 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 related to complaint review.
FR 07.17	M	The data presented for viewing can be sorted ascending or descending according to the type of data represented (text, number, calendar date, etc.)
FR 07.18	M	The data presented for viewing can be filtered by certain pre-defined criteria or by the groups of presented data.
FR 07.19	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"> - Go to the next/previous page; - Go to the first/last page;

Identifier	Compulsoriness	Requirement description
		- Switch to a random page from the list of available pages.
FR 07.20	M	The order of data presentation (columns in the table) can be adjusted according to the user's needs. The selection made will be saved as a default one
FR 07.21	M	SSI "Electoral Complaints" will have the following Statutes of the complaint: Înregistrată; În examinare și Examinată (EN - Registered; Under review and Reviewed). The status of a complaint will be represented in the Complaints Register under the heading „Mențiuni despre mersul executării” (EN - Notes regarding the execution progress)
FR 07.22	M	SSI "Electoral Complaints" will have the following Solutions that can be selected by the CEC user in the Complaint examination process, by selecting the „Soluția luată” (EN- Taken Solution) button: Admisă; Admisă parțial; Respinsă; Retrasă; Transmis altui organ după competență (EN - Admitted; Partially admitted; Rejected; Withdrawn; Forwarded to another body according to competence). The taken solution for a complaint will be represented in the Complaints Register under the heading „Soluția organului electoral (hotărârea adoptată/scrisoarea de ieșire).” Note: The system will allow the modification of the taken solutions according to the classifiers settings, described in case UC13
FR 07.23	M	For the Complaints with the "Registered" status, the SSI "Electoral Complaints" will provide functionality to mark the start of the electoral complaint verification procedure. The complaint will receive the "Under review" status. The timestamp for the start of the verification process will be saved.
FR 07.24	M	For complaints with the "Under examination" status, functionality will be provided to finish the verification process by indicating the following quality indices: - Does the complaint meet the legal requirements? - If the complaint does not meet the legal requirements, it is indicated whether the complaint is within the competence of another decision-making body and the competent body is specified (a selection from the system classifiers). According to the quality indicators, the complaint receives the following status as follows: - If the complaint meets the legal requirements, the applied status will be „În examinare” (EN-Under examination); - If the complaint does not meet the legal requirements and is within the competence of another decision-making body, the applied status will be „Examinată” (EN – Examined) and the final solution will be indicated „Transmis altui organ după competență”; - If the Complainer submits a Complaint withdrawal request, the applied status will be „Examinată” (EN – Examined) and the final solution will be indicated as „Retrasă” (EN – Withdrawn); - In other cases, the „Examinată” status is applied, and the final solution will be indicated as „Respinsă” (EN – Rejected). The time stamp is also saved for all complaint status changes.
FR 07.25	M	For complaints with the "Rejected" final solution, functionality will be provided to mark the completion of the procedure for returning the electoral complaint to the complainer. For CEC – Secretary and CEC – Examiner users, the option to indicate comments regarding the complaint return process will be available, which will be displayed in the „Soluția organului electoral (hotărârea adoptată/scrisoarea de ieșire)” column in the Complaints Register.

Identifier	Compulsoriness	Requirement description
		The complaint received status at this stage is final and completes the complaint processing flow.
FR 07.26	M	For complaints with the „În examinare” (EN – Under review) status, functionality will be provided to mark the moment of the start of the complaint examination procedure. The complaint will receive „În examinare” status. Saving the timestamp is mandatory.
FR 07.27	M	For complaints with „În examinare” status, functionality will be provided to mark the completion of the examination procedure. The form for completing the adopted decision will be available for the user: <ul style="list-style-type: none"> - The resulting type of decision – a selection of predefined values from the corresponding system registers („Admisă”, „Admisă parțial”, „Respinsă”, „Retrasă”, „Transmis altui organ după competență” (EN - "Admitted", "Partially admitted", "Rejected", "Withdrawn", "Transmitted to another body according to competence", etc.)); - Attaching additional received documents (after the complaint examination process): The decision adopted by the electoral body (original); optional (for the user) the decision adopted by the electoral body (depersonalized) and optionally (for the user) the attachment of the Complaint (depersonalized). The given action will change the complaint status to „Examinată” (EN – Reviewed). The complaint obtained status at this stage is considered final and finalises the complaints processing flow from the user's side.
FR 07.28	M	Users with the CEC – Secretary, CEC – Examiner, Auditor and Administrator roles will have the possibility to download all existing files, from any available status, as a package (Complaint, Adopted decision/exit letter, contested party Position, Complaint withdrawal request, Complaint modification request, other attached materials), by selecting the Complaint and taping the „Descarcă documentele” (EN - Download documents) button.
FR 07.29	O	The interface models for the viewing process of the registered complaints and assigning complaints for examination are presented in Annex no. 12. The interface models for the Complaints examination process are presented in Annex no. 13, 14 and 15. The interface models for viewing the Complaints compartment within the system by the Auditor role are presented in Annex no. 18. The presented model is a reference model, which can only serve as a guide for the developer in the system implementation process. The final system interface (implemented by the developer) may differ from that presented in this TOR

8. Requirements for appointing an examiner for the Complaint received by the CEC, for the SSI "Electoral Complaints"

UC08: Appoint the Examiner for the Complaint received by the CEC

The functionalities of the component intended for the appointment of the Complaint Examiner are set out in Table 4.8.

Table 4.8. Functional Requirements for UC08 use case

Identifier	Compulsoriness	Requirement description
FR 08.01	M	The CEC – Secretary user and the CEC – Examiner user will have the possibility of selecting and assigning the electoral body and the examiner for the Complaint examination
FR 08.02	M	The list of examiners (drop-down display) will be displayed depending on the created and assigned users to the selected electoral body

Identifier	Compulsoriness	Requirement description
FR 08.03	M	The CEC – Secretary user and the CEC – Examiner user will have the possibility to subsequently change the electoral body and the examiner for Complaint examination
FR 08.04	M	SSI "Electoral Complaints" will automatically notify (in the system, as well as by Email) the CEC user regarding the received Complaint for examination
FR 08.05	M	SSI "Electoral Complaints" will automatically notify the Complainer by email about the status of the Complaint examination
FR 08.06	M	The system will ensure the logging of events regarding the user, the date/time of the change, the produced event.
FR 08.07	M	SSI "Electoral Complaints" will indicate the beginning and end of the complaint examination period by applying the status corresponding to the complaint examination 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 related to complaint review.
FR 08.08	O	The interface model for the process of assigning complaints for examination is presented in Annex no. 12. The presented model is a reference model, which can only serve as a guide for the developer in the system implementation process. The final system interface (implemented by the developer) may differ from that presented in this TOR

9. Requirements for the creation and automated sending of Notifications, for SSI "Electoral Complaints"

UC09: Creating and sending Notices

The functionalities of the component intended for the creation and automated sending of Notifications to users are presented in Table 4.9.

Table 4.9. Functional Requirements for UC09 use case

Identifier	Compulsoriness	Requirement description
FR 09.01	M	SSI "Electoral Complaints" will provide the mechanism for notifying users through internal system messages (User Dashboard) and through E-mail (using the CEC e-mail created for this purpose)
FR 09.02	M	Depending on the configurations of the SSI "Electoral Complaints" resources, the notification WEB service will send a notification to the relevant users when an event occurs within the IT application resource.
FR 09.03	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 09.04	M	SSI "Electoral Complaints" will notify the system Administrator of any major problems affecting the performance and availability of the system
FR 09.05	M	SSI "Electoral Complaints" will provide a tool available to the System Administrator, for writing/configuration of message templates, described in UC12
FR 09.06	M	SSI "Electoral Complaints" will send notifications to users, at least for the following events: <ul style="list-style-type: none"> - Sending a Complaint to CEC; - Submission of a Complaint for analysis; - CEC Confirmation regarding the received complaint - Modification of Complaint status;

Identifier	Compulsoriness	Requirement description
		- The solution taken regarding the Complaint.
FR 09.07	M	Separate Notifications will be implemented for External User - Complainer and CEC Internal Users - Secretary, Examiner, Administrator, Auditor
FR 09.08	O	SSI "Electoral Complaints" will notify users through the government notification service MNotify

10. Requirements for automated receipt of Notifications

UC10: Automated Notifications receipt

The system functional requirements regarding automated receipt of Notifications for the users are presented in Table 4.10.

Table 4.10. Functional Requirements for UC10 use case

Identifier	Compulsoriness	Requirement description
FR 10.01	M	CEC authorized users (CEC – Secretary; CEC – Examiner; Auditor and Administrator) will receive notifications to the email address indicated in their profile in SSI "Electoral Complaints" and through the system's internal messaging (accessible in the user's Dashboard)
FR 10.02	M	The external user (Complainer) will receive notifications to the email address indicated in the Complaint
FR 10.03	M	Public external user - will not receive messages from SSI "Electoral Complaint"

11. Requirements for printing and/or downloading system files, for SSI "Electoral Complaints"

UC11: Printing and/or downloading system files

The system functional requirements regarding Printing and/or downloading system files are presented in Table 4.11.

Table 4.11. Functional Requirements for UC11 use case

Identifier	Compulsoriness	Requirement description
FR 11.01	M	SSI "Electoral Complaints" will provide a mechanism for CEC - Secretary, CEC - Examiner, Auditor and CEC - Administrator users, the possibility of printing documents (PDF) related to the received Complaint, such as: Complaint, Complaint withdrawal request, contested party position, Complaint modification request, Decision adopted by the electoral body, Other documents (PDF) attached.
FR 11.02	M	SSI "Electoral Complaint" will provide a mechanism for the CEC - Secretary, CEC - Examiner, Auditor and CEC – Administrator users, the possibility of downloading on the personal workstation, the files related to the Complaint, the Position of the contested party, etc., received, such as: audio files, video , images, PDF documents.
FR 11.03	M	SSI "Electoral Complaints" will provide a mechanism for CEC - Secretary, CEC - Examiner, Auditor and CEC – Administrator users, the possibility of printing and downloading the Complaints Register (Internal) in PDF, WORD and EXCEL format
FR 11.04	M	SSI "Electoral Complaints" will provide a mechanism for public external users, the possibility of printing and downloading the Complaints Register (Public) in PDF, WORD and EXCEL format
FR 11.05	M	Every user action regarding document generation will be logged in the system log

12. Requirements regarding textual drafting of forms and templates for the system Notifications, for SSI "Electoral Complaints"

UC12: Textual drafting of forms and templates for the system Notifications

The system functional requirements regarding textual drafting of forms and templates for the system Notifications are presented in Table 4.12.

Table 4.12. Functional Requirements for UC12 use case

Identifier	Compulsoriness	Requirement description
FR 12.01	M	SSI "Electoral Complaints" will have a tool available to the System Administrator, for writing/configuring message templates (System Notifications)
FR 12.02	M	SSI "Electoral Complaints" will have a tool for writing/configuring message templates (System Notifications), at least regarding: <ul style="list-style-type: none"> - Sending a Complaint to CEC; - Sending a Complaint withdrawal request; - Sending a Complaint modification request; - Submission of a Complaint for analysis by the user; - Confirmation of receipt of the Complaint by the CEC; - Status changes regarding the Complaint execution; - Add position to the challenged party; - The solution taken regarding the sent Complaint.
FR 12.03	M	SSI "Electoral Complaints" will have a tool available for the System Administrator, for textual drafting of forms for: <ul style="list-style-type: none"> - Complaint; - Complaints Register; - Complaint withdrawal request; - Complaint modification request; - (optional) Electronic Notification.
FR 12.04	M	The tool available in the system, for textual drafting of forms, will only offer the possibility of editing the textual content of the forms but not the structure (compartments, alignment, additional fields, etc.)
FR 12.05	M	Each template will have a unique name within the system
FR 12.06	M	Each template (for notifications) will have the possibility to select the Notification Type: Internal Notification or Email.
FR 12.07	M	Each template (for notifications) will have the possibility to write the Subject of the notification (title) and the name of the Sender
FR 12.08	M	SSI "Electoral Complaints" will be provided with versioning of the templates (for at least 3 previous versions). SSI "Electoral Complaints" will use the latest version of the template in business processes
FR 12.09	M	The system will ensure the logging of events regarding the user, the date/time of the change, the event produced (created, modified, etc.).
FR 12.10	O	The interface model for the process of textual drafting of forms and templates is presented in Annex no. 19. The presented model is a reference model, which can only serve as a guide for the developer in the system implementation process. The final system interface (implemented by the developer) may differ from that presented in this TOR

13. Requirements regarding system registers and classifiers, for SSI "Electoral Complaints"

UC13: Management of system registers and classifiers

The system functional requirements regarding management of system registers and classifiers are presented in Table 4.13.

Table 4.13. Functional Requirements for UC13 use case

Identifier	Compulsoriness	Requirement description
FR 13.01	M	SSI "Electoral Complaints" will have a management mechanism for registers and classifiers, that contain all the meta data intended for the

Identifier	Compulsoriness	Requirement description
		configuration of the system and the management of business processes
FR 13.02	M	SSI "Electoral Complaints" will have a mechanism for configuring workflows and defining their processing rules for all scenarios related to the complaint's completion and processing processes
FR 13.03	M	Workflows should be defined by specifying the states an electronic form can go through and the processing steps (steps or workflow evolution transitions) performed by users with specific roles
FR 13.04	M	A workflow will be implemented as a collection of activities through which a perfected electronic form passes in the sequential business processes.
FR 13.05	M	A workflow will have a coordinator (supervisor) associated with it. The coordinator will receive the warning messages (notifications) generated by the running of the respective flow.
FR 13.06	M	For the system internal registers and classifiers, the IT solution will deliver a mechanism for their dynamic definition and administration.
FR 13.07	M	SSI "Electoral Complaints" will allow the addition/deletion/activation/deactivation of metadata within the internal registers and classifiers. The system will not allow deletion of a metadata category if it is used in at least one database record.
FR 13.08	M	In case of activation/deactivation of metadata within internal registers and classifiers, within the system business processes where metadata selection takes place according to system registers/classifiers - this metadata will be visible/available for selection by the user (in case of activation) and unavailable for selection (if disabled)
FR 13.09	M	<p>SSI "Electoral Complaints" will include at least (but not limited to) the following internal registers and classifiers:</p> <ul style="list-style-type: none"> - SSI "Electoral Complaints" system configurations; - Parameters and constants necessary for the operation of the SSI "Electoral Complaints"; - Roles and permissions; - Form type; - List of electoral bodies (subdivisions) (all electoral bodies available for selection); - Distribution of CEC users by electoral bodies, ballots and constituencies; - Complaint Statutes; - Final taken solution types; - Polls (types of polls divided by year); - (Optional) Folder Statutes; - (Optional) Type of Solutions for Folders; - Workflows. <p>Note: The "Ballots" nomenclature will have such parameters as: Type of ballot; Reference year; Long name, Abbreviation.</p>

14. Requirements for generating and viewing reports related to the activity of SSI "Electoral Complaints"

UC14: Generating and viewing reports related to the SSI "Electoral Complaints" activity

The system's functional requirements regarding the generation and the viewing of reports are presented in Table 4.14.

Table 4.14. Functional Requirements for UC14 use case

Identifier	Compulsoriness	Requirement description
FR 14.01	M	SSI "Electoral Complaints" will have a mechanism for generating Reports related to the activity of SSI "Electoral Complaints"

Identifier	Compulsoriness	Requirement description
FR 14.02	M	The reports related to the activity of the SSI "Electoral Complaints" will be available in a separate compartment (module) „Rapoarte” (EN-Reports)
FR 14.03	M	The reports related to the activity of the SSI "Electoral Complaints" will be accessible to users: CEC - Secretary; CEC – Examiner; SSI Auditor and Administrator
FR 14.04	M	SSI "Electoral Complaints" will have a mechanism for generating Reports based on the criteria (data set) available in the system, including (but not limited to): Nr d/o; Numărul de înregistrare (Contestației); Scrutinul; Anul; Data expedierii (contestației); Contestatarul; Partea Contestată; Statutul executării; Numărul Hotărârii; Examinator (EN - No; Registration number (of the Complaint); The scrutiny; The year; Sent Date (Complaint); The contester; the Contested Party; Execution status; Decision Number; Examiner)
FR 14.05	M	The reports related to the SSI "Electoral Complaints" activity will be created as a template based on the user's selection of the available criteria and the indication of the Information Display Period (start-end period in dd.mm.yyyy format).
FR 14.06	M	The report templates will be able to be saved with the indication of the name by the user. At least 15 report templates can be saved
FR 14.07	M	Users who have access to the Reports related to the activity of SSI "Electoral Complaints" will have the possibility to delete previously created report templates
FR 14.08	M	SSI "Electoral Complaints" will have 2 statistical reports, related to the activity of users within the system: 1) Statistics of Complaints execution, which will contain such data: Total number of Complaints (according to the execution status); Total number of Complaints with an expired examination term; Total number of executed Complaints within the term; Total number of Complaints not executed within the term) 2) Examiners List, which will contain such data: Examiner Name/Surname; Total number of Complaints assigned for examination; Total number of complaints executed within the term and their list (no; registration number of the complaint and sent date); Total number of Complaints not executed within the term and their List (no; Complaint registration number and sent date); Total number of Complaints in the examination process and their List (no; Complaint registration number and sent date).
FR 14.09	M	The system generated reports will be downloadable in PDF, Word and Excel format
FR 14.10	O	SSI "Electoral Complaints" will have a mechanism for generating Analysis Reports for Electoral and Administrative Files based on the criteria (data set) available in the system, including (but not limited to): No; File Type; File number and date; File Status; The final solution. Note: The requirements to implement the Folders Analysis Reports will only be implemented if the optional requirements described in UC19 are implemented.
FR 14.11	O	The interface model for the Reports compartment is presented in Annex no. 17. The presented model is a reference model, which can only serve as a guide for the developer in the system implementation process. The final system interface (implemented by the developer) may differ from that presented in this TOR

15. Requirements for accessing and displaying the content of the Complaints Register, for SSI "Electoral Complaints"

UC15: Accessing and displaying the contents of the Complaints Register

The functionalities of the component intended to access and display the content of the Complaints Register are presented in Table 4.15.

Table 4.15. Functional Requirements for UC15 use case

Identifier	Compulsoriness	Requirement description
FR 15.01	M	SSI "Electoral Complaints" will have 2 distinct registers for the Complaints Register: Public and Internal
FR 15.02	M	SSI "Electoral Complaints" will provide an electronic form (according to Annex no. 5) intended for creating, completing (updating) and viewing the Complaints Register (valid for both Internal and Public versions)
FR 15.03	M	The Complaints Register (Internal) will be accessible within the SSI "Electoral Complaints" in the „Registrul de evidență a contestațiilor” (EN – Complaints Register) compartment, only by CEC authorized internal users: CEC - Secretary, CEC - Examiner; Auditor and CEC – Administrator
FR 15.04	M	The Complaints Register (Public) will be accessible to the external Public user
FR 15.05	M	SSI "Electoral Complaints" will have a separate web interface, accessible through the CEC portal (http://www.cec.md) for the purpose of publishing public data produced within the business processes of SSI "Electoral Complaints", namely the publication of Complaints Register (Public) data
FR 15.06	M	The separate web interface will represent an independent sub-module from SSI "Electoral Complaints"
FR 15.07	M	The interaction of the sub-module with the SSI "Electoral Complaints" will take place through a set of services provided by the system which will provide the necessary functionality to implement all the functionalities of the public viewing component of the content of the Complaints Register (Public)
FR 15.08	M	The exposed services to the public by SSI "Electoral Complaints" will be technologically neutral (Operating System, Internet explorer, etc.).
FR 15.09	M	The Complaints Register records will be able to be filtered according to certain predefined criteria (Period (beginning-end of period in dd.mm.yyyy format); Complainer, Contested Party, Notes about the progress of execution (status).
FR 15.10	M	Complaints as well as Decisions can be downloaded by the external Public user in PDF format. Note: In case of depersonalized Complaint and Decision, only these versions will be available for download in the Complaints Register (Public)
FR 15.11	M	Only the Complaints Annexes in PDF format will be downloadable from the Complaints Register (Public). Other Attachments in audio/video formats will not be available for download.
FR 15.12	M	The content of Complaints Register (Internal) can be accessed and the documents can be downloaded by CEC authorized internal users: CEC – Secretary, CEC – Examiner; Auditor and CEC – Administrator, based on the administrative level of the user. Access for viewing can be restricted by the appropriate user role settings. By default, the viewing of records from the Complaints Register (Internal) will be available for users with the role CEC - Secretary, Auditor and CEC - Administrator. For CEC - Examiner role it

Identifier	Compulsoriness	Requirement description
		will be possible to view the information according to the user's administrative level (CEC, CECE I, CECE II or BESV). For example, if the CEC – Examiner user is part of the CECE I administrative level, then the information viewing will be restricted only to assigned Complaints for examination.
FR 15.13	M	The component will ensure the functionality of searching by keywords, such as: registration number; sent date; Complainer and Contested.
FR 15.14	M	The default presentation of electoral complaints will be made after the registration date from the most recent to the last one
FR 15.15	M	The following Information Security requirements should be ensured: <ul style="list-style-type: none"> - Access to the functionalities offered to unauthenticated users is controlled with means of protection against overloading the service/database of the SSI "Electoral Complaints"; - Functionality must be secured for OWASP Top 10 vulnerabilities (2023).

16. Requirements for events logging produced within the SSI "Electoral Complaints"

UC16: Logging events

The functionalities intended for the events logging within the SSI "Electoral Complaints" are presented in Table 4.16

Table 4.16. Functional Requirements for UC16 use case

Identifier	Compulsoriness	Requirement description
FR 16.01	M	SSI "Electoral Complaints" will have a logging mechanism for events produced within the system
FR 16.02	M	At least (but not limited to) the following categories of events will be logged: <ul style="list-style-type: none"> ■ user authentication; ■ user disconnection; ■ add/modify/delete/access registration; ■ business events specific to SSI "Electoral Complaints" (create/send Complaint; attach documents; create/send Request; change Complaint status; create Decision; assign/change examiner, etc.); ■ report generation/access; ■ database queries; ■ other specific business events.
FR 16.03	M	Logged events will save at least (but not limited to) the following categories of data (depending on the nature of the logged event): <ul style="list-style-type: none"> ■ user identifier which generated the event; ■ event category; ■ event time; ■ the SSI "Electoral Complaints" resource that generated the business event; ■ the registration affected by the business event; ■ the action taken by the user.
FR 16.04	O	SSI "Electoral Complaints" shall exhaustively log all produced business events

17. Requirements for filling and submitting the Complaint modification request;

UC17: Filling and sending the Complaint modification request

The system functionalities that allow the filling and sending of Complaint modification request are presented in Table 4.17.

Table 4.17. Functional Requirements for UC17 use case

Identifier	Compulsoriness	Requirement description
FR 17.01	M	SSI "Electoral Complaints" will provide an electronic form (according to Annex no. 3) intended for the creation, signing and sending of Complaint modification request
FR 17.02	M	The authentication in SSI "Electoral Complaints" by the external user - Complainer, in order to access the functionality of creating, signing and sending the Complaint modification request to CEC, can be carried out through the MPass government service, using the qualified electronic signature.
FR 17.03	M	The form will contain constraints and content restrictions to limit mechanical errors.
FR 17.04	M	The data validation procedure will be implemented with the indication of all deficiencies in the content of the Request (compulsory fields to be completed, compliance with the format of the included data)
FR 17.05	M	The system will ensure the validation of the Complaint number indicated in the Request with the Complaint number previously sent within the system by one and the same user. Thus, if the Complainer (name, surname and IDNP) in the Complaint does not correspond to the Name, surname and IDNP of the person who signed the previously sent Complaint within the system according to the number of the indicated Complaint, the system will not allow signing and sending the Request. Likewise, the system will not allow signing the Request if the indicated Complaint number does not exist in the system.
FR 17.06	M	The referenced Complaint verification procedure will be implemented if it is not in the „Examinată” (EN-Reviewed) status. If the Complaint to which the Request refers has been examined, the system will prohibit the creation of the Request for it, with the display of the corresponding informative message
FR 17.07	M	When generating a Complaint modification request, the system will auto-complete the „Subsemnatul/Subsemnata” (EN-Undersigned) field with the User's Name and Surname based on the Electronic Signature information used for system authentication (Name and Surname of the owner of the electronic signature)
FR 17.08	M	For the „Destinatarul” (EN-Recipient) column (name of the electoral body) a selection functionality (drop-down list type) of one of the electoral bodies (according to the system Registry) will be implemented. Regardless of the selected Electoral Body, the system will automatically notify the CEC- Secretary user and the CEC Examiner within that electoral body to which the Complaint referred to in the sent Request. <i>Note: The column "Recipient" - in this case is used more for informational purposes or to correctly distribute the request received on paper to that electoral body that analyzes the Complaint.</i>
FR 17.09	M	SSI "Electoral Complaints" will provide the functionality for qualified electronic signature application for the "Complaint modification request", through the MSign government service

Identifier	Compulsoriness	Requirement description
FR 17.10	M	When applying the signature for the "Complaint modification request", the system will auto-complete the field „Semnat electronic la data de” (EN-Signed electronically on the date of) with the date of signing the Application by the user in dd.mm.yyyy format
FR 17.11	M	The procedure for validating the external authenticated user by means of the electronic signature will be implemented, with the verification of the correspondence of the same electronic signature when signing the Request. The system will allow the Request to be signed by one and the same person authenticated in the system (with the role of external user – Complainer).
FR 17.12	M	SSI "Electoral Complaints" will provide attachment mechanism (accessible via "Attachments" button) of video/audio files/files (for evidence/reference purposes)
FR 17.13	M	With the attachment of the confirmatory documents, the names of the files will be entered in the Request under the heading „Atașamente” (EN-Attachments), each name being entered in separate lines
FR 17.14	M	SSI "Electoral Complaints" will provide a mechanism for validating the attached documents format and their size similar to the Complaint validations, described in UC03. If the format or size of the attached documents exceeds the established limits, the system will display an informative message to the user describing the non-compliance.
FR 17.15	M	The request can be sent (using „Expediere” button) to the CEC only if it has been signed by the external user
FR 17.16	M	The application can be printed (using „Tipar” button), PDF format generated by the system according to the data filled in by the user.
FR 17.17	M	The request can be canceled by accessing the „Anulare” (EN-Cancel) button, with the additional confirmation of the cancellation (Message ex: Are you sure you want to cancel the Request? YES/NO). Once the Request Cancellation is confirmed, the user will be logged out of the system and all the registrations made will be cancelled.
FR 17.18	M	SSI "Electoral Complaints" will automatically assign the „Data expedierii” (EN-Sent date) for the sent Request
FR 17.19	M	The Complaint modification request will be reflected in the Complaints Register under the heading „Contestația (inclusiv Anexele)” (EN-Complaint (including Annexes))
FR 17.20	M	In case of sending the Complaint modification request to CEC, on paper, SSI "Electoral Complaints" will provide a mechanism for attaching the scanned Request in PDF format, as well as a mechanism for attaching additional materials (annexes), for the CEC - Secretary user role. Note: The Complaint (reference) verification procedure will be implemented if it is not in "Reviewed" status. If the Complaint to which the Complaint modification request refers has been examined, the system will prohibit the creation of the Request. The functionality will be accessible by accessing the „(+) Cerere de modificare” (EN - (+) Change request") button in the system menu.
FR 17.21	M	SSI "Electoral Complaints" will provide a validation mechanism for the size and format of the attached documents (for the scanned Request received on paper) similar to the Complaint validations, described in UC03. If the format or size of the attached documents exceeds the established limits, the system will display an informative message to the user describing the non-compliance.

Identifier	Compulsoriness	Requirement description
FR 17.22	M	SSI "Electoral Complaints" will automatically notify the CEC - Secretary and CEC-Examiner users (to whom the Request referred to) regarding the incoming Complaint modification request
FR 17.23	M	SSI "Electoral Complaints" will automatically notify, by Email, the external user who sent the Request (at the Email address indicated in the Complaint (identified according to the reference number included in the Request) under the heading "email address" (Complainer), regarding the confirmation of receipt
FR 17.24	M	The sent request content will be able to be downloaded in PDF format
FR 17.25	M	SSI "Electoral Complaints", upon Complaint modification request receipt, will change the period for the Complaint examination by +N working days set according to UC13. Note: By default, the term of +3 working days will be set, which can be modified by the System Administrator according to UC13.
FR 17.26	M	The system will ensure the events logs regarding the user, the date/time of the change, and the produced event (created, modified, etc.).
FR 17.27	M	SSI "Electoral Complaints" will have a tool available for the System Administrator, for the Complaint modification request template text editing (described according to the UC12 use case).
FR 17.28	M	Once the Complaint modification request is signed and sent, it cannot be edited or deleted from the system
FR 17.29	O	The interface model for the creation of the Request by the Complainer is presented in Annex no. 10. The presented model is a reference model, which can only serve as a guide for the developer in the system implementation process. The final system interface (implemented by the developer) may differ from that presented in this TOR

18. Requirements for Electronic Notification through the SSI "Electoral Complaints" (Optional)

UC18: Electronic Notification creation

The functionalities (optional for implementation) intended for electronic notifications creation through the SSI "Electoral Complaints" are presented in Table 4.18.

Table 4.18. Functional Requirements for UC18 use case

Identifier	Compulsoriness	Requirement description
FR 18.01	O	SSI "Electoral Complaints" will have the functionality for electronic notifications of persons (the Complainer). It represents a message that will be sent to an Email address indicated by the CEC internal user
FR 18.02	O	The functionality to create the electronic notification will be available for CEC – Secretary and CEC – Examiner internal users, by accessing the „Create Notificare” (EN - Create Notification) button in the „Notificări electronice” (EN - Electronic Notifications) compartment
FR 18.03	O	SSI "Electoral Complaints" will provide an electronic form (according to Annex no. 4) intended for creating and sending the electronic Notification
FR 18.04	O	The electronic notification will have a predefined textual template, which can be modified through the functionality described in UC12
FR 18.05	O	The electronic notification will contain the following mandatory fields for completion by the CEC user: „Numele și prenumele (denumirea persoanei juridice)”; „Adresa de email” (adresa de Email la care va fi expediată Notificarea); „Data prezentării”; „Ora prezentării”; Informația cu privire la cele propuse spre examinare în cadrul ședinței (sub formă de text); „Ziua” și „ora” consultării

Identifier	Compulsoriness	Requirement description
		<p>dosarului administrativ (EN - "Surname and first name or legal entity name"; "Email address" (Email address to which the Notification will be sent); "Date of presentation"; "Time of presentation"; Information regarding those proposed for examination during the meeting (in text form); "Day" and "time" of consulting the administrative file).</p> <p>The other textual part of the Notification will not be able to be edited by the user at the time of creating the notification, but it will be able to be modified (as a template) beforehand only by the System Administrator according to the functionality described in UC12</p>
FR 18.06	O	The notification will be created in the system and sent to the email address indicated by the CEC internal user, once the „Expediază” (EN-Send) button is pressed. Its creation will be canceled by pressing the „Anulează” (EN-Cancel) button.
FR 18.07	O	<p>SSI "Electoral Complaints" will automatically assign the number and date of the created Notification.</p> <p>Note: The Notification registration number will consist of 2 parameters, namely: Abbreviation NE + registration number generated by the system in ascending numerical order.</p> <p>Example of numbering: NE1, NE2, NE10, NE11 etc.</p> <p>Note: The Notification Date will be in dd.mm.yyyy format</p>
FR 18.08	O	Notifications will be sent on CEC's behalf (the CEC Email address configured for system use).
FR 18.09	O	Sent notifications will not be able to be deleted from SSI "Electoral Complaints"
FR 18.10	O	The Notification Message (Email) will contain an attached PDF document (Notification) generated by the system based on the data entered by the CEC user
FR 18.11	O	The Notification Message will also be generated as a PDF document (Notification) that will be included and available for download in the Complaints Register (Internal and Public) under the „Mențiuni despre mersul executării” heading.
FR 18.12	O	The notification can be printed, in PDF format generated by the system, by users with CEC-Secretary, CEC-Examiner, Auditor and Administrator role by selecting the available Notification in the „Notificări electronice” compartment and typing the „Tipar” button
FR 18.13	O	SSI "Electoral Complaints" will exhaustively log all business events.
FR 18.14	O	The interface model for Electronic Notifications compartment is presented in Annex no. 20. The interface model for the Notification creation is presented in Annex no. 21. The presented model is a reference model, which can only serve as a guide for the developer in the system implementation process. The final system interface (implemented by the developer) may differ from that presented in this TOR

19. Requirements for Folder management within the SSI "Electoral Complaints" (Optional)
UC19: Folders management

The functionalities (optional for implementation) intended for folders management within the SSI "Electoral Complaints" are presented in Table 4.19.

Table 4.19. Functional Requirements for UC19 use case

Identifier	Compulsoriness	Requirement description
FR 19.01	O	SSI "Electoral Complaints" will provide functionality for the creation of electoral and administrative folders
FR 19.02	O	SSI "Electoral Complaints" will provide an interface for registering the electoral/administrative folder
FR 19.03	O	The Folder creation functionality will be available to CEC - Secretary internal users, by accessing the „(+) Adaugă Dosar” (EN - (+) Add File) button in the „Dosare” (EN – Folders) compartment (module).
FR 19.04	O	Folders examination will be allowed for the CEC– Examiner user
FR 19.05	O	Viewing Folders will be available for internal CEC – Secretary, CEC – Examiner, Auditor and CEC – Administrator users. The folders will be divided depending on their type (according to the system registers, described in UC13), but implicitly in Electoral Folders and Administrative Folders.
FR 19.06	O	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"> - Go to the next/previous page; - Go to the first/last page; - Switch to a random page from the list of available pages.
FR 19.07	O	When creating the Folder, the following mandatory fields should be taken into account: Select „Tip Dosar” (EN - Folder Type) (according to the system classifiers); „Număr Dosar” (EN - Folder Number), „Data Dosar” (EN – Folder Date); „Numărul Contestației de referință” (EN - Reference Complaint Number). It will be allowed to indicate more than one Complaint Reference Number. If at least one of the mandatory sections has not been completed by the user, a corresponding information message will be displayed. In addition, when creating the Folder, the following optional column for completion should be taken into account: „Legat de alt Dosar cu numărul” (EN - Linked to another Folder with the number). Multiple references (linked) Folder Numbers will be allowed. Additionally, when creating the Folder, the following optional column for completion should be taken into account: „Denumirea dosarului” (EN - Folder Name); „Instanța de judecată” (EN – Court) selection (according to the system classifiers described in UC13); „Data înregistrării cererii de chemare în judecată” (EN - Summons registration date); „Termenul de examinare” (EN - Examination deadline);
FR 19.08	O	The system will ensure the validation of the Complaint number indicated in the „Numărul Contestației de referință” (EN – Complaint Reference Number) heading. The system will not allow the Folder creation if the indicated Complaint number does not exist. It will be allowed to indicate more than one Complaint Reference Number.
FR 19.09	O	The Reference Complaint number(s) will be displayed in the „Numărul Contestației de referință” compartment, upon accessing which, the user will be redirected to the Complaints Register (Internal) where all available information is displayed for the accessed Complaint.

Identifier	Compulsoriness	Requirement description
FR 19.10	O	The system will ensure the validation of the Folder number indicated in the „Legat de alt Dosar cu numărul” (EN - Linked to another Folder with the number) heading. The system will not allow filling in the data if the indicated Folder number does not exist in the system, with the display of the corresponding informative message. Multiple (linked) Folder Numbers will be allowed.
FR 19.11	O	<p>The information contained in the Folder can be updated (additional documents attached, as well as the modification of the Folder Status, the Electoral Body responsible for the examination and the Examiner, the Court, Summons request date of registration, Examination Term) by the CEC-Secretary and CEC-Examiner user by selecting the Folder and typing the „(+) Actualizare Date” (EN - (+) Update Data) button.</p> <p>Data updating will be allowed for the Folder only from the following statutes: Înregistrat; În examinare; În examinare (Revizuire); În examinare (Rejudecare) (EN - Registered; Under examination; Under review; Under review (Retrial)).</p> <p>For the Folder with the „Examinat” (EN - Examined) status – data updates are not allowed.</p>
FR 19.12	O	<p>Viewing access can be restricted by the appropriate user role settings. By default, the viewing of all Folders and the materials attached to them will be available for users with the CEC - Secretary, Auditor and CEC - Administrator role and for the CEC - Examiner role it will be possible to view the Folders available to the administrative level of the user (CEC, CECE I, CECE II or BESV), established on the basis of the Reference Complaint for the Folder in question. For example, if the Referral Complaint for the Folder has been assigned for examination for the CECE I level, then viewing the Folder will be allowed for the CECE I user.</p> <p>Additionally, access to view the Folder can be granted (by the roles CEC – Secretary and CEC – Administrator) for several administrative levels.</p> <p>Additionally, the viewing of all Folders and the materials attached to them will be available to CEC users, who have access to view the reference (linked) Folders indicated under the heading „Legat de alt Dosar cu numărul” (EN - Linked to another File with the number) for the Folder in question.</p>
FR 19.13	O	SSI "Electoral Complaints" will provide a mechanism for attaching additional files to the Electoral and Administrative Folders - video/audio files/files (for evidence/references to the Folder) in the following formats: MPEG-4, MOV, AVI, WMV, AVCHD, WebM, FLV , M4A, FLAC, MP3, MP4, WAV, WMA, AAC and PDF
FR 19.14	O	For each attachement, the type of material according to the corresponding system registers and the name of the attached file will be indicated
FR 19.15	O	Attached documents for viewing can be filtered according to certain predefined criteria or according to the presented data groups

Identifier	Compulsoriness	Requirement description
FR 19.16	O	SSI "Electoral Complaints" shall provide a mechanism for validating the correspondence of the format of the attached documents and their size (recommended: no more than 150MB in total for all Video recordings; no more than 60MB in total for all Audio recordings, no more than 50MB in total for all Photo (Image) records and no more than 20MB for each PDF attachment but no more than 60MB in total for all PDF attachments). If the format or size of the attached documents exceeds the established limits, the system will display an informative message to the user describing the non-compliance
FR 19.17	O	SSI "Electoral Complaints" shall provide a mechanism for configuration by the Administrator of the size of files allowed for attachment to the Complaint (expressed in MB)
FR 19.18	O	The Folder's statuses may be set by the Administrator according to UC13 requirements. By default, the following statuses will be set: Înregistrat; În examinare; În examinare (Revizuire); În examinare (Rejudecare) și Examinat (EN - Registered; Under examination; Under review (Review); Under review (Retrial) and Examined).
FR 19.19	O	SSI "Electoral Complaints" will have the following Solutions which can be selected by the CEC user in the file examination process, using the „Soluția luată” (EN - Solution taken) button: Suspendat; Examinat; Retras. (EN - Suspended; Examined; Retired). Note: The system will allow modification of the types of "Solutions taken" according to the nomenclature settings, described in case UC13
FR 19.20	O	The final solution for the Folder examination can be set by the Administrator according to the requirements of UC13. By default, the following Solutions will be set: Suspendat; Examinat; Retras (EN - Suspended; Examined; Retired).
FR 19.21	O	When the user selects the „Examinat” (EN – Reviewed) status, one of the following Final Resolutions for the Folder will be available for selection: Suspendat; Examinat; Retras (EN - Suspended; Examined; Withdrawn) (according to the system classifier).
FR 19.22	O	The created folder gets „Înregistrat” (EN – Registered) status (according to the system classifier)
FR 19.23	O	The CEC – Secretary user will be able to select the electoral body and the examiner for folder examination
FR 19.24	O	The CEC – Secretary and CEC – Examiner users will have the possibility to change the electoral body and the examiner
FR 19.25	O	The CEC – Secretary and CEC – Examiner users will have the possibility to select/modify the Folder status
FR 19.26	O	The CEC – Secretary and CEC – Examiner users will have the possibility to select/modify the Final Solution in the file examination process
FR 19.27	O	SSI "Electoral Complaints" will automatically notify (in the system, as well as by Email) the CEC - Examiner user regarding the Folder submission for examination

Identifier	Compulsoriness	Requirement description
FR 19.28	O	SSI "Electoral Complaints" will automatically notify (in the system, as well as by Email) the CEC - Secretary user regarding the modification of the Folder Status
FR 19.29	O	With the creation of a Folder, for the indicated Complaint under the heading „Numărul Contestației de referință” (EN - Complaint Reference Number), the status „DA” (EN – YES) will be represented in the Complaints Register under the heading „Contestat (DA/NU)” (EN - Contested (YES/NO)). For the other Complaints not related to any Folder, the status „NU” (EN – NO) will be indicated.
FR 19.30	O	The folder registration number will consist of 2 parameters, namely: Short abbreviation of the folder type according to the classifier, for example DE (for Electoral Folders) and DA (for Administrative Folders) + the registration number generated by the system in ascending order. Examples: DE1 DE2 DA1 DA2
FR 19.31	O	Folder Date will be in dd.mm.yyyy format
FR 19.32	O	SSI "Electoral Complaints" will exhaustively log all business events produced during the creation and viewing of Folders, according to requirements described in UC16
FR 19.33	O	Users with the CEC – Secretary, CEC – Examiner, Auditor and Administrator roles will have the possibility to download all files (available in system), from any status available to the user, as a package, by selecting the Folder and typing the „Descarcă documentele” (EN - Download documents) button.
FR 19.34	O	The interface model for Folder management compartment is presented in Annex no. 22-25. The interface model for adding a Folder is presented in Annex no. 23. The presented model is a reference model, which can only serve as a guide for the developer in the system implementation process. The final system interface (implemented by the developer) may differ from that presented in this TOR

5. Non-functional requirements for SSI "Electoral Complaints"

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 and a series of technical measures. The specific general system requirements for SSI "Electoral Complaints" are set out in table 5.1.1.

Table 5.1.1 General system requirements of SSI "Electoral Complaints"

Identifier	Compulsoriness	Requirement description
TGEN 001	M	All user interfaces and database content will be perfect in Romanian with the use of Romanian diacritics.
TGEN 002	M	User interface elements must comply at Level A with the requirements of the Web Content Accessibility Guidelines (WCAG) 2.2.
TGEN 003	M	The user interface will be optimized for 1920×1080 resolution with the avoidance of scroll bars for the user interfaces presented by the IT solution.
TGEN 004	M	SSI "Electoral Complaints" will have the possibility of adapting the user interface (it will deliver 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 the maximum avoidance of unnecessary requests, the implementation of AJAX with JSON, the minimum request of server resources for authentication, authorization and journaling procedures.
TGEN 006	M	SSI "Electoral Complaints" will be based on a minimum 3-level architecture (with a separate level for data) based on services (SOA).
TGEN 007	M	The potential variable information of SSI "Electoral Complaints" (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 008	M	The IT system will use open standards for communication formats and protocols.
TGEN 009	M	The services exposed to the public by SSI "Electoral Complaints" will be technologically neutral (Operating System, Internet explorer, etc.).

The specific performance requirements for SSI "Electoral Complaints" are outlined in table 5.1.2.

Table 5.1.2. Computer system performance requirements

Identifier	Compulsoriness	Requirement description
PERF 001	M	Average server response time will not exceed 3 seconds at nominal system load.
PERF 002	M	The system will allow the concurrent activity of at least 200 users and the concurrent servicing of at least 100 queries.
PERF 003	M	Prior to the delivery of the IT solution, all the performance tests of SSI "Electoral Complaints" will be performed.
PERF 004	M	Performance testing will include at least two components: system load testing (load testing) and system behaviour testing at high demands (stress testing).

2. Security and Protection Requirements

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

Table 5.2. Security and protection requirements for SSI "Electoral Complaints"

Identifier	Compulsoriness	Requirement description
SR 001	M	The computer system guarantees the complete preservation and integrity of the content of the SSI "Electoral Complaints" database.
SR 002	M	Access to the functions offered to unauthenticated users is controlled with 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 by type both on the client and on the server
SR 004	M	The system must be secured for OWASP Top 10 vulnerabilities (2023).
SR 005	M	SSI "Electoral Complaints" ensures the confidentiality of the data transmitted-received on the communication channels.
SR 006	M	Access to the functionalities provided by SSI "Electoral Complaints" is done in a controlled manner.
SR 007	M	Access to the functions offered to internal users is done with their authentication using username+password, Active Directory or electronic or mobile signature.
SR 008	M	User actions are recorded in electronic logs.
SR 009	M	SSI "Electoral Complaints" issues a periodic signal indicating its functional status.
SR 010	M	Prior to the delivery of the IT solution, all penetration tests of the SSI "Electoral Complaints" will be performed.

3. Software, hardware and communication channel requirements

Table 5.3 contains all the software, hardware and communication technology requirements submitted to SSI "Electoral Complaints".

Table 5.3. Software, hardware and communication technology requirements

Identifier	Compulsoriness	Requirement description
SHC 001	O	It is recommended that the SSI "Electoral Complaints" be developed under the following platform constraints: <ul style="list-style-type: none"> ■ Windows Server 2019; ■ IIS 10; ■ .NET 7; ■ Development tools: Visual Studio .NET, ADO.NET, ASP.NET; ■ MS SQL Server 15.0.
SHC 002	M	SSI "Electoral Complaints" must be able to be installed both on dedicated servers and on virtualization solutions.
SHC 003	M	It is necessary to demonstrate virtualization capability by delivering to the CEC an image of the system that can be loaded and becomes functional with minimal configurations on one of the existing virtualization solutions on the market.
SHC 004	M	SSI "Electoral Complaints" can be accessed on communication channels of at least 512 Kbps.
SHC 005	O	For the development of the IT system, the technologies used in the development of the existing SIASA IT subsystems will be used.

Identifier	Compulsoriness	Requirement description
SHC 006	M	SSI "Electoral Complaints" is capable of being virtualized at the software-hardware level.
SHC 007	M	SSI "Electoral Complaints" must be fault tolerant 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.
SHC 009	M	The verification will be done using a set of (modern) platforms and with the expectation that the performance parameters will be similar or better than on the reference configuration.
SHC 010	M	The generic program product recommended for operation and interaction with SSI "Electoral Complaints" is the WEB explorer.
SHC 011	M	SSI "Electoral Complaints" must be compatible with at least 2 of the latest versions of the following web browsers: Google Chrome, Mozilla Firefox, MS Internet Explorer/MS Edge, Safari, and Opera.
SHC 012	M	SSI "Electoral Complaints" will include configurable means of technical journaling (logging).
SHC 013	M	SSI "Electoral Complaints" must be able to produce at least the following levels of logs: <i>info</i> ; <i>warning</i> ; <i>critical</i> ; <i>error</i> .
SHC 014	M	The developer will prepare tools that facilitate system administration functions: <ul style="list-style-type: none"> ■ starting system components; ■ stop system components; ■ restarting system components, ■ creating a backup copy of the database, ■ restore data from the indicated backup, ■ refreshing the system's operational memory.
SHC 015	M	The system will operate in TCP/IP and especially HTTPS networks.
SHC 016	M	The developer will suggest other network services and utilities needed to operate the system.

4. Related aspects of information technology and initiatives in the field

The requirements submitted to the related aspects regarding the IT technologies used and the initiatives in the field in force on the territory of the Republic of Moldova are outlined in table 5.4.

Table 4.1. IT related requirements and initiatives in the field

Identifier	Compulsoriness	Requirement description
INI 001.	M	SSI "Electoral Complaints" will use as an authentication mechanism the MPass platform service intended for authentication by means of the electronic signature and the means of authentication provided by SIASA Admin.
INI 002.	M	SSI "Electoral Complaints" will use the facilities provided by SIASA Admin as an authorization mechanism.
INI 003.	M	SSI "Electoral Complaints" will use the MSign platform service as a mechanism for applying and validating the electronic signature.
INI 004.	M	SSI "Electoral Complaints" will use the MConnect interoperability platform as an interaction mechanism with the IT systems of other authorities of the Republic of Moldova.
INI 005.	M	SSI "Electoral Complaints" will use as a journaling mechanism the MLog service of the governmental interoperability framework for the journaling of critical business events and the journaling service provided by SIASA Admin (for exhaustive journaling of events).
INI 006.	M	SSI "Electoral Complaints" will use the notification service provided by the CEC as an external notification mechanism.

Identifier	Compulsoriness	Requirement description
INI 007.	O	(Optional) SSI "Electoral Complaints" will use the MNotify platform service as an external user notification mechanism.

5. Information system documentation requirements

The IT solution will be accompanied by a complete set of IT system documentation that includes the compartments included in table 5.5.

Table 5.1. SSI "Electoral Complaints" documentation requirements

Identifier	Compulsoriness	Requirement description
DOC 001	O	It is recommended that the developer prepares the UX/UI design to be agreed with the CEC team before starting the development work (Front-end) of the system
DOC 002	M	The Developer will prepare and publish interactive guidance materials included in the user interface of the SSI "Electoral Complaints".
DOC 003	M	The developer will prepare and deliver the IT System Technical Project.
DOC 004	M	The developer will prepare and deliver the user manual in Romanian.
DOC 005	M	The developer will prepare and deliver the administrator's manual in Romanian.
DOC 006	M	The developer will prepare the test scenarios of SSI "Electoral Complaints" intended for pre-acceptance and final acceptance.
DOC 007	M	The developer will prepare and deliver the system installation and configuration guide (which includes at least instructions on code compilation, application installation, hardware and software requirements, platform description and configuration, application configuration, disaster recovery procedures).
DOC 008	M	The Developer will prepare and deliver the System Architecture documentation with the description of the models in the UML language, which includes a sufficient level of detail of the architecture in several sections (including the logical and physical data model).
DOC 009	M	The developer will prepare and deliver the documentation of the exposed APIs for integration with other IT systems.
DOC 010	M	The developer will deliver all the electronic means necessary for the description and validation of the interfaces in the WSDL language.
DOC 011	M	The developer will deliver the source code for the applications and components developed under the project. The source code will become the CEC property

6. IT system maintenance requirements

The developer will provide warranty and post-delivery technical support that includes the compartments included in table 5.6.

Table 6.1. Warranty and technical support requirements for SSI "Electoral Complaints"

Identifier	Compulsoriness	Requirement description
GMS 001	M	The developer will provide warranty and technical support during 12 months after acceptance of the IT system.
GMS 002	M	The Beneficiary will be able to signal technical problems arising through the ticketing mechanism, Email or instant messages, agreed in advance with the Developer
GMS 003	M	The Developer will provide documentation support for technical issues and their traceability for the Beneficiary.
GMS 004	O	It is recommended that the deadline for response and remediation of technical problems reported at Critical level does not exceed 8 working hours from their reporting.
GMS 005	O	It is recommended that in the case of problems of major complexity, the term for solving them should not exceed 72 hours.

Identifier	Compulsoriness	Requirement description
GMS 006	M	Upon signing the final acceptance documents of SSI "Electoral Complaints", the Developer will sign an SLA agreement with CEC that will specify in detail the mechanism for providing warranty services, technical support and maintenance of the system for the period of 12 months.

6. Delivered product and components

The final product of the SSI "Electoral Complaints" will consist of the software and documentation artifacts of the IT subsystems as well as the knowledge transfer to the system owner and administrator. The artifacts related to the SSI "Electoral Complaints" deliverables are indicated in table 6.1.

Table 7.1. Delivered artifacts for SSI "Electoral Complaints"

Identifier	Compulsoriness	Requirement description
DELIV 001	M	The complete source code of the modules and components required to compile the delivered software products. The source code will become the CEC property
DELIV 002	M	Final products packaged for easy installation in the proposed technological environment.
DELIV 003	M	The technical project of SSI "Electoral Complaints".
DELIV 004	M	Documentation regarding the configuration and deployment of the SSI "Electoral Complaints" (deployment instructions).
DELIV 005	M	User Manual (for all system roles).
DELIV 006	M	Administrator's Manual.
DELIV 007	O	Training documentation (intended for trainers who will train CEC staff).
DELIV 008	M	Pre-acceptance and final acceptance test scenarios.
DELIV 009	M	Technical specifications for published and consumed interfaces.
DELIV 010	M	SLA agreement for the warranty services provision, maintenance and post-implementation technical support.
DELIV 011	M	All artefacts copied on electronic media (Flash type storage device) or by other agreed method to be presented to CEC

In addition to the artifacts related to the SSI "Electoral Complaints" deliverables, all the services necessary for the transfer of knowledge indicated in table 6.2 will be provided.

Table 7.2. Knowledge transfer services related to delivered artifacts

Identifier	Compulsoriness	Requirement description
DELIV 012	M	Administrator trainings (about 3 system users with System Administrator role) and trainings of about 50 CEC users for the roles: CEC – Secretary; CEC – Examiner and Auditor
DELIV 013	M	Assistance during the test period in production (piloting) of the SSI "Electoral Complaints". It is recommended to Pilot the SSI "Electoral Complaints" system for a period of at least 2 months.
DELIV 014	M	Assistance in acceptance testing of SSI "Electoral Complaints".
DELIV 015	M	Assistance for installing the new version of SSI "Electoral Complaints" 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.

7. Implementation phases for SSI "Electoral Complaints"

The action plan for the implementation of SSI "Electoral Complaints" is presented in Table 8.1. According to the given table, the project activities realisation period is:

- Pre-project activities (developer identification and contracting) - 1.5 months;

- SSI "Electoral Complaints" design – 1 month;
- SSI "Electoral Complaints" development – 2 months;
- Testing and debugging – 0.5 months;
- Technical documentation and User Guides – 0.5 months;
- Trainings for CEC users – 1 week;
- System piloting (in production) and adjustments/debugging – 1 month;
- System maintenance period – 12 months.

The time required to secure the developer engagement, system design and development, testing and errors/bugs removal is estimated at 12 months. The system piloting period is recommended to be at least 1 month and the warranty and technical support period of 12 months (granted including during the system Piloting period).

Table 8.1. The SSI "Electoral Complaints" implementation plan

No.	Activities	Duration (weeks)	Predecessor
1. SSI „Electoral Complaints” implementation			
1.1.	Identifying and contracting a software developer to ensure the development works according to TOR	5	-
1.2.	Participating in the communication process with the developer (setting priorities/implementation strategy, providing additional clarifications)	1	1.1
1.3	SSI „Electoral Complaints” design	4	1.2
1.4	SSI „Electoral Complaints” development	8	1.3
1.5	Testing and adjustments/debugging	2	1.4
1.6	Technical documentation and User Guides	2	1.4
1.7	Installation and system configuration on CEC production environment	1	1.5
1.8	Users Training	1	1.6
1.9	System configurations (periods, streams, classifiers, roles, other parameters)	1	1.7
1.10	System piloting (in production) and adjustments/debugging	1	1.7
1.11	System deliverables (technical documentation/update packages/source code)	1	1.7
1.12	Signing the Final Acceptance Act (for Development)	1	1.8
2. Maintenance			
2.1.	Adjustment of identified errors	48	1.12
2.2.	Ensuring system monitoring and providing the necessary support to CEC team for continuous system optimization and configurations changes		
2.3.	Conducting tests to demonstrate system operability and operation		
2.4.	Optimizing the source code to ensure optimal system performance and security		
2.5.	Submission to CEC of updated source code versions and updated system documentation		
2.6.	Providing the necessary CEC support for installing system updates		
2.7	Signing the Final Acceptance Act (for Maintenance)	1	2.6

8. Breakdown per Deliverable / Activity for SSI "Electoral Complaints"

The action plan for the implementation of SSI "Electoral Complaints" of Table 8.1 is presented in Table 9.1 per deliverable to be preformed:

Table 9.1. The SSI "Electoral Complaints" deliverables

Deliverable / Milestone as per Terms of Reference	Timeframe
Deliverable 1: Kick Off Meeting with the CEC and the Project Team	By 7 June 2024
Deliverable 2: Project Implementation Plan	By 7 July 2024
Deliverable 3: System Architecture Document	By 7 July 2024
Deliverable 4: Development of the computer subsystem 'Electoral Complaints' of State Automated Information System 'Elections'	By 7 September 2024
Deliverable 5: Test plans for User Acceptance Testing, Load & Stress Testing and Automation Testing Plans	By 21 September 2024
Deliverable 6: Testing	By 28 September 2024
Deliverable 7: Training the Users	By 28 October 2024
Deliverable 8: Implementation	By 28 November 2024
Deliverable 9: Maintenance, Warranty and Technical Support Services for 12 months following the commissioning of the ITSS	By 28 November 2025

Annex 1. Complaint

Destinatarul

(denumirea organului electoral)

Contestatarul

(numele, prenumele/denumirea concurentului
electoral/reprezentantului/alegătorului)

(adresa de e-mail)

(alte date de contact)

Partea contestată

(numele, prenumele/denumirea concurentului
electoral/organului electoral)

(adresa de e-mail)

(alte date de contact)

Scrutinul

(tipul scrutinului)

CONTESTAȚIE

1. Descrierea faptelor invocate ca presupuse încălcări cu argumentarea dreptului personal vătămat
(esența faptei săvârșite, alte informații pertinente - în ce constă acțiunea/inacțiunea organului electoral sau a concurentului electoral, efectele juridice ale acesteia, data/ora săvârșirii; hotărîrea contestată - organul emitent, efectele juridice ale acesteia, data adoptării)

2. Temeiul legal pe care se întemeiază pretențiile și obiecțiile contestatarului (referința expresă la norma din Codul electoral, actele normative ale Comisiei Electorale Centrale sau legislația conexă)

3. Cerințele contestatarului cu indicarea sancțiunii ce se solicită a fi aplicată *(descrierea expresă și clară a pretențiilor, posibila soluție a problemei descrise, așteptările în urma soluționării contestației, rezultatul scontat)*

4. Probele pe care se întemeiază pretențiile și obiecțiile contestatarului *(dovezile de care dispune contestatarul - înregistrări audio/video, declarațiile în scris ale martorilor, poze, înscrisuri, materiale agitaționale etc.)*

5. Mențiuni despre procură/împuterniciri/hotărârea organului electoral de înregistrare în calitate de concurent electoral/reprezentant

6. Cunoscând prevederile legislației potrivit căroră falsificarea probelor reprezintă o infracțiune care se pedepsește în condițiile art.310 din Codul penal al Republicii Moldova nr. 985/2002, declar pe propria răspundere despre proveniența legală a documentelor, materialelor, înscrisurilor ș.a., prezentate în calitate de probe în cadrul examinării prezentei contestații, și despre faptul că acestea sunt veridice și autentice.

7. Atașamente:

Semnat electronic de către _____ **la data**
de _____

Annex 2. Complaint withdrawal request

Destinatarul

(denumirea organului electoral)

CERERE DE RETRAGERE A CONTESTAȚIEI

Subsemnatul/Subsemnata _____,
având în vedere art. 92 alin. (3) din Codul electoral nr. 325/2022, potrivit căruia contestatarul are dreptul să-și retragă contestația până la adoptarea hotărârii de către autoritatea competentă, precum și art. 78 alin. (2) din Codul administrativ nr. 116/2018, care stabilește că participantul care a inițiat procedura poate retrage petiția inițială până la finalizarea procedurii,

înaintez prezenta cerere prin care solicit retragerea contestației introduse prin sistemul electronic „Contestații Electorale” înregistrate sub nr. _____.

Semnat electronic la data de _____

Annex 3. Complaint modification request

Destinatarul

(denumirea organului electoral)

CERERE DE MODIFICARE A CONTESTAȚIEI

Subsemnatul / Subsemnata , _____,

având în vedere art. 92 alin. (3) din Codul electoral nr. 325/2022, potrivit căruia contestatarul are dreptul să modifice cerințele din contestație și / sau să o suplimenteze, cu excepția obiectului ei, prin depunerea unei cereri scrise la autoritatea competentă, precum și art. 84 alin. (1) din Codul administrativ nr. 116/2018, care stabilește că participantul poate modifica petiția inițială sau petițiile depuse în cadrul procedurii până la finalizarea acesteia, cu excepția obiectului ei,

înaintez prezenta cerere prin care solicit modificarea contestației introduse prin sistemul electronic „Contestații Electorale” înregistrate sub nr. _____.

Cunoscând prevederile art. 310 din Codul penal nr. 985/2002 privind falsificarea probelor, declar pe propria răspundere că documentele, materialele, înscrisurile ș.a., prezentate în calitate de probe în cadrul examinării contestației, sunt provenite legal și că sunt veridice și autentice.

Atașamente:

Semnat electronic la data de _____

Annex 4. Electronic Notification



COMISIA ELECTORALĂ CENTRALĂ A REPUBLICII MOLDOVA

Str. Vasile Alecsandri, nr. 119, Chișinău, Republica Moldova

Tel.: (+373 22) 251-451 Fax: (+373 22) 234-047

E-mail: info@cec.md

NOTIFICARE ELECTRONICĂ emisă la data de _____

Nr. _____

Numele și prenumele (denumirea persoanei juridice) _____ este invitat / invitată să se prezinte pentru data de _____, ora _____, la sediul Comisiei Electorale Centrale pentru participare la ședința în cadrul căreia se va examina:

_____.

În cazul imposibilității de a se prezenta fizic la sediul instituției, persoana invitată poate participa on-line la ședință, iar acest fapt urmează să îl comunice preventiv la adresa de e-mail: info@cec.md sau la nr. de telefon: 022-251-451. Persoana invitată va primi datele de contact pentru conectare la ședință prin mesaj electronic.

Persoana invitată poate consulta dosarul administrativ la sediul Comisiei Electorale Centrale în ziua de _____, ora _____.

Absența nejustificată de la ședință nu constituie temei pentru amânarea examinării subiectului.

În cazul în care o altă persoană va reprezenta interesele persoanei invitate, aceasta urmează să se înfățișeze la ora și adresa indicată, cu actul de identitate și dovada împuternicirilor.

PREȘEDINTE

Nume Prenume

Annex 5 Complaints Register (Form)


Registrul de evidență a contestațiilor

[illegible]

Annex 6a Interface model – Accessing SSI Electoral Complaints (for external users) (www.cec.md portal)



Annex 6b Interface model – Accessing the Complaint creation functionality (for external users) (www.cec.md portal)


CEC
 Comisia Electorală Centrală

Registrul de evidență a contestațiilor

Depune Contestație
 Descarcă documentele
 Caută:

Nr. d/o	Numărul de înregistrare	Scrutinel	Anul	Data și ora expedierii	Contestatarul (numele/prenumele)	Partea Contestată	Contestația (inclusiv Anexele)	Obiectul (contestației)	Poziția părții contestate	Mențiuni despre mersul executării	Soluția organului electoral (hotărârea adoptată/scrisoarea de ieșire)	Contestat (DA/NU)	
1	2	3	4	5	6	7	8	9	10	11	12	13	
<input checked="" type="checkbox"/>	1	CEC-10 / AP / 1	Alegeri Parlamentare	2023	26.12.2023 10:00	Popovici Mihail	Partidul TARE	Contestația nr CE1 (PDF) ↓ Cererea de modificare ↓ Anexe ↓	Sesizarea dlui Popovici Mihail privind acțiunile Partidului TARE în Campania electorală 2023	Poziția contracandidat ↓ Video.mov ↓	Examinată	Admisă Hotărârea nr. 13 din 30.12.2023 ↓	NU
<input type="checkbox"/>	2	CEC-10 / ALG / 2	Alegeri Locale Generale	2023	26.12.2023 11:30	Alexandru Moroz	Coleninc Andrei	Contestația nr CE 2 (PDF) ↓ Cererea de retragere ↓ Anexe ↓	Sesizarea dlui Alexandru Moroz privind încălcarea Legii nr. 133 din 13.02.2021		În Examinare		NU
<input type="checkbox"/>	3	CEC-10 / ALG / 3	Alegeri Locale Generale	2023	27.12.2023 09:12	Ana Hîncu	Partidul NEATA	Contestația nr CE 3 (PDF) ↓	Sesizarea dnei Ana Hîncu privind acțiunile candidatului Partidului NEATA		Examinată	Transmis altui organ după competență	DA

Pagina 1

Annex 7 Interface model – Mpass authentication

Guvernul Republicii Moldova

RO Autentificare

 **Pass**
Serviciul de autentificare și control al accesului

Selectați modalitatea de autentificare


Semnătura mobilă



+373 XXX00000

Transmite

Semnătura electronică



Serviciul Tehnologia Informației și Securitate Cibernetică

Autentificarea în 2 pași



IDNP

Parolă

Intră

[Am uitat parola](#) | [Nu am cod de verificare](#)


Anulează

CENTRUL DE ASISTENȚĂ
Servicii Publice Electronice
022 820 000

Termeni și condiții
Întrebări frecvente
Procedura de integrare
suport.mpass@egov.md

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Versiunea 3.2309.25.2

Annex 8 Interface model – Complaint creation (external user – Complainer)

**CEC**
Comisia Electorală Centrală

ContestațieCerere retragere ContestațieCerere modificare Contestație

Support: (022) 251-451

Ghidul de utilizare

Destinatarul
(denumirea organului electoral)

Contestatarul
(numele, prenumele/denumirea concurentului electoral/reprezentantului/alegătorului)
(adresa de e-mail)
(alte date de contact)

Partea contestată
(numele, prenumele/denumirea concurentului electoral/organului electoral)
(adresa de e-mail)
(alte date de contact)

Scrutinul
(tipul scrutinului)


CONTESTAȚIE

1. Descrierea faptelor invocate ca presupuse încălcări cu argumentarea dreptului personal vătămat (esența faptei săvârșite, alte informații pertinente - în ce constă acțiunea/inacțiunea organului electoral sau a concurentului electoral, efectele juridice ale acesteia, data/ora săvârșirii; hotărârea contestată - organul emitent, efectele juridice ale acesteia, data adoptării)

AtașamenteSEMNARE
TIPARTIPAR
EXPEDIERE
ANULARE

Utilizatorul: Nume.Prenume

Annex 9 Interface model – Complaint withdrawal request creation (external user – Complainer)



CEC
Comisia
Electorală
Centrală

ContestațieCerere retragere ContestațieCerere modificare Contestație

Suport: (022) 251-451

Ghidul de utilizare

Destinatarii

(denumirea organului electoral)

CERERE DE RETRAGERE A CONTESTAȚIEI

Subsemnatul/Subsemnata Nume.Prenume,
având în vedere art. 92 alin. (3) din Codul electoral nr. 325/2022, potrivit căruia contestatarul are
dreptul să-și retragă contestația până la adoptarea hotărârii de către autoritatea competentă, precum
și art. 78 alin. (2) din Codul administrativ nr. 116/2018, care stabilește că participantul care a inițiat
procedura poate retrage petiția inițială până la finalizarea procedurii,
înaintez prezenta cerere prin care solicit retragerea contestației introduse prin sistemul
electronic „Contestații Electorale” înregistrate sub nr. număr contestație

Semnat electronic la data de _____

SEMNARE


TIPAR

EXPEDIERE

ANULARE

Utilizatorul: Nume.Prenume

Annex 10 Interface model – Complaint modification request creation (external user – Complainer)

**CEC**
Comisia Electorală Centrală

ContestațieCerere retragere ConstațieCerere modificare Constație

Support: (022) 251-451

Ghidul de utilizare

Destinatarii

(denumirea organului electoral)

CERERE DE MODIFICARE A CONTESTAȚIEI

Subsemnatul / Subsemnata , Nume.Prenume

având în vedere art. 92 alin. (3) din Codul electoral nr. 325/2022, potrivit căruia contestatarul are dreptul să modifice cerințele din contestație și / sau să o suplimenteze, cu excepția obiectului ei, prin depunerea unei cereri scrise la autoritatea competentă, precum și art. 84 alin. (1) din Codul administrativ nr. 116/2018, care stabilește că participantul poate modifica petiția inițială sau petițiile depuse în cadrul procedurii până la finalizarea acesteia, cu excepția obiectului ei,

înaintez prezenta cerere prin care solicit modificarea contestației introduse prin sistemul electronic „Constații Electorale” înregistrate sub nr. număr contestație

Cunoscând prevederile art. 310 din Codul penal nr. 985/2002 privind falsificarea probelor, declar pe propria răspundere că documentele, materialele, înscrisurile ș.a., prezentate în calitate de probe în cadrul examinării contestației, sunt provenite legal și că sunt veridice și autentice.

Atașamente:

video.avi

Foto2.jpg

AtașamenteSEMNARE


TIPAR

EXPEDIERE


ANULARE

Utilizatorul: Nume.Prenume

Annex 11 Interface model – applying the electronic signature





MSign |  Guvernul Republicii Moldova

Română ▾

 **Sign** Serviciul guvernamental de semnătură electronică


Semnează electronic Verifică semnătura Media

Alegeți unul din instrumentele de semnare



Fișiere spre semnare 1 [Vizualizează](#)

Semnătura mobilă 1




IDNP

+373

☐ Memorează numărul de telefon

✓ Transmite

Semnătura electronică



Serviciul Tehnologia
Informației și Securitate
Cibernetică

✕ Anulare

CENTRUL DE ASISTENȚĂ
Servicii Publice Electronice
022 820 000

Termeni și condiții
Întrebări frecvente
Procedura de integrare
suport.msign@egov.md

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Versiunea 2.2309.20.2

Annex 12 Interface model – Complaints Status „Înregistrată” (CEC - Secretary role)


CEC
 Comisia Electorală Centrală

23

Contestații
 Registrul de evidență a contestațiilor
 Rapoarte


Ghidul de utilizare
 + Adaugă Constație
 + Cerere retragere
 + Cerere de modificare
 + Poziția părții contestate
 Tipar
 Descarcă documentele
 Caută:
 Execută

Înregistrate
 În Examinare
 Examine

	Contestații	Statut	Contestatarul	Partea contestată	Destinatarul	Organul electoral responsabil p/u examinare	Examinator	Data înregistrării	Termen limită	Spre Examinare
<input checked="" type="checkbox"/>	Număr Constație	Înregistrată	Popovici Mihail	Galina Octescu	CEC	Selectează organ electoral	Selectează Examinator	26.12.2023 10:00	02.01.2024	Spre Examinare
<input type="checkbox"/>	Număr Constație	Înregistrată	Tataru Ivan	Partidul TARE	CEC	Selectează organ electoral	Selectează Examinator	26.12.2023 10:21	02.01.2024	Spre Examinare
<input type="checkbox"/>	Număr Constație	Înregistrată	Olesea Tomescu	Partidul Vocii	CECE I	Selectează organ electoral	Selectează Examinator	26.12.2023 11:00	02.01.2024	Spre Examinare
<input type="checkbox"/>	Număr Constație	Înregistrată	Olesea Tomescu	Partidul OLA	CECE II	Selectează organ electoral	Selectează Examinator	27.12.2023 11:11	02.01.2024	Spre Examinare
<input type="checkbox"/>	Număr Constație	Înregistrată	Ana Purici	Tataru Ivanca	BESV	Selectează organ electoral	Selectează Examinator	27.12.2023 12:00	02.01.2024	Spre Examinare
<input type="checkbox"/>	Număr Constație	Înregistrată	Elena Andronic	Olenici Lara	CEC	Selectează organ electoral	Selectează Examinator	27.12.2023 12:05	02.01.2024	Spre Examinare

Utilizatorul: Ana.Popovici Rol: Secretariat

Annex 13 Interface model – Complaints Status „În Examinare” (CEC – Examiner role)


CEC
 Comisia Electorală Centrală

23

Contestații
 Registrul de evidență a contestațiilor
 Rapoarte


Ghidul de utilizare
 Modifică Examinator
 Poziția părții contestate
 Tipar
 Descarcă documentele
 Caută:

Înregistrate
 În Examinare
 Examine

<input type="checkbox"/>	Contestații ▲	Statut	Contestatarul	Partea contestată	Destinatarul	Organul electoral responsabil p/u examinare	Examinator	Data înregistrării	Termen limită	Soluționează
<input checked="" type="checkbox"/>	Număr Contestație	Înregistrată	Popovici Mihail	Galina Octescu	CEC	CECE I	Ana.Popovici	26.12.2023 10:00	02.01.2024	Soluția luată
<input type="checkbox"/>	Număr Contestație	Înregistrată	Tataru Ivan	Partidul TARE	CEC	CECE I	Ana.Popovici	26.12.2023 10:21	02.01.2024	Soluția luată
<input type="checkbox"/>	Număr Contestație	Înregistrată	Olesea Tomescu	Partidul Vocii	CECE I	CECE I	Ana.Popovici	26.12.2023 11:00	02.01.2024	Soluția luată
<input type="checkbox"/>	Număr Contestație	Înregistrată	Olesea Tomescu	Partidul OLA	CECE II	CECE I	Ana.Popovici	27.12.2023 11:11	02.01.2024	Soluția luată

Utilizatorul: Ana.Popovici Rol: Examinator

Annex 14 Interface model – Complaints Status „În Examinare” – solving (CEC – Examiner role)


CEC
 Comisia Electorală Centrală

23

Contestații
 Registrul de evidență a contestațiilor
 Rapoarte

Ghidul de utilizare
 Selectează Soluția
 Atașează Contestația (Depersonalizată)
 Atașează Hotărîrea adoptată (Original)
 Atașează Hotărîrea adoptată (Depersonalizată)
 Soluționează

Înregistrate
 În Examinare
 Examine

Admisă
 Admisă parțial
 Respins
 Inadmisibilă
 Restituită
 Transmis după competență

Înapoi

Nu se necesită
 [Atașat - Hotărîrea nr 0122 din 25.12.2023.pdf](#)
[Atașat - Hotărîrea nr 0122 din 25.12.2023\(depersonalizat\).pdf](#)


Documente conexe:
 Disponibil p/u Public ?

Cererea de modificare
 Poziția contracandidat
 Video.mov
 Anexa 1
 Anexa 2

☒
☐
☒
☒
☒

Utilizatorul: Ana.Popovici Rol: Examiner

Annex 15 Interface model – Complaints Status „Examinată”


CEC
 Comisia Electorală Centrală

23

Contestații
 Registrul de evidență a contestațiilor
 Rapoarte


Ghidul de utilizare
 Tipar
 Descarcă documentele
 Caută:
 Execută

Înregistrate
 În Examinare
 Examine

<input type="checkbox"/>	Contestații	Soluția luată	Contestatarul	Partea contestată	Destinatarul	Organul electoral responsabil p/u examinare	Examinator	Data înregistrării	Termen limită	Data examinării
<input checked="" type="checkbox"/>	Număr Contestație	Admisă	Popovici Mihail	Galina Octescu	CEC	CECE I	Ana Tricolici	26.12.2023 10:00	02.01.2024	01.01.2024
<input type="checkbox"/>	Număr Contestație	Admisă parțial	Tataru Ivan	Partidul TARE	CEC	CECE I	Ion Batavaru	26.12.2023 10:21	02.01.2024	02.01.2024


Utilizatorul: Ana.Popovici Rol: Secretariat

Annex 16 Interface model – Complaints Register (view)





CEC
Comisia Electorală Centrală

Registrul de evidență a contestațiilor


 Descarcă documentele

Caută:

Nr. d/o	Numărul de înregistrare	Scrutinul	Anul	Data și ora expedierii	Contestatarul (numele/prenumele)	Partea Contestată	Contestația (inclusiv Anexele)	Obiectul (conestației)	Poziția părții contestate	Mențiuni despre mersul executării	Soluția organului electoral (hotărârea adoptată/scrisoarea de ieșire)	Contestat (DA/NU)
1	2	3	4	5	6	7	8	9	10	11	12	13
<input checked="" type="checkbox"/> 1	CEC-10 / AP / 1	Alegeri Parlamentare	2023	26.12.2023 10:00	Popovici Mihail	Partidul TARE	Contestația nr CE1 (PDF) ↓ Cererea de modificare ↓ Anexe ↓	Sesizarea dlui Popovici Mihail privind acțiunile Partidului TARE în Campania electorală 2023	Poziția contracandidat ↓ Video.mov ↓	Examinată	Admisă Hotărârea nr. 13 din 30.12.2023 ↓	NU
<input type="checkbox"/> 2	CEC-10 / ALG / 2	Alegeri Locale Generale	2023	26.12.2023 11:30	Alexandru Moroz	Coleniuc Andrei	Contestația nr CE 2 (PDF) ↓ Cererea de retragere ↓ Anexe ↓	Sesizarea dlui Alexandru Moroz privind încălcarea Legii nr. 133 din 13.02.2021		În Examinare		NU
<input type="checkbox"/> 3	CEC-10 / ALG / 3	Alegeri Locale Generale	2023	27.12.2023 09:12	Ana Hîncu	Partidul NEATA	Contestația nr CE 3 (PDF) ↓	Sesizarea dnei Ana Hîncu privind acțiunile candidatului Partidului NEATA		Examinată	Transmis altui organ după competență	DA



 Pagina 1

Annex 17 Interface model – Reports compartment

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Contestații

Registrul de evidență a contestațiilor

Rapoarte

Ghidul de utilizare

Descarcă Raport

Tipar

Salvează Raport

Caută: Execută

Denumire raport:

☐ Selectează toate

☒ Nr d/o

☐ Numărul de înregistrare (Contestației)

☐ Partea Contestată

☒ Contestatarul

☒ Data expedierii (contestației)

☒ Statutul executării

☐ Numărul Hotărârii

☐ Examinator

☒ Scrutin

☐ Anul


☐

Lista Rapoartelor create:
1. Raport - Nivel de Executare CECE I
2. Raport - Statistica Totala
3. Raport 3
....
....
....

Lista Rapoartelor prestabilite:
1. Statistica executării Contestațiilor
2. Lista Executori
/

Utilizatorul: Ana.Popovici Rol: Examinator

Annex 18 Interface model – Auditor role


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Contestații
 Registrul de evidență a contestațiilor
 Rapoarte

Ghidul de utilizare
 Tipar
 Descarcă documentele
 Caută:
 Execută

Înregistrate
 În Examinare
 Examine

	Contestații	Statut	Contestatarul	Partea contestată	Destinatarul	Organul electoral responsabil p/u examinare	Examinator	Data înregistrării	Termen limită	Spre Examinare
<input checked="" type="checkbox"/>	Numărul Contestației	Înregistrată	Popovici Mihail	Galina Octescu	CEC	Neatribuit	Neatribuit	26.12.2023 10:00	02.01.2024	Neatribuit
<input type="checkbox"/>	Numărul Contestației	Înregistrată	Tataru Ivan	Partidul TARE	CEC	Neatribuit	Neatribuit	26.12.2023 10:21	02.01.2024	Neatribuit
<input type="checkbox"/>	Numărul Contestației	Înregistrată	Olesea Tomescu	Partidul Vocii	CECE I	Neatribuit	Neatribuit	26.12.2023 11:00	02.01.2024	Neatribuit
<input type="checkbox"/>	Numărul Contestației	Înregistrată	Olesea Tomescu	Partidul OLA	CECE II	Neatribuit	Neatribuit	27.12.2023 11:11	02.01.2024	Neatribuit
<input type="checkbox"/>	Numărul Contestației	Înregistrată	Ana Purici	Tataru Ivanca	BESV	Neatribuit	Neatribuit	27.12.2023 12:00	02.01.2024	Neatribuit
<input type="checkbox"/>	Numărul Contestației	Înregistrată	Elena Andronic	Olenici Lara	CEC	Neatribuit	Neatribuit	27.12.2023 12:05	02.01.2024	Neatribuit

Utilizatorul: Ion.Noric
 Rol: Auditor

Annex 19 Interface model – Editing Templates (Administrator role)

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Centrală

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Contestații

Registrul de evidență a contestațiilor

Rapoarte

Setări

Setări

Istoria logărilor

Toti utilizatorii (36)

Subdiviziuni (3)

Roluri de utilizator (6)

Aplicatia

Șabloane

Nomenclatoare și clasificatoare

Setări de sistem

Setare mesaje

Setare Fluxuri

Alte setări

Contestații

Cerere de retragere

Cerere de modificare

Registrul de evidență a contestațiilor

Destinatarii

(denumirea organului electoral)

(adresa de e-mail, sediul)

Contestatarul

(numele, prenumele/denumirea concurentului electoral/represntantului/alegătorului)

(adresa de e-mail, alte date de contact)

Partea contestată

(numele, prenumele/denumirea concurentului electoral/organului electoral)

(adresa de e-mail, alte date de contact)

Scrutinul

(tipul scrutinului)

CONTESTAȚIE

1. Descrierea faptelor invocate ca presupuse încălcări cu argumentarea dreptului personal vătămat (esența faptelor săvârșite, alte informații pertinente - în ce constă acțiunea/inacțiunea organului electoral sau a concurentului electoral, efectele juridice ale acestora, data/ora săvârșirii; hotărârea contestată - organul emitent, efectele juridice ale acesteia, data adoptării)

Salvare

ANULARE

Caută:

Execută

Versiunea 1.0 Formular Contestatii - 13.10.2023

Restabilește

Versiunea 2.0 Formular Contestatii - 19.10.2023


Restabilește

Versiunea 3.0 Formular Contestatii - 20.11.2023

Restabilește

Utilizatorul: Ion.Tataru Rol: Administrator

Annex 20 Interface model – Electronic notifications compartment (Optional)


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Contestații
 Registrul de evidență a contestațiilor
 Rapoarte
 Notificări electronice

Ghidul de utilizare
 Creare Notificare
 Tipar
 Caută:

<input type="checkbox"/>	Nr. Notificării	Data Notificării	Adresa Email	Numele și prenumele (denumirea persoanei juridice)	Data prezentării	Ora prezentării	Ziua și ora consultării dosarului administrativ	Data expedierii
<input checked="" type="checkbox"/>	NE1	14.05.2024	ion.tasci@gmail.com	Ion Tasci	27.05.2024	14:00	18.05.2024 ora 15:00	14.05.2024
<input type="checkbox"/>	NE2	15.05.2024	ciuperca.irina@mail.ru	Irina Ciuperca	27.05.2024	15:00	19.05.2024 ora 15:00	15.05.2024
<input type="checkbox"/>	NE3	16.05.2024	partidfloare@gmail.com	Partidul FLOARE	28.05.2024	9:30	20.05.2024 ora 12:00	17.05.2024

Utilizatorul: Ala.Soare
 Rol: Examinator

Annex 21 Interface model – Electronic Notifications creation (Optional)


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Contestații
 Registrul de evidență a contestațiilor
 Rapoarte
 Notificări electronice

Ghidul de utilizare
 Creare Notificare
 Tipar
 Caută:
 Execută

Nr. Notificării	Data Notificării	Acțiune
<input checked="" type="checkbox"/> NE1	14.05.2024	ion.
<input type="checkbox"/> NE2	15.05.2024	ciu
<input type="checkbox"/> NE3	16.05.2024	part

Notificare Electronică

* Adresa de email

* Numele și prenumele (denumirea persoanei juridice)

* Informația cu privire la cele propuse spre examinare în cadrul ședinței

* Data și ora prezentării H:


* Ziua și ora consultării dosarului administrativ H:

Expediază
 Anulează

ora consultării dosarului administrativ	Data expedierii
2024 ora 15:00	14.05.2024
2024 ora 15:00	15.05.2024
2024 ora 12:00	17.05.2024

Utilizatorul: Ala.Soare
 Rol: Examinator

Annex 22 Interface model – Folder's – „Înregistrat” Status (Optional)



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Contestații
Registrul de evidență a contestațiilor
Rapoarte
Citații
Dosare

Ghidul de utilizare
Adaugă Dosar
Actualizare Date
Descarcă documentele
Caută:
Execută

Dosare Electorale

Înregistrat
În Examinare
În Examinare (Revizuire)
În Examinare (Rejudecare)
Examinat


Dosare Administrative

Înregistrat
În Examinare
În Examinare (Revizuire)
În Examinare (Rejudecare)
Examinat

<input type="checkbox"/>	Numărul și data Dosarului	Numărul Contestației de referință	Legat de alt Dosar cu numărul	Materiale Anexate	Organul electoral responsabil p/u examinare	Examinator	Denumirea dosarului	Instanța de judecată	Data înregistrării cererii de chemare în judecată	Termenul de examinare	Spre Examinare
<input checked="" type="checkbox"/>	DE110 din 30.03.2024	CE115 CE201 CE203	DE105	Anexe ↓	Selectează organ electoral	Selectează Examinator	Dosar Electoral cu privire la	Instanța X	22.03.2024	26.06.2024	Spre Examinare
<input type="checkbox"/>	DE111 din 30.03.2024	CE106		Anexe ↓	Selectează organ electoral	Selectează Examinator	Dosar Electoral cu privire la	Instanța Y	23.03.2024	21.05.2024	Spre Examinare
<input type="checkbox"/>	DE112 din 01.04.2024	CE210		Anexe ↓	Selectează organ electoral	Selectează Examinator	Examinarea cauzei	Instanța Z	25.03.2024	25.07.2024	Spre Examinare
<input type="checkbox"/>	DE113 din 02.05.2024	CE215		Anexe ↓	Selectează organ electoral	Selectează Examinator	Text	Instanța Y	25.03.2024	06.07.2024	Spre Examinare
<input type="checkbox"/>	DE114 din 12.06.2024	CE227 CE229	DE200	Anexe ↓	Selectează organ electoral	Selectează Examinator	Text	Instanța Y	26.03.2024	05.08.2024	Spre Examinare
<input type="checkbox"/>	DE115 din 15.08.2024	CE230		Anexe ↓	Selectează organ electoral	Selectează Examinator	Text	Instanța Y	05.04.2024	25.11.2024	Spre Examinare

Utilizator: Ana.Popovici
Rol: Secretariat

Annex 23 Interface model – Add Folder (Optional)


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Contestații
Registru de evidență a contestațiilor
Rapoarte
Citații
Dosare

Ghidul de utilizare
+ Adaugă Dosar
+ Actualizare Date
Descarcă documentele

Caută:
Execută

Dosare Electorale

- Înregistrat
- În Examinare
- În Examinare (Revizuire)
- În Examinare (Rejudecare)
- Examinat

Dosare Administrative

- Înregistrat
- În Examinare
- În Examinare (Revizuire)
- În Examinare (Rejudecare)
- Examinat

Numărul și data Dosarului	Numărul Contestației	Tip Dosar (Selectează)	Număr Dosar	Data Dosar	Numărul Contestației de referință	Legat de alt Dosar cu numărul	Atașare Materiale	Exclude Materiale	Denumirea Dosarului	Instanța de judecată	Data înregistrării cererii de chemare în judecată	Termenul de examinare	Spre Examinare
<input type="checkbox"/> DE110 din 30.03.2024	CE115 CE201 C												
<input type="checkbox"/> DE111 din 30.03.2024	CE106												
<input type="checkbox"/> DE112 din 01.04.2024	CE210												
<input type="checkbox"/> DE113 din 02.05.2024	CE215												
<input type="checkbox"/> DE114 din 12.06.2024	CE227 CE229												
<input type="checkbox"/> DE115 din 15.08.2024	CE230												

☐ video.mp4
☐ foto.jpg
☐ document.pdf


Denumirea Dosarului
Instanța de judecată
Termenul de examinare

Data înregistrării cererii de chemare în judecată

Adaugă
Anulează

Utilizator: Ana.Popovici Rol: Secretariat

Annex 24 Interface model – Folder's – „În Examinare” Status (Optional)


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Contestații
Registrul de evidență a contestațiilor
Rapoarte
Citatii
Dosare

Ghidul de utilizare
Actualizare Date
Descarcă documentele
Caută:
Execută

Dosare Electorale

- Înregistrat
- În Examinare**
- În Examinare (Revizuire)
- În Examinare (Rejudecare)
- Examinat

Dosare Administrative

- Înregistrat
- În Examinare
- În Examinare (Revizuire)
- În Examinare (Rejudecare)
- Examinat

<input type="checkbox"/>	Numărul și data Dosarului	Numărul Contestației de referință	Legat de alt Dosar cu numărul	Materiale Anexate	Organul electoral responsabil p/u examinare	Examinator	Denumirea dosarului	Instanța de judecată	Data înregistrării cererii de chemare în judecată	Termenul de examinare	Soluționează
<input checked="" type="checkbox"/>	DE110 din 30.03.2024	CE115 CE201 CE203	DE105	Anexe ↓ Anexe ↓	CECE I	Ion Batavaru	Dosar Electoral cu privire la	Instanța X	22.03.2024	26.06.2024	Soluția luată
<input type="checkbox"/>	DE111 din 30.03.2024	CE106		Anexe ↓	CECE I	Ion Batavaru	Dosar Electoral cu privire la	Instanța Y	23.03.2024	21.05.2024	Soluția luată
<input type="checkbox"/>	DE112 din 01.04.2024	CE210		Anexe ↓	CECE I	Ion Batavaru	Examinarea cauzei	Instanța Z	25.03.2024	25.07.2024	Soluția luată
<input type="checkbox"/>	DE113 din 02.05.2024	CE215		Anexe ↓	CECE I	Ion Batavaru	Text	Instanța Y	25.03.2024	06.07.2024	Soluția luată
<input type="checkbox"/>	DE114 din 12.06.2024	CE227 CE229	DE200	Anexe ↓	CECE I	Ion Batavaru	Text	Instanța Y	26.03.2024	05.08.2024	Soluția luată

Utilizator: **Ion Batavaru** Rol: **Examinator**

Annex 26 Election types

Denumirea Scurtă	Denumirea Lungă
AP	Alegeri parlamentare
APr	Alegeri prezidențiale
ALG	Alegeri locale generale
APA	Alegeri parlamentare anticipate
APrA	Alegeri prezidențiale anticipate
ALN (toamna)	Alegeri locale noi toamna
ALN (primăvara)	Alegeri locale noi primăvara
ALP	Alegeri locale parțiale
RR	Referendum republican Notă: poate fi constituțional, legislativ, consultativ sau pentru demiterea președintelui
RL	Referendum local

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

N/A

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"/>	YES , we intend to submit a proposal.
<input type="checkbox"/>	NO , 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: Click or tap here to enter text.	
<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:

Have you duly completed all the Returnable Proposal Forms?	
▪ 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"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>
Have you provided the required documents in support of Form D: Proposer Information?	<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"/>	Requirements and Terms and Conditions: 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"/>	Ethics: 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 : https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: 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"/>	Prohibitions and Sanctions: I/We hereby declare that our firm, ultimate beneficial owners, 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 or any other international Organization.
<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"/>	Bankruptcy: 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"/>	Proposal Validity Period: 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

RFP Reference	Click or tap here to enter text.
Legal name of Proposer	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of registration	Click or tap here to enter text.
Proposer's Authorized Representative information	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.
Legal structure	Choose an item.
No. of full-time employees	Click or tap here to enter number.
No. of staff involved in similar contracts	Click or tap here to enter number.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Years of supplying to UN organisations	Click or tap here to enter text.
Are you a Click or tap here to enter text.vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert Vendor Number
Countries of operation	Click or tap here to enter text.
Subsidiaries in the region (please indicate names of subsidiaries and addresses, if relevant to the proposal)	Click or tap here to enter text.
Commercial Representatives in the country: Name/Address/Phone (for international companies only)	Click or tap here to enter text.
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	Click or tap here to enter text.
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):	<p>Tick all that apply and provide supporting documentation:</p> <p><input type="checkbox"/> Corporate Environmental Policy</p> <p><input type="checkbox"/> ISO 14001</p> <p><input type="checkbox"/> ISO 14064</p> <p><input type="checkbox"/> Other, specify Click or tap here to enter text.</p>
Does your organization demonstrate significant commitment to sustainability, including the following aspects that have	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>been identified in the UN Sustainable Procurement Framework?</p> <ul style="list-style-type: none"> • Environmental: prevention of pollution, sustainable resources; climate change and mitigation and the protection of the environment, biodiversity. • Social: human rights and labour issues, gender equality, sustainable consumption, and social health and wellbeing. • Economic: whole life cycle costing, local communities and small or medium enterprises, and supply chain sustainability. 	<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 Click or tap here to enter text.</p>
<p>Does your company belong to a diverse supplier group including micro, small or medium sized enterprise, women or youth owned business or other?</p> <p><i>(If yes, please provide details and documentation)</i></p>	<p>Click or tap here to enter text.</p>
<p>Is your company a member of the UN Global Compact?</p>	<p>Choose an item.</p> <p>If yes, please provide link to Global Compact profile:</p> <p>Click or tap here to enter text.</p>
<p>Bank Information</p>	<p>Bank Name: Click or tap here to enter text.</p> <p>Bank Address: Click or tap here to enter text.</p> <p>IBAN: Click or tap here to enter text.</p> <p>SWIFT/BIC: Click or tap here to enter text.</p> <p>Account Currency: Click or tap here to enter text.</p> <p>Bank Account Number: Click or tap here to enter text.</p>
<p>Contact person that Click or tap here to enter text. may contact for requests for clarifications during Proposal evaluation</p>	<p>Name and Title: Click or tap here to enter text.</p> <p>Telephone numbers: Click or tap here to enter text.</p> <p>Email: Click or tap here to enter text.</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.

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

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 3 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

Annual Turnover for the last 3 years	Year 2023	Currency: USD	Amount
	Year 2022	Currency: USD	Amount
	Year 2021	Currency: USD	Amount
Latest Credit Rating (if any), indicate the source and date.			

Financial information (state currency)	Historic information for the last 3 years		
	2021	2022	2023
	<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:

- Must reflect the financial situation of the Proposer or party to a JV, and not sister or parent companies;
- Historic financial statements must be audited by a certified public accountant;
- 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.		

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

The proposer is required to present below Financial Proposal separately per LOTs.

UNDP is not bound to accept any proposal per any of the LOTs, nor award a contract per any of the LOTs, 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.

LOT 1 – Development of the computer subsystem 'Electoral Complaints' of State Automated Information System 'Elections' with MANDATORY Requirements (indicated with the sign "M" in the columns regarding functional and non-functional requirements sub-sections of SECTION 5 – Terms of Reference)

Table 1: Summary of Overall Prices

Costs	Amount
Professional Fees (from Table 2)	
Other Costs (from Table 3)	
Total Amount of Financial Proposal	

Table 2: Breakdown of Professional Fees

Name	Position	Fee Rate Please insert currency	No. of days / months / hours	Total Amount Please insert currency
		A	B	C=A*B
	1 (one) Project Manager			
	1 (one) Senior Software Developer / Technical Lead			
	1 (one) Junior Software Developer			
	1 (one) Software Analyst			
	1 (one) Tester			
Subtotal Professional Fees:				

Table 3: Breakdown of Other Costs

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

Table 4: Breakdown of Price per Deliverable / Activity

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

LOT 2 – Development of the computer subsystem 'Electoral Complaints' of State Automated Information System 'Elections' with MANDATORY and OPTIONAL Requirements (indicated with the sign “M” and sign “O” in the columns regarding functional and non-functional requirements sub-sections of SECTION 5 – Terms of Reference):

Table 1: Summary of Overall Prices

Costs	Amount
Professional Fees (from Table 2)	
Other Costs (from Table 3)	
Total Amount of Financial Proposal	

Table 2: Breakdown of Professional Fees

Name	Position	Fee Rate Please insert currency	No. of days / months / hours Please insert currency	Total Amount Please insert currency
		A	B	C=A*B
	1 (one) Project Manager			
	1 (one) Senior Software Developer / Technical Lead			
	1 (one) Junior Software Developer			
	1 (one) Software Analyst			
	1 (one) Tester			
Subtotal Professional Fees:				

Table 3: Breakdown of Other Costs

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

Table 4: Breakdown of Price per Deliverable / Activity

Deliverable / Milestone as per Terms of Reference	Time (person days)	Professional Fees Please insert currency	Other Costs Please insert currency	Total Please insert currency
Deliverable 1: Kick Off Meeting with the CEC and the Project Team				
Deliverable 2: Project Implementation Plan				
Deliverable 3: System Architecture Document				
Deliverable 4: Development of the computer subsystem 'Electoral Complaints' of State Automated Information System 'Elections'				
Deliverable 5: Test plans for User Acceptance Testing, Load & Stress Testing and Automation Testing Plans				
Deliverable 6: Testing				
Deliverable 7: Training the Users				

Deliverable 8: Implementation				
Deliverable 9: Maintenance, Warranty and Technical Support Services for 12 months following the commissioning of the ITSS				
Total Amount of Financial Proposal				