

REQUEST FOR QUOTATION NO. RfQ25/02892

Services for development, configuration, and deployment of the additional functionalities for Case management module on eSocial platform of the Ministry of Labour and Social Protection

SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP through the **Digital Transformation of Social Protection Project**, kindly requests your quotation for the **Request for Quotation no. RfQ25/02892: Services for development, configuration, and deployment of the additional functionalities for Case management module on eSocial platform to the Ministry of Labour and Social Protection** as detailed in line items section of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This RFQ document generated by the online system

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

Annex 4: Reference Forms for Case Management

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted directly in the system responding to the questions and uploading required documents by the date and time indicated in the online portal. It is your responsibility to ensure that your quotation is submitted before the deadline. Quotations received after the submission deadline outside the online portal, for whatever reason, will not be considered for evaluation.

Quotations must be submitted directly in Quantum NextGenERP supplier portal following the link: <http://supplier.quantum.partneragencies.org> using the profile you may have in the portal (please log in using your username and password).

Follow the instructions in the user guide to search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-00748** and subscribe to the tender in order to get notifications in case of amendments of the tender document and requirements.

In case you have never registered before, follow this link to register a profile: <https://estm.fa.em2.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=TUW16eK6qsD94MNMxATNMoyCOHny7FmchTkUZsdOqrAW4sy6L5xSAB033Q%3D%3D>

Please note that the access link to the Supplier registered profile is sent from Oracle within up to 3 days. In case you have not received the access link after 3 days since registration, you should address for support to UNDP at the email address: sc.md@undp.org. In case you encounter errors with registration

(e.g. system states Supplier already is registered), you should address for support to UNDP at the email address: sc.md@undp.org.

Computer firewall could block *oracle* or *undp.org extension* and Suppliers might not receive the Oracle notifications. Please turn down any firewalls on your computers to ensure receipt of email notification.

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 bid shall be submitted online through the Quantum system and any bid sent to the above email shall be disqualified.

Should you require further clarifications on the Request for Quotation, 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 bid after that date and time. It is the responsibility of the bidder to make sure that the bid is submitted prior to this deadline for submission.

Bidders are advised to upload bid 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.

Thank you and we look forward to receiving your quotation.

UNDP Moldova

SECTION 2: GENERAL INSTRUCTIONS

Introduction	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</p> <p>Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ.</p> <p>UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or cancellation of the tender in the online portal.</p>
Deadline for the Submission of Quotation	<p>Deadline is indicated in the online portal.</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.</p>
Method of Submission	<p>Quotations must be submitted as follows:</p> <p>NextGenERP supplier portal following this link: http://supplier.nextgenerp.partneragencies.org/ using the profile you may have in the portal.</p> <p>Follow the instructions in the user guide to search for the tender using Negotiation ID. In case you have never registered before, follow this link to register a profile:</p> <p>https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuId=300000127715297&_adf.ctrl-state=8godmwdd9_239&_afLoop=732111756612874&_afWindowMode=0&_afWindowId=null&_afrFS=16&_afrMT=screen&_afrMFW=1920&_afrMFH=880&_afrMFDW=1920&_afrMFDH=1080&_afrMFC=8&_afrMFCI=0&_afrMFM=0&_afrMFR=96&_afrMFG=0&_afrMFS=0&_afrMFO=0</p> <p>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.</p> <ul style="list-style-type: none"> File Format: All attachments must be in PDF format unless otherwise instructed by UNDP. File names must be in Latin alphabet/keyboard and clearly indicate the content of the document to facilitated review. All files must be free of viruses and not corrupted.
Cost of preparation of quotation	<p>UNDP shall not be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</p>
Supplier Code of Conduct, Fraud, Corruption,	<p>All prospective suppliers 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, 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 to 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_and_investigation.html#anti</p>

Gifts and Hospitality	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, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) 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.
Conflict of Interest	<p>UNDP requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified.</p> <p>Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.</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 RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
Currency of Quotation	Quotations shall be quoted in the currency indicated in the portal.
Joint Venture, Consortium or Association	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) 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, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association.</p> <p>Refer to Clauses 19 – 24 under Solicitation policy for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>
Only one Bid	<p>The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or b) they have the same legal representative for purposes of this RFQ; or c) 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 Bid of, another Bidder regarding this RFQ process; d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.

Alternative Quotes	If alternative quote is permitted, it may be submitted only if a conforming quote to the RFQ requirements is submitted. 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 quote. If multiple/alternative quotes are being submitted, they must be clearly marked as “Main Quote” and “Alternative Quote” directly in the portal and in any supporting document as relevant.
Contact Person for correspondence, notifications and clarifications	Must be submitted directly in the portal using the messaging functionality. Any delay in UNDP’s response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Right not to accept any quotation	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, 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.
Publication of Contract Award	UNDP will publish the contract awards on the websites of the CO and the corporate UNDP Web site.
Policies and procedures	This RFQ is conducted in accordance with UNDP Programme and Operations Policies and Procedures
UNGM registration	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation 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.



SECTION 2: SPECIAL INSTRUCTIONS

General Conditions of Contract	Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to one of the General Conditions of Contract below as applicable in each case specified in the Requirements section Applicable GTC: <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions for Contract. Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy
Special Conditions of Contract	<input checked="" type="checkbox"/> Liquidates damages shall be imposed as follows: 0.5% of contract price for every day of delay, up to a maximum duration of 1 calendar month, after which UNDP may terminate the contract.
Duties and taxes	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 of the General Assembly of the United Nations, 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 quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in the requirements section. All prices must: <input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes
Eligibility	A vendor who will be engaged by UNDP may not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP. It is the Bidder's responsibility to ensure that its ultimate beneficial owners, employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP. Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative.
Language of quotation	Romanian OR English Including documentation including catalogues, instructions and operating manuals.
Quotation validity period	Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Alternative Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	<input checked="" type="checkbox"/> 100% within 30 days after receipt of services and submission of payment documentation.
Conditions for Release of Payment	<input checked="" type="checkbox"/> Written Acceptance of Services, based on full compliance with RFQ requirements
Clarifications	Bidders must send their inquiries and requests for clarifications using the messaging functionality in the portal. PLEASE PAY ATTENTION: QUOTES SHALL NOT BE SUBMITTED TO ANY EMAIL ADDRESS BUT ONLY THROUGH THE PORTAL. Requests for clarification from bidders will not be accepted any later than 3 days before the submission deadline. Responses to request for clarification will be communicated directly in the portal.

Documents to be submitted	<input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed <input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1. The technical offer shall include: <ul style="list-style-type: none"> • Proposed Methodology, Approach and Implementation Plan; • Maintenance and support services; • The proposed team management workflow and solution for tracking and evidence of development hours consumed; • Methodology for providing warranty, maintenance and support services. <input checked="" type="checkbox"/> Company Profile, including detailed portfolio/previous corporate experience in similar fields related to the assignment <input checked="" type="checkbox"/> Copy of registration documents <input checked="" type="checkbox"/> Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country <input checked="" type="checkbox"/> List and value of 3 (three) most relevant projects/ contracts completed for the last 5 (five) years including the following information: <ul style="list-style-type: none"> - Name of previous contracts - Client & Reference Contact - Details including active e-mail - Contract Value - Period of activity / Delivery period - Types of services delivered <i>Note: Copies of provided relevant projects/contract might be requested to be provided.</i> <input checked="" type="checkbox"/> Quality Certificates (ISO, etc., if available); or other quality certification related to scope of the assignment (if available) <input checked="" type="checkbox"/> CVs (signed by the envisaged personnel) stipulating the relevant experience which meets the listed requirements, of the Key personnel <input checked="" type="checkbox"/> Statement of satisfactory Performance (references) from at least 3 (three) clients on similar assignments implementation <input checked="" type="checkbox"/> Income Statements and Balance sheets for the past 3 (three) years (2022, 2023, 2024)
Evaluation method	<input checked="" type="checkbox"/> The Contract will be awarded to the lowest price substantially compliant offer
Evaluation criteria	<p>The evaluation of quotations shall be conducted in accordance with Evaluation criteria listed below. Bidders must meet all these criteria to be deemed technically qualified and responsive. <u>In the case of consortiums, all criteria listed below shall apply towards all Parties cumulatively.</u></p> <p>Criteria for the company:</p> <input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input checked="" type="checkbox"/> Legal representation in the Republic of Moldova <input checked="" type="checkbox"/> Minimum 5 years of experience in developing IT products <input checked="" type="checkbox"/> Minimum 3 contracts of similar or higher complexity using Agile methodology successfully implemented in the past 5 years, out of which at least 1 (one) development solution for the Moldovan Government institution(s) (<i>copies/samples of the contracts/purchase orders might be requested to be provided</i>) <input checked="" type="checkbox"/> Minimum average annual turnover of USD 200,000 for the past 3 (three) years

Proposed key personnel with the minimum required professional qualifications, proven by CVs submitted:

Key personnel 1: Project Manager (Scrum master):

- Minimum experience of 7 years in project management or a related field

	<ul style="list-style-type: none"> • Minimum experience of 5 years in Information Technology field • Minimum 3 assignments contributing to software solution of similar complexity developed for a government institution • Proficiency in project management software (e.g., Microsoft Project, Jira, Trello, etc.) and other relevant tools • Fluency in Romanian, Russian and English <p><u>Key personnel 2: Senior Backend developer:</u></p> <ul style="list-style-type: none"> • Minimum experience of 7 years in .NET development, with deep expertise in building scalable, maintainable, and secure backend systems using C#, ASP.NET (Core), MVC, Entity Framework, and related technologies • Minimum experience of 5 years in Angular, React, Vue, and/or other modern JavaScript frameworks, demonstrating full-stack capability and effective collaboration with frontend teams • Minimum 3 previous assignments involving advanced use of C#, ASP.NET, MVC, Entity Framework, and broader .NET ecosystem, including implementation of business logic, API layers, and integration components • Minimum 1 assignment contributing to software solution of similar complexity developed for a government institution • Minimum 1 previous assignment with cloud platforms such as Microsoft Azure or Amazon Web Services (AWS), including practical experience with microservices architecture, containerization (Docker/Kubernetes), and cloud-native development practices • Minimum 1 previous assignment with technologies like Elasticsearch and Grafana/Kibana, delivering advanced search, logging, and analytics capabilities integrated into backend services • Minimum 1 previous assignment involving database systems such as PostgreSQL, Microsoft SQL Server, and MongoDB, showcasing strong database design, query optimization, and data access layer implementation • Fluency in Romanian or Russian <p><u>Key personnel 3: Senior Frontend developer:</u></p> <ul style="list-style-type: none"> • Minimum experience of 7 years in software development, with a strong background in frontend engineering, including the architecture, design, and delivery of complex web applications • Minimum experience of 5 years with modern JavaScript frameworks such as Angular, React, or Vue.js, demonstrating deep understanding of component-based architecture, state management, and performance optimization • Minimum 1 previous assignment with TDD practices to ensure software quality • Minimum 1 assignment contributing to software solution of similar complexity developed for a government institution • Minimum 1 previous assignment with Docker and Kubernetes for development and deployment processes • Minimum 1 previous assignment with database systems like PostgreSQL, MSSQL and MongoDB • Minimum 1 previous assignment with Microsoft Azure services and cloud-based development • Fluency in Romanian or Russian. <p><u>Key personnel 4: Middle Backend developer:</u></p> <ul style="list-style-type: none"> • Minimum experience of 3 years in .NET development • Minimum experience of 2 years in Angular, React, Vue, and/or other modern JavaScript frameworks • Minimum 1 previous assignment in C#, ASP.NET, MVC, Entity Framework, and other .NET technologies
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	<ul style="list-style-type: none"> • Minimum 1 previous assignment with cloud platforms (e.g., Azure, AWS) and microservices architecture • Minimum 1 previous assignment with Elasticsearch, Grafana/Kibana for advanced search and analytics functionalities • Minimum 1 previous assignment of database systems like PostgreSQL, MSSQL and MongoDB • Minimum 1 assignment contributing to software solution of similar complexity developed for a government institution • Fluency in Romanian or Russian. <p><u>Key personnel 5: Middle Frontend developer:</u></p> <ul style="list-style-type: none"> • Minimum experience of 5 years in software development. Extensive experience in developing, architecting, and leading software projects • Minimum experience of 3 year in Angular, React, Vue, and/or other modern JavaScript frameworks • Minimum 1 previous assignment with TDD practices to ensure software quality • Minimum 1 previous assignment with Docker and Kubernetes for development and deployment processes • Minimum 1 previous assignment of database systems like PostgreSQL, MSSQL and MongoDB • Minimum 1 previous assignment with Elasticsearch, Grafana/Kibana for advanced search and analytics functionalities • Minimum 1 assignment contributing to software solution of similar complexity developed for a government institution • Minimum 1 previous assignment with Microsoft Azure services and cloud-based development • Fluency in Romanian or Russian. <p><u>Key personnel 6: Senior DevOps:</u></p> <ul style="list-style-type: none"> • Minimum experience of 7 years in System Administration • Minimum experience of 5 years with CI/CD tools (such as GitHub Actions, GitLab CI, CircleCI, Azure DevOps, Bitbucket Pipelines) • Minimum 1 previous assignment with (AWS, DigitalOcean Cloud, Hetzner Cloud, Familiar with Azure Cloud) including managing and scaling cloud infrastructure • Minimum 1 previous assignment in containerization and orchestration technologies (Docker, Kubernetes) • Minimum 1 previous assignment with infrastructure as code (IaC) tools (such as Terraform, Ansible) • Minimum 1 previous assignment with system monitoring tools (like Prometheus, Grafana) and logging tools (such as ELK stack, Splunk) • Minimum 1 previous assignment of networking, security, and database management in a DevOps context • Experience in leading projects and implementing DevOps practices in an organization using Agile methodology • Minimum of one prior assignment contributing to software solution developed for a government institutions • Fluency in Romanian or Russian. <p><u>Key personnel 7: Senior QA:</u></p> <ul style="list-style-type: none"> • Minimum experience of 5 (five) years of experience in QA Engineering • Minimum experience of 2 (two) years with Agile and Scrum methodologies • Minimum of one prior assignment contributing to software solution developed for a government institution • Minimum 1 previous assignment in designing, executing, and documenting manual test cases • Strong understanding of the software development lifecycle
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	<ul style="list-style-type: none"> • Fluency in Romanian or Russian. <p><u>Key personnel 8: Designer:</u></p> <ul style="list-style-type: none"> • Minimum experience of 5 (five) years of experience in UI UX Design • Minimum of one prior assignment contributing to software solution developed for a government institution • Minimum 1 previous assignment to conduct user research, interviews and surveys, and use the information to create sitemaps, customer journey maps, wireframes, and prototypes • Minimum 1 previous assignment in standard UX software such as Sketch, OmniGraffle, Axure, InVision, UXPin, Balsamiq, Framer, and the like is a must. Basic HTML5, CSS3, and JavaScript skills are a plus • Minimum 1 previous assignment of successfully designing complex solutions for complete digital environments, in the public or private sector using Agile methodology • Fluency in Romanian or Russian
Type of Contract to be awarded	<input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services)
Expected date for contract award.	15 August 2025

ANNEX 1: SCHEDULE OF REQUIREMENTS

TERMS OF REFERENCE

Services for development, configuration, and deployment of the additional functionalities for Case management module on Automated Information System (eSocial) for the Ministry of Labour and Social Protection

Project title: Digital Transformation of Social Protection, Fighting Energy Poverty through Digitalization of Social Protection

Implementation period: August 2025 - March 2026

The Republic of Moldova's social protection system is built on two interdependent pillars: social insurance and social assistance, the latter of which includes social services. In fiscal terms, social protection remains the country's most financially demanding public policy sector.

To address these structural weaknesses, the Ministry of Labour and Social Protection (MLSP) launched the RESTART reform program, a comprehensive initiative aimed at modernizing social assistance and related services. A cornerstone of this transformation is the development and deployment of the Case Management module within the eSocial platform—a unified digital system for delivering social services nationwide.

The eSocial platform is Moldova's central digital infrastructure for managing social service programs. It is designed to consolidate multiple fragmented systems and processes under a common digital umbrella. Through secure, role-based access and integration with government platforms like MPass, MNotify, MLog, and MPay, eSocial enables standardized workflows, centralized data, and inter-institutional coordination. However, despite Moldova's advancements in e-governance, the MLSP currently operates over 14 non-integrated information systems, built with different technologies and for varying mandates. This siloed structure significantly limits case managers' ability to access comprehensive data, delays decision-making, and creates duplicate administrative burdens for both professionals and citizens.

The Case Management module within eSocial represents a fundamental shift from isolated case handling to a coordinated, structured, and lifecycle-based casework approach. The module enables digital registration, evaluation, planning, monitoring, and closure of individual social assistance cases. It supports diverse initiation channels (self-reports, institutional referrals, automatic flagging), incorporates multi-stage assessments (initial and complex evaluations), and allows for personalized Individual Assistance Plans (IAPs), referrals to services, and follow-up reviews.

The eSocial Case Management module is designed not just to digitize, but to transform how social services are planned and delivered. It empowers case managers with a user-friendly interface, automated alerts, document workflows, and dynamic dashboards. Through integrated data capture and analytics, it enhances early identification of needs, improves targeting accuracy, supports timely interventions, and

minimizes exclusion errors. Beneficiaries will no longer need to navigate multiple agencies or submit the same documents repeatedly. Instead, their case history, eligibility, and service entitlements will be traceable in one secure, interoperable platform.

Ultimately, this transformation will enable the Ministry to connect social benefits, services, employment programs, and energy subsidies into a coherent support framework. It strengthens Moldova's capacity to build a shock-responsive, citizen-centered, and evidence-driven social protection system—aligned with the principles of human dignity, inclusion, and the Sustainable Development Goal 1.3: "Implement nationally appropriate social protection systems for all."

Background

Over the past decade or more, the Ministry of Labour and Social Protection (MLSP) has created automated systems for separate aspects of its work. As a result, it now has 14 different information systems. These include systems to facilitate online application processes (front-office work); automate business processes, (back-office work); and store data on beneficiaries and the type of support they receive. However, these systems have been created in such a fragmented manner, and use such different software and technologies, that it is impossible to link them up and make them interoperable.

This situation creates numerous inefficiencies. For example, citizens may have to submit the same documents several times in order to apply for different types of benefits or support. Case managers cannot access documentation on all the past and present support received by any given household or individual beneficiary, and there are limited gains in the amount of time taken to process applications. Apart from not having access to data which can help improve the timeliness and type of support provided, this situation has also reduced the Ministry's capacity to identify and eliminate fraud. It hinders evidence-based policy-making, as data cannot be easily retrieved and merged for looking at targeting efficiency, impact assessments etc. The latter is currently a source of great frustration within the Ministry, as it limits the data available to guide and inform the current reform processes. Lack of digital links to the territorial offices means that there is no way to document geographical inequalities, for example in access to social services.

The Ministry has drawn up a Theory of Change (TOC) to underpin digitalization in the context of the Restart Reform Programme. This Initiation Plan will ensure that the groundwork is completed to support achievement of the three intermediate outcomes, namely:

- Most-used social and employment services are pro-activated
- Majority of social and employment services are radically simplified and digitalized
- A national network of single window centres for social and employment services is functional though a new Automated Informational System (eSocial)

Following the thorough analysis of the conditions influencing the digital transformation of social protection, UNDP Moldova envisioned a digitalization-oriented workstream dedicated to the meticulous redesign and digitalization of the social protection services. It aims to significantly enhance the functionalities of provision of social services, optimizing them for improved usability by Ministry personnel, management, and the public at large. UNDP has committed its support to the Ministry in constructing a new, integrated Automated Information System (eSocial) architecture for the social protection services. It involves a detailed analysis of what the system needs, designing the architecture, and defining the technical details to ensure it works well with the Ministry's current systems. A key aspect

is to ensure the system's infrastructure is solid, flexible, and ready for ongoing advancements and innovative approaches in service delivery. These interventions and elements are essential for building a unified and efficient eSocial architecture, thus making the delivery of social protection services more coherent, accessible, and resilient, enhancing the Ministry's ability to meet existing demands and adapt to future changes and the reform process.

A. Scope of services and expected outputs

The development and implementation of the Case Management module aim to achieve the following:

1. **Establish a standardized digital workflow** for the entire case lifecycle, from identification to closure, including assessments, planning, intervention, and follow-up.
2. **Improve access to social services and benefits** by creating a single entry point through the eSocial platform, minimizing the need for repeated document submissions and physical travel for beneficiaries.
3. **Support data-informed decision-making** by integrating dynamic dashboards, automated alerts, and real-time reporting for case managers and supervisors.
4. **Enable interoperable and cross-institutional coordination**, allowing the case manager to refer beneficiaries to specialized services, employment programs, healthcare institutions, or other public agencies via digital channels.
5. **Reduce exclusion and inclusion errors** through integrated eligibility checks, vulnerability scoring, and validation mechanisms that consolidate data across programs and sources.
6. **Ensure shock-responsiveness** by embedding the flexibility to adapt workflows in times of crisis (e.g., pandemics, climate events, displacement) and prioritize urgent support.
7. **Enhance geographic equity** in the delivery of services by identifying underserved areas and generating actionable insights to allocate resources based on need.
8. **Strengthen institutional accountability** through comprehensive logging, audit trails, and standardized case review procedures.
9. **Promote digital inclusion and administrative efficiency**, empowering social workers with modern, intuitive tools and reducing time spent on paperwork and fragmented data entry.
10. **Support the wider RESTART reform** and Moldova's commitment to SDG 1.3 by embedding principles of universality, inclusion, and dignity into the digital transformation of social protection.

For the purpose of ensuring the objectives set, the following general principles should be considered when designing, producing and implementing the TOR:

- **Principle of legality:** implies setting up and operating the information system in line with the national legislation and international norms and standards recognized in the area.
- **Principle of focusing on stakeholders' needs** which implies that the information solution will supply complete functional capabilities to meet the needs of all stakeholders interested in human resources' evaluation processes.
- **Principle of decoupling the technological platform** which ensures that eSocial will not be conditioned by selection of the technological platform based on which it will be implemented. The independence of the technological platform implies that the eSocial will be able to be implemented and operated on a variety of technologies accessible for Ministry of Labour and

Social Protection (MLSP), selecting the best technological option. Thus ensuring the rational use of available ICT resources and intelligent investments in ICT.

- **Principle of dividing the architecture by levels:** implies designing and implementing the functionalities in line with the interface standards between levels;
- **Principle of microservice oriented architecture** which implies distribution of functional components of the information system into smaller, distinct components – called services – which may be distributed into a network and may be used together to create applications meant to implement the business functions of the information system. These components will be able to be implemented without rigid mutual dependencies and will interact through external interfaces implemented based on open and independent standards of technology. This fact provides flexibility to choosing technologies and independent life cycles for components of the IS „NFR”. It will also allow the stakeholders to select alternative technological options for capabilities to introduce and access data.
- **Principle of reusing existing capabilities** which implies that functionalities to the eSocial will be implemented by reusing at the level of its components the current ICT capabilities to which MLSP has access. The development of new capabilities specific for the eSocial will be performed only in case when they are missing in the current ICT architecture of MLSP (preserving the microservice architecture and ensuring the possibility of reusing these capabilities by other systems, where possible). This fact implies the use of governmental platform services or of platform solutions implemented within MLSP, for developing the components which are setting the eSocial.
- **Principle of aligning to the wide-scale of ICT architecture of MLSP** which implies that the place of the eSocial in wide-scale ICT architecture is explicitly delimited from other systems. The eSocial should be implemented applying the principle of ICT architecture established by MLSP and should be able to interact with other components of the ICT architecture. At their turn, the ICT architecture principles are aligned to the principles of governmental architecture.
- **Principle of open and interoperable data model** which implies that the data model supported by the eSocial is documented and communicated to all stakeholders. The eSocial should be developed based on the good standards in the area and aligned to the governmental and departmental data model (adoption of already existing taxonomy and semantics at the national and departmental levels and their enrichment to meet the specific needs in the area).
- **Principle of security through design** which implies the design of the eSocial with knowledge regarding the information security risks that may impact the good functional of the information system. The legal requirements applicable for personal data protection shall be considered when designing the eSocial and implemented at the development stage. The eSocial will ensure the controlled, transparent and responsible access to information.
- **Principle of integrity, completeness and accuracy of data:** implies the implementation of mechanisms which would allow preserving the content and the univocal interpretation of data in conditions of accidental influences and elimination of phenomena that would distort or liquidate them accidentally, supply of a volume of sufficient data for carrying out business functions of the information system and ensuring a high level of data compliance with the real condition of objects they represent and which are part of the Integrated Management System.
- **Principle of accessibility of public information and data security:** which implies the implementation of procedures to ensure access of applicants to public information provided by the information solution.

- **Principle of expansibility:** stipulates the possibility of extending and completing the information system with new functions or improving the existing ones;
- **Principle of the first persons/single center priority:** implies the existence of a responsible person of high level, with sufficient rights to take decisions and coordinate activities for setting up and operating the information system;
- **Principle of scalability:** implies ensuring constant performance of the information solution when the volume of data increases and the demand for the information system goes up;
- **Principle of simplicity and convenience in use:** implies the design and implementation of all applications, technical means and program means accessible to users of the eSocial, based on exclusive visual, ergonomic and logical principles of conception.

B. Scope of work and Development approach

The scope of this assignment is to strengthen the technical and operational capacities required to design, develop, configure, and deploy enhanced functionalities within the eSocial platform, with a focus on the Case Management module—including additional functionalities for case management module and specialized case management workflows. The objective is to deliver a fully functional and integrated case management information system that reflects the evolving needs and policy objectives of the Ministry of Labour and Social Protection (MLSP).

This includes the development of functionalities for general and specialized case handling (e.g., referrals to specialized/high-specialization services, multidisciplinary interventions, institutional case management, complex assessment, etc.) as well as additional modules such as the Questionnaire module and structured planning and review tools. Functional requirements will be iteratively validated and refined by MLSP throughout the implementation process.

Iterative development

In contrast to waterfall software development approach, the solution shall be developed in iterations named sprints. This means that the implementation of different functionalities will take place in phases with some modules being in production while others still being in development. The priorities of functionalities included in a sprint will be determined by the Technical Integration Specialist of the Development Unit to the Ministry of Labour. Sprint duration will be determined by the Development Unit of the Ministry together with the contracted company.

Agile development

The development shall follow agile principles by allowing change and flexibility in implementation. The Ministry through the Development Unit will maintain the master list of generic requirements for the solution – product backlog, which consists of ordered business and technical requirements as seen by the Ministry. Items in product backlog are ordered by the Ministry by their priorities. The Ministry is free to manage the product backlog by adding new items to it, removing items and reordering them as he/she desires. At the beginning of each sprint, the topmost N items that fit into a sprint are taken, and a sprint backlog is built out of them. Items in sprint backlog are further detailed and distributed to developers.

Working product in each iteration

Each sprint ends up in a working product which is presented to the Development Unit of the Ministry of Labour for acceptance in the last day(s) of sprint. The working product shall meet the agreed criteria – Definition of Done (e.g. it must be fully functional, fully tested, accompanied with relevant documentation where necessary, complete commented source code supplied etc.). Services acceptance will be made upon successful delivery of working packages (one or more working products) deployed on MLSP development environment. In case the deliverables contain defects for reasons not imputable to the MLSP, the Company shall fix them without impacting the time schedule and at no additional costs. Working products from different sprints can be combined into a release deployed in production at MLSP discretion. Any incidents reported by the MLSP after the release, shall be solved by the Company according to the Support and Warranty requirements.

To ensure that the development team is in position to deliver on time working products, the representants of the Development Unit of UNDP will be present at all agile ceremonies.

The contracted company's Project Manager (**Scrum Master**) will be responsible for the day-to-day communication with the Development Unit of the Ministry of Labour, to ensure the internal coordination and guidance of the project developers and the project coordination with external counterparts.

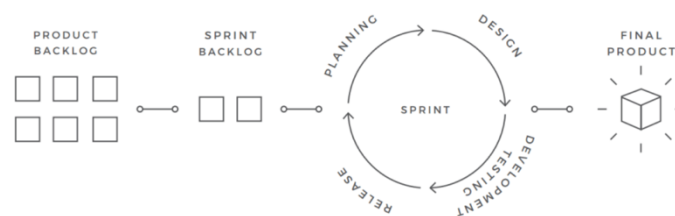
Client involvement

In contrast with commonly used waterfall model for procurement and implementation of information systems for the Government, the Ministry's designated team **Development Unit** – will be heavily involved in the development process. The **Development Unit** will have three core responsibilities:

- Maintenance of product backlog up to date - so it reflects prioritized list of desired functionalities.
- Answering questions coming from developers – at all times available to the contracted company for answering their eventual clarification questions, thus avoiding complex and formal communication within the project. This is essential to ensure the team has all the information on time to deliver a working product at the end of the sprint.
- Acceptance of working packages – delivered working packages are presented to the Ministry for acceptance at the end of each sprint. The Ministry shall accept the working package or notify the contracted company of any defects during the following sprint.

The **Development Unit** may participate in team stand up meetings listening for progress and eventual blockers for an immediate reaction. The **Development Unit** also decides on product releases, as per release plan. Also, as per the principles of Agile project management methodology, the Ministry will define the Product Vision Statement and Product Roadmap in order to track progress and to ensure the appropriate product development.

Agile Development Cycle



Technical specification

To comply with national e-Government standards and ensure high performance, security, and maintainability, the additional functionalities for Case Management Module (CMM) shall be developed using the latest stable versions of the following technology stack:

1. **.NET 9** – Serves as the core application framework for backend services, offering enhanced performance, security, and cross-platform support.
2. **ASP.NET Core** – Provides the web API layer with modular architecture and high-speed HTTP processing, facilitating RESTful service communication.
3. **Entity Framework Core** – Acts as the Object-Relational Mapping (ORM) tool for database interactions, enabling efficient querying and persistence of .NET objects in relational storage.
4. **PostgreSQL 16+** – Utilized as the primary relational database management system, known for stability, advanced indexing, and transactional integrity.
5. **MinIO** – Integrated as a lightweight, high-performance, S3-compatible object storage service to manage large volumes of unstructured data (e.g., case documents, scans).
6. **Apache Kafka** – Implements event-driven architecture through reliable and scalable distributed message brokering, supporting real-time event streaming across services.
7. **Elasticsearch** – Provides full-text search, real-time analytics, and indexing capabilities, facilitating rapid retrieval of structured and unstructured data.
8. **Angular (v. 19)** – Powers the frontend of the application with a modern, component-based architecture, supporting dynamic single-page applications (SPAs), seamless API integration, and improved user experience through reactive programming and modular UI development.

The entire solution is deployed centrally on the **Common Government Technology Platform (MCloud)**, ensuring compatibility with public infrastructure policies. The system is hosted on hardware provisioned by the Ministry of Labour and Social Protection, with resources dimensioned to ensure stable operations under normal and peak loads.

The infrastructure guarantees **99.9% service availability**, supporting continuous operation and disaster recovery mechanisms, as mandated by national digital transformation programs.

Warranty

The Company shall provide **6 months** of warranty for the developed solutions, extended directly to the MLSP as the beneficiary of the services. The warranty period starts after final release of the deliverables. During the development and warranty period the Company shall fix any identified defects. The development and operations must be in compliance with the legal and regulatory documents listed in chapter 1.6 below.

C. Specific Requirements for Development

1. Functional requirements for general case management

1.1. Additional functionalities for case creation

This step supports the process of initiating and registering case management files for vulnerable adults identified following notifications, self-referrals by ASC, or requests for social services and benefits from applicants. The process includes receiving requests for social services and benefits from applicants, notifications from citizens, institutions (e.g., NGOs, police, or healthcare and education workers), self-referrals by social workers, or specialists for the protection of children's rights on vulnerability cases. The case manager will generate a file registration form that includes basic personal data and standard findings that establish one or more vulnerabilities, which will form the basis for comprehensive assessment. This step ensures structured recording of information related to the file, from the initial stage to the final stage, allowing traceability throughout the entire lifecycle of the file.

Actors Involved

- Case Manager
- Service Manager

Functional Requirements

- **FRQ001** – As a Case Manager, I want to add documents from various sources to the file.
- **FRQ002** – As a Case Manager, when I create a case, I want to verify (automated verification to be performed) in governmental databases if the beneficiary is alive, marital status, occupational status, etc., or to pre-complete the case with official data.
- **FRQ003** – As a Case Manager, I want to view if a case was previously created, or if the applicant has another case created by another case manager, so as not to duplicate it.
- **FRQ004** – As a Case Manager, I want to add details regarding urgent intervention to a case so that I can document all case activities.

1.2. Case transfer between case managers for general and specialized management

This step allows a case manager to transfer an open case to another case manager or another administrative unit within the general case management system. Transfers may occur due to territorial jurisdiction (e.g., change of beneficiary's residence), or because the staff managing the case has changed (resignations/dismissals). The original case manager prepares a digital transfer file and selects the receiving user or institution. The system must ensure that the receiving party confirms receipt of the transfer, and that all documents, history, and current status of the case are preserved in the new assignment. This step ensures maintenance of case continuity when the case is transferred, while protecting data integrity and assignment traceability.

Actors Involved

- Case Manager (transferring and receiving)
- Service Manager

Functional Requirements

- **FRQ005** – As a Case Manager, I want to download and print case summaries or evaluation reports, so I can support reporting, supervision, or manual transfer of a case.
- **FRQ006** – As a Case Manager, I want to request the transfer of a case to me, to ensure that the respective case will be managed by me after transfer.
- **FRQ007** – As a Case Manager, I want the system to notify the receiving user about the transfer request and request confirmation, to ensure that the respective case is accepted and not lost.
- **FRQ008** – As a Service Manager, I want to see all cases transferred to my institution and distribute them to a specific case manager from my unit.
- **FRQ009** – As a Service Manager, I want to view actions from a case history performed by each user to understand the changes made by each case manager.

1.3. Additional functionalities for case closure scenarios

This step describes the closure of a general case once the PIA objectives have been achieved. In addition to standard closure options, this process introduces additional scenarios, such as request, departure abroad, or death of the beneficiary. The system must allow secure archiving of closed cases, as well as their reactivation in case new vulnerabilities are reported. The objective is to formalize case closure, while maintaining the digital case file for accountability, analysis, and possible reopening.

Actors Involved

- Case Manager
- Service Manager
- STAS Manager

Functional Requirements

- **FRQ010** – As a Case Manager, I want to complete the PIA results monitoring form (created in the forms module) to document the results of implementing the individualized assistance plan (PIA) and mark the PIA measures as completed, so that I can formally close cases where objectives have been achieved.
- **FRQ011** – As a STAS Manager, I want to confirm the closure of the case.
- **FRQ012** – As a Case Manager, I want closed cases in the system to be automatically and securely archived, including all associated documents, so that they remain accessible for reporting, audit, or future reference.
- **FRQ013** – As a Case Manager, I want to reopen a closed case when new vulnerabilities are identified, to ensure traceability of intervention measures for the same beneficiary. In this regard, when reopening the case, it is necessary to be able to generate new initial evaluations, comprehensive evaluations, and new PIAs.

2. Functional requirements for case management of a social service

2.1. Resource availability for a social service within ATAS

This step allows STAS and the service provider to evaluate resource availability. The STAS Manager will receive the referral from the case manager, examine the case and institutional workload, and determine whether the beneficiary can be admitted immediately to the service, can be assigned a priority level, or

can be postponed due to capacity limitations. If immediate admission is not possible, the case is placed on a waiting list, and its status is monitored until resources become available. The system provides transparency regarding waiting times. The objective is to ensure resource-based planning and equitable registration of cases in social services, avoiding over-commitment while maintaining institutional accountability.

Actors Involved

- STAS Manager
- Case Manager
- Case Manager in Service

Functional Requirements

- **FRQ014** – As a Case Manager in Service, I want to verify the documentation of a referred case and have the possibility to send a message to the case manager if I find a gap in documentation.
- **FRQ015** – As a STAS Manager, I want the capacity of each social service to be set and the number of occupied resources to be able to see the availability of social services in a timely manner.
- **FRQ016** – As a STAS Manager, I want to generate an admission decision for a referred case for a social service.
- **FRQ017** – As a STAS Manager, I want to accept or put a beneficiary on the waiting list depending on the available capacity of each social service, so that registration decisions are traceable and accountable.
- **FRQ018** – As a STAS Manager, I want to view the current waiting list with the registration date of each case, waiting days, and severity level, to be able to prioritize cases transparently.
- **FRQ019** – As a Case Manager and Case Manager in Service, I want to view the waiting list without personal data (instead of name/surname we have the beneficiary identification number), with the registration date of each case, waiting days, and severity level.
- **FRQ020** – As a STAS Manager, I want to prioritize referred cases to ensure service provision based on case urgency.
- **FRQ021** – As a STAS Manager, Case Manager, and Case Manager in Service, if the institution's capacity has available places, I want the system to send a notification.

2.2. In-service evaluation

This step involves conducting an in-service evaluation of the referred case to determine what actions should be taken. The Case Manager in Service completes a structured evaluation form, adapted to the service. The evaluation can be saved in draft form if additional information or documents are needed. The objective is to establish the needs for in-service measures in order to develop the PIAS.

Actors Involved

- Case Manager in Service

Functional Requirements

- **FRQ022** – As a Case Manager in Service, I want to complete a structured in-service evaluation form (created with separate sections for different specialists within the service, e.g.: social

worker, speech therapist, physiotherapist, psychologist, etc.) adapted to the specific field of the service, so that I can evaluate the case according to professional standards.

- **FRQ023** – As a Case Manager in Service, I want to save the evaluation form as a draft and complete it later, so that I can consult other team members or complete the documentation before finalizing the completion process.

2.3. Development of the Individualized In-Service Assistance Plan (PIAS)

This step involves creating an individualized in-service assistance plan (PIAS) that responds to the beneficiary's needs, based on the results of the in-service evaluation. The plan outlines specific actions, responsible actors, deadlines, or necessary activities. The plan supports version tracking, allowing updates based on new findings or needs. The objective is to provide a structured and accountable roadmap for service delivery, while maintaining institutional oversight.

Actors Involved

- Case Manager in Service

Functional Requirements

- **FRQ024** – As a Case Manager in Service, I want to assign activities to service specialists, including deadlines, so that responsibility is clearly distributed.

2.4. In-service case monitoring

This step ensures continuous monitoring of the implementation of the individualized in-service assistance plan. The Case Manager in Service tracks the delivery of planned services and activities, schedules follow-up activities, and evaluates their effectiveness. Observations from each interaction with the beneficiary or service provider are documented in the monitoring form. When new risks or unmet needs are identified, the PIAS is revised accordingly. Monitoring also serves as a basis for institutional reporting and verification by the department head in STAS. The objective is to ensure that the activities agreed upon in the PIAS are implemented efficiently, on time, and adapted as necessary.

Actors Involved

- Case Manager in Service
- Department Head in STAS
- STAS Manager

Functional Requirements

- **FRQ025** – As a Case Manager in Service, I want to complete and modify as needed PIAS monitoring forms (created in the forms module) that reflect the progress and results of service delivery, so that I can track PIAS implementation.
- **FRQ026** – As a STAS Manager, I want to have the possibility to create a Service Termination Decision or Extension Decision when the agreement with the beneficiary has expired.
- **FRQ027** – As a Case Manager in Service, I want to record notes and observations for each action or activity (e.g., visits, phone calls, institutional updates), to maintain a complete record of in-service engagement.

- **FRQ028** – As a Case Manager in Service, I want to review the PIAS when monitoring reveals new needs or insufficient progress, so that the plan remains dynamic and relevant.
- **FRQ029** – As a Department Head in STAS, I want to receive notifications regarding the expiration of deadlines for completing PIAS activities.

2.5. In-service case closure

This step defines the formal closure process for an in-service case. Closure occurs when specific conditions arise:

- PIAS objectives have been achieved (only after a monitoring form has been completed showing that PIAS objectives have been achieved)
- Loss of eligibility (supporting documents will be attached)
- Beneficiary's request to withdraw from services (supporting documents will be attached - beneficiary's request)
- PIAS objectives are not achievable (only after a monitoring form has been completed showing that PIAS objectives have been achieved, Agreement has expired, beneficiary is not cooperative - non-compliance with Agreement clauses between STAS and beneficiary, change of residence abroad without notifying the case manager)
- Death of beneficiary (supporting documents will be attached - death certificate)

The objective is to ensure clear documentation and traceability when a case is finalized.

Actors Involved

- Case Manager in Service
- STAS Manager

Functional Requirements

- **FRQ030** – As a Case Manager in Service, I want to complete a closure form that summarizes the final status, interventions provided, and results obtained, so that I can formally close the case after pressing the "send" button.
- **FRQ031** – As a Case Manager in Service, I want to record specific reasons for closure, so that the rationale for closure is transparent and reportable.
- **FRQ032** – As a Case Manager in Service, I want cases to be automatically archived, including all associated documents, so that they remain accessible for reporting, audit, or future reference and the case remains available.
- **FRQ033** – As a STAS Manager, I want to confirm case closure.

2.6. Dashboard

This unit provides a digital dashboard (there will be several panels, organized primarily in the following manner: 1 - panel with current tasks, 2 - panel with tasks that expire/have expired, 3 - panel with files) for case portfolio management. The dashboard provides an overview of all active and closed specialized cases, filtering and search options, visual timelines, alerts for deadlines and overdue tasks, as well as access to case summaries and analyses. The tool enhances operational efficiency and enables real-time monitoring of status, progress, and performance indicators. The objective is to enable efficient

management of large volumes of complex cases, while maintaining control over deadlines, responsibilities, and outcomes.

Actors Involved

- Case Manager
- Case Manager in Service
- STAS Manager
- Department Head
- Service Manager

Functional Requirements

- **FRQ034** – As an actor involved in service, I want to see a "panel" with activities I need to complete today and tomorrow (chronological data that will be extracted from the entire system - when I need to complete comprehensive/in-service evaluation, when I need to create PIA or PIAS, when the deadline for completing a PIA/PIAS activity is, when the agreement expires and other relevant data that can be extracted from various fields in the system; or if I have a document for "approval").
- **FRQ035** – As an actor involved in service, I want to see a "panel" with my activities that have expired (chronological data that will be extracted from the entire system - when I need to complete comprehensive/in-service evaluation, when I need to create PIA or PIAS, when the deadline for completing a PIA/PIAS activity is, when the agreement expires and other relevant data that can be extracted from various fields in the system).
- **FRQ036** – As a Service Manager, I want to see a "panel" with my subordinates' activities that are due to expire within 5 calendar days (chronological data that will be extracted from the entire system - when comprehensive/in-service evaluation needs to be completed, when PIA or PIAS needs to be created, when the deadline for completing a PIA/PIAS activity is, when the agreement expires and other relevant data that can be extracted from various fields in the system).
- **FRQ037** – As a Department Head, I want to see a "panel" with my subordinates' activities that expired the day before (chronological data that will be extracted from the entire system - when comprehensive/in-service evaluation needs to be completed, when PIA or PIAS needs to be created, when the deadline for completing a PIA/PIAS activity is, when the agreement expires and other relevant data that can be extracted from various fields in the system).
- **FRQ038** – As a STAS Manager, I want to see a "panel" with my subordinates' activities that expired 7 calendar days ago (chronological data that will be extracted from the entire system - when comprehensive/in-service evaluation needs to be completed, when PIA or PIAS needs to be created, when the deadline for completing a PIA/PIAS activity is, when the agreement expires and other relevant data that can be extracted from various fields in the system).
- **FRQ039** – As a Case Manager and Case Manager in Service, I want to view an overview of all active and closed files assigned to me, so that I can efficiently manage my case portfolio.
- **FRQ040** – As all involved actors, I want to view key analyses, such as average resolution time, volume of urgent cases, and case portfolio trends, so that I can assess workload and performance.
- **FRQ041** – As a Case Manager, I want to be able to customize the interface to fit my work needs.

3. eSocial case management functional modules

3.1. Forms module

The forms module is a configurable tool that supports form creation. The module administrator can create forms specific to vulnerability domains (e.g., for poverty, gender-based violence, disability) and social services, can define sections and response types, and can assign scoring logic to each option. Case managers or case managers in service complete these questionnaires within the file or case. Results will be scored and saved in the form where they will be applied. The objective is to enhance objectivity, relevance, and reproducibility of evaluations through configurable, score-based assessments.

Please consult Annex 4 “Reference Forms for Case Management” strictly for illustrative purposes as examples. Forms serve as examples of results of working the Forms functional module in Case management and for understanding the exported documents that should result from general case management and case management of a social service.

Actors Involved

- Module Administrator

Functional Requirements

- **FRQ042** – As a Module Administrator, I want to create configurable forms adapted for vulnerability domains and social services.
- **FRQ043** – As a Module Administrator, I want to define questions with multiple response types (e.g., yes/no, scale, multiple choice, open-ended), so that I can capture different data formats.
- **FRQ044** – As a Module Administrator, I want to assign a numerical score to each response option, so that the system can quantify results for reporting and intervention prioritization.
- **FRQ045** – As a Module Administrator, I want to group questions into sections (e.g., health, education, risk indicators), so that forms follow an organized structure.
- **FRQ046** – As a Module Administrator, I want to save, edit, and deactivate form templates, so that I can maintain version control and relevance over time.
- **FRQ047** – As a Case Module Administrator, I want to create and apply forms at different stages and forms in the case management process.
- **FRQ048** – As a Case Manager, I want the system to automatically calculate and display the total score after I complete forms, so that I can use it in developing the PIA.
- **FRQ049** – As a Case Manager or Case Manager in Service, I want to save a partially completed assessment as a draft and finish it later, so that I can complete it in stages if necessary.
- **FRQ050** – As a Case Manager, I want to be able to attach the completed questionnaire.

3.2. Case Manager Dashboard

This step provides specialized case managers with a centralized dashboard to manage all assigned cases. The dashboard displays both active and closed cases, allows filtering by key parameters (e.g., status, priority, beneficiary ID), and presents visual case timelines and alerts. Case managers can download reports, monitor key indicators (e.g., resolution time, volume of urgent cases), and adjust dashboard preferences. This functionality improves workload management, timeliness, and transparency in specialized case flows. The objective is to equip case managers with real-time oversight of their specialized case portfolio, enabling proactive tracking, efficient planning, and timely intervention.

Actors Involved

- Case Manager

- Specialized Case Manager

Functional Requirements

- **FRQ051** – As a Specialized Case Manager, I want to view a list of all active and closed specialized cases assigned to me, so that I can monitor my case portfolio.
- **FRQ052** – As a Specialized Case Manager, I want to filter and search specialized cases by criteria such as status, priority, and beneficiary ID, so that I can efficiently locate relevant cases.
- **FRQ053** – As a Specialized Case Manager, I want to view a timeline of key milestones and actions for each case, so that I can track progress and identify delays.
- **FRQ054** – As a Specialized Case Manager, I want to receive automated alerts for upcoming deadlines, overdue actions, or new team updates, so that I can act in a timely manner.
- **FRQ055** – As a Specialized Case Manager, I want to download and print case summaries or reports of specialized cases and assessments, so that I can support internal meetings or fieldwork.
- **FRQ056** – As a Specialized Case Manager, I want to view analyses such as average resolution time, volume of urgent cases, and case portfolio trends, so that I can assess workload and service performance.

3.3. Eligibility Parameters Module

This component allows module administrators to manage, configure, and apply eligibility parameters for social services. The process includes three main functions: viewing all available social services, configuring eligibility criteria for each service using predefined rules (such as age, disability, income, or housing conditions), and calculating a beneficiary's eligibility against these rules in a case management process. The module supports version control of parameters and provides a clear result of the person's eligibility following a comprehensive assessment. The objective is to ensure uniform, transparent, and efficient eligibility assessment across all social services, supporting coherent decision-making and reducing errors or subjective judgments in service referrals.

Actors Involved

- Module Administrator
- Case Manager

Functional Requirements

- **FRQ057** – As a Module Administrator, I want to define a standardized list of eligibility criteria for each social service, so that case managers can apply consistent evaluation rules.
- **FRQ058** – As a Module Administrator, I want to edit and update eligibility parameters for existing services, to align them with current policies and eligibility frameworks.
- **FRQ059** – As a Module Administrator, I want the system to maintain a history of changes to eligibility criteria, so that I can track and audit all updates applied to services.
- **FRQ060** – As a Case Manager, I want to view all social services in relation to their vulnerabilities and configured eligibility requirements, so that I can select appropriate services for the beneficiary.
- **FRQ061** – As a Case Manager, I want the system to automatically calculate a beneficiary's eligibility against all defined service criteria, so that I can identify which services are applicable.

- **FRQ062** – As a Case Manager, I want to view eligibility results for each service along with explanations (e.g., "Ineligible due to age requirement"), so that I can make decisions transparently.
- to age requirement"), so that I can make decisions transparently.
- **FRQ076** – As a Case Manager, I want to generate and print an eligibility summary report for all assessed services, so that I can attach it to the beneficiary's case file.

4. Technical Requirements

The technical requirements define the foundational specifications for the design, development, deployment, and operation of the Case Management Module (CMM) within the eSocial Platform. These requirements ensure that the module aligns with national digital infrastructure standards and integrates seamlessly with the platform's existing architecture and services. The requirements address key areas such as platform architecture, database systems, user interface, system availability, staff responsibilities, security, and interoperability—ensuring a robust, scalable, secure, and user-friendly solution for managing social services.

4.1 Technical requirements for Case Management Module (CMM) within the eSocial Platform

- **TRQ001** – The Case Management Module (CMM) shall be developed and deployed as a microservice within the eSocial Platform architecture, using the standardized industrial platform based on Docker and Kubernetes, and shall comply with the functional and security guidelines established in the eSocial deployment environment.
- **TRQ002** – The CMM shall integrate with existing eSocial components such as Identity, MConnect, Audit, Notification, and Search microservices via secured internal APIs, ensuring seamless data flow and traceability across modules.
- **TRQ003** – The CMM must ensure scalable access without limitations on the number of authorized user workstations, supporting concurrent sessions and real-time operations, consistent with STISC infrastructure standards.
- **TRQ004** - The solution must be containerized using Docker and orchestrated with Kubernetes, including readiness for CI/CD pipelines using GitLab and Harbor, aligned with DevAzure and STISC DevOps procedures.
- **TRQ005** – The CMM shall persist data in PostgreSQL and allow indexing and search functionalities via Elasticsearch, complying with the platform's data storage structure, including Platform Data Hub integration for cross-module consistency.
- **TRQ006** - The platform shall support extensibility through configuration-driven form builders, classification registries, and questionnaire templates, allowing administrators to define or adjust complex assessments without code changes.
- **TRQ007** – The system must provide native horizontal scalability and load balancing across Kubernetes worker nodes, including auto-scaling features based on defined resource thresholds and performance metrics.

- **TRQ007** – The module shall support interoperability with external governmental services (MPass, MConnect, MLog) using OAuth2.0, REST, and SOAP protocols, ensuring authorized secure data exchanges and session-based token validation.
- **TRQ008** – The Case Management functionality must support future enhancements via modular integration, including Questionnaire Services, High-Specialization Flows, and cross-institutional cooperation, while maintaining compliance with architectural separation of concerns.
- **TRQ009** – The vendor shall deliver all software components of the Case Management Module fully licensed under open-source or project-acquired agreements, including source code with documentation, deployment scripts, configuration files (YAML/ENV), architectural diagrams, and operating manuals for Module Administrators.

4.2. DBMS requirements for the software platforms

- **TRQ011** – The Case Management Module shall use PostgreSQL as its industrial-grade relational DBMS, ensuring compatibility with the eSocial platform architecture.
- **TRQ012** – The DBMS shall support ACID-compliant transactions and referential integrity to guarantee data consistency across case workflows.
- **TRQ013** – The DBMS shall support integration with Elasticsearch for real-time indexing and fast retrieval of case data.
- **TRQ014** – The DBMS shall enable secure access control, audit logging, and encrypted backups in accordance with GDPR and national data protection standards.
- **TRQ015** – The DBMS shall allow schema updates and safe data migrations to support future enhancements of the Case Management Module.

4.3. Functional units requirements for the software platforms

- **TRQ016** – The Case Management Module shall support requests to public services to retrieve necessary case information.
- **TRQ017** – The system shall maintain a register of service recipients.
- **TRQ018** – The module shall integrate with the register of social statuses and public services.
- **TRQ019** – A "Personal Account" interface shall be developed with differentiated access based on user roles.
- **TRQ020** – The module shall include functionality for rendering social services.
- **TRQ021** – The module shall support reporting through tabular and graphical dashboards.
- **TRQ022** – Final UI specifications shall be defined by the Supplier during implementation using approved tools.

4.4. User interface requirements for the software platforms

- **TRQ023** – The system shall provide a modern, user-friendly interface with intuitive navigation across all case management processes.
- **TRQ024** – The interface shall support Romanian and Russian languages.
- **TRQ025** – The system shall process user-entered data in both Romanian and Russian.
- **TRQ026** – All user interactions shall occur via a visual web-based graphical interface.

- **TRQ027** – The system shall handle invalid inputs gracefully and display appropriate error messages without interrupting system operation.
- **TRQ028**– Screen forms shall follow a unified design and layout with consistent behavior and standardized controls across all views.

4.5. Functioning modes requirements for the software platforms

- **TRQ029** – The Case Management Module shall operate 24/7 with a maximum allowable downtime of 24 hours per year, excluding scheduled maintenance.
- **TRQ030** – The system shall be designed to accommodate future increases in the number of users.

4.6. Staff requirements for the software platforms

- **TRQ031** – A complete list of operational requirements for the Customer’s staff shall be defined and included in the Case Management Module’s documentation.

4.7. Information Protection for the Case Management Module (eSocial Platform)

- **TRQ032** – The system shall prevent access by unauthorized users.
- **TRQ033** – Information protection shall be enforced at all levels: OS, server, DBMS, service integration, and user interface.
- **TRQ034** – The system shall implement user activity logging for audit and traceability.

4.8 Architecture for the Case Management Module (eSocial Platform)

- **TRQ035** – The Case Management Module shall be developed within a layered microservice architecture, ensuring modularity, scalability, and resilience.
- **TRQ036** – The system shall include two distinct frontend interfaces: a Portal frontend for beneficiaries (served via NodeJS SSR) and a Back Office frontend for authorized staff (served via NGINX).
- **TRQ037** – Routing and traffic management shall be handled via External and Internal Gateways for secure and efficient access and communication between components.
- **TRQ038** – The CMM shall utilize core platform microservices such as Identity, MConnect, Notifications, Audit, Search, Event Streaming, and CMS to ensure full interoperability and standardization.
- **TRQ039** – All structured data shall be stored in PostgreSQL, with Elasticsearch used for search and DragonflyDB for caching; unstructured data shall be managed via Object Storage.
- **TRQ040** – System monitoring and logging shall be ensured through integration with Prometheus, Grafana, Elasticsearch, and Kibana.
- **TRQ041** – Secure access control shall be managed through centralized Identity and Access Management services.
- **TRQ042** – The development and deployment of the CMM shall be managed using Git-based repositories and integrated into the eSocial CI/CD pipeline.

D. Key deliverables and tentative timetable

Key deliverables	Tentative deadline
Deliverable 1. Development and deployment of functionalities for case identification, registration, and intake management in the General Case Management module.	1 October 2025
Deliverable 2. Implementation of workflows for case transfer, closure conditions, and initial and complex assessments under general case management and implement desired changes to previous deliverables after a feedback session with stakeholder.	1 November 2025
Deliverable 3. Delivery of interinstitutional collaboration functionalities and general case dashboards for social workers and supervisors and implement desired changes to previous deliverables after a feedback session with stakeholder.	1 December 2025
Deliverable 4. Development of referral-based specialized case creation, notification validation, and tailored assessment tools aligned with PIA objectives and implement desired changes to previous deliverables after a feedback session with stakeholder.	1 January 2026
Deliverable 5. Configuration and release of specialized individual assistance plan tools, continuous case monitoring, and specialized case manager dashboards and implement desired changes to previous deliverables after a feedback session with stakeholder.	1 February 2026
Deliverable 6. Deployment of specialized case closure workflows, resource capacity evaluation features, and questionnaire module for standardized assessments and implement desired changes to previous deliverables after a feedback session with stakeholder.	1 March 2026
Deliverable 7. Warranty for the developed solutions, extended directly to the MLSP as the beneficiary of the services. The warranty period starts after final release of the deliverables. During the development and warranty period the Company shall fix any identified defects.	30 September 2026

E. Confidentiality statement

All data and information offered by the UNDP Project and MLSP for the purpose of this assignment must be treated with confidentiality and must be used only for the purpose of activities stipulated by these Terms of Reference. All intellectual property rights that arise from the implementation of these Terms of Reference are attributed to UNDP. The content of materials obtained and used during the period of the contractual assignment cannot be disclosed to any third party without the written consent of the UNDP Project.

F. Required qualifications of the Company

The competition is open to companies specialized in providing IT services, residents of the Republic of Moldova (or which have permanent branches in the Republic of Moldova), with:

- ☒ Full compliance with all requirements as specified in Annex 1

- ☒ Full acceptance of the General Conditions of Contract
- ☒ Legal representation in the Republic of Moldova (if the applicant is a foreign entity, it should have
- ☒ Minimum 5 years of experience in developing IT products
- ☒ Minimum 3 contracts of similar or higher complexity using Agile methodology successfully implemented in the past 5 years, out of which at least 1 (one) development solution for the Moldovan Government institution(s) (copies/samples of the contracts/purchase orders might be requested to be provided)
- ☒ Minimum average annual turnover of USD 200,000 for the past three (3) years.

Companies are required to bid against the below assessed workload volume, in line with the development and the functional requirements for the case management and the specialized social services listed in this document.

Description of Activity	Unit Of Measure (days, unit, etc.)	Quantity
Personnel Services		
Key personnel 1: Project Manager (Scrum Master)	Working days	120
Key personnel 2: Senior Backend developer	Working days	120
Key personnel 3: Senior Frontend developer	Working days	120
Key personnel 4: Middle Backend developer	Working days	120
Key personnel 5: Middle Frontend developer	Working days	120
Key personnel 6: Senior DevOps	Working days	120
Key personnel 7: Senior QA	Working days	120
Key personnel 8: Designer	Working days	60

CVs of the key-personnel to be proposed will be assessed on PASS/FAIL basis against the following minimum required qualifications. ***The CVs must clearly specify the experience that meet each of the below requirements.***

Key personnel 1: Project Manager (Scrum Master):

- Minimum experience of 7 years in project management or a related field
- Minimum experience of 5 years in Information Technology field
- Minimum 3 assignments contributing to software solution of similar complexity developed for a government institution
- Proficiency in project management software (e.g., Microsoft Project, Jira, Trello, etc.) and other relevant tools
- Fluency in Romanian, Russian and English.

Key personnel 2: Senior Backend developer:

- Minimum experience of 7 years in .NET development, with deep expertise in building scalable,

maintainable, and secure backend systems using C#, ASP.NET (Core), MVC, Entity Framework, and related technologies

- Minimum experience of 5 years in Angular, React, Vue, and/or other modern JavaScript frameworks, demonstrating full-stack capability and effective collaboration with frontend teams
- Minimum 3 previous assignments involving advanced use of C#, ASP.NET, MVC, Entity Framework, and broader .NET ecosystem, including implementation of business logic, API layers, and integration components
- Minimum 1 assignment contributing to software solution of similar complexity developed for a government institution
- Minimum 1 previous assignment with cloud platforms such as Microsoft Azure or Amazon Web Services (AWS), including practical experience with microservices architecture, containerization (Docker/Kubernetes), and cloud-native development practices
- Minimum 1 previous assignment with technologies like Elasticsearch and Grafana/Kibana, delivering advanced search, logging, and analytics capabilities integrated into backend services
- Minimum 1 previous assignments involving database systems such as PostgreSQL, Microsoft SQL Server, and MongoDB, showcasing strong database design, query optimization, and data access layer implementation
- Fluency in Romanian or Russian.

Key personnel 3: Senior Frontend developer:

- Minimum experience of 7 years in software development, with a strong background in frontend engineering, including the architecture, design, and delivery of complex web applications
- Minimum experience of 5 years with modern JavaScript frameworks such as Angular, React, or Vue.js, demonstrating deep understanding of component-based architecture, state management, and performance optimization
- Minimum 1 previous assignment with TDD practices to ensure software quality
- Minimum 1 assignment contributing to software solution of similar complexity developed for a government institution
- Minimum 1 previous assignment with Docker and Kubernetes for development and deployment processes
- Minimum 1 previous assignment with database systems like PostgreSQL, MSSQL and MongoDB
- Minimum 1 previous assignment with Microsoft Azure services and cloud-based development
- Fluency in Romanian or Russian.

Key personnel 4: Middle Backend developer:

- Minimum experience of 3 years in .NET development
- Minimum experience of 2 years in Angular, React, Vue, and/or other modern JavaScript frameworks
- Minimum 1 previous assignment in C#, ASP.NET, MVC, Entity Framework, and other .NET technologies
- Minimum 1 previous assignment with cloud platforms (e.g., Azure, AWS) and microservices architecture
- Minimum 1 previous assignment with Elasticsearch, Grafana/Kibana for advanced search and analytics functionalities
- Minimum 1 previous assignment of database systems like PostgreSQL, MSSQL and MongoDB
- Minimum 1 assignment contributing to software solution of similar complexity developed for a

- government institution
- Fluency in Romanian or Russian.

Key personnel 5: Middle Frontend developer:

- Minimum experience of 5 years in software development. Extensive experience in developing, architecting, and leading software projects
- Minimum experience of 3 year in Angular, React, Vue, and/or other modern JavaScript frameworks
- Minimum 1 previous assignment with TDD practices to ensure software quality
- Minimum 1 previous assignment with Docker and Kubernetes for development and deployment processes
- Minimum 1 previous assignment of database systems like PostgreSQL, MSSQL and MongoDB
- Minimum 1 previous assignment with Elasticsearch, Grafana/Kibana for advanced search and analytics functionalities
- Minimum 1 assignment contributing to software solution of similar complexity developed for a government institution
- Minimum 1 previous assignment with Microsoft Azure services and cloud-based development
- Fluency in Romanian or Russian.

Key personnel 6: Senior DevOps:

- Minimum experience of 7 (ten) years in System Administration
- Minimum experience of 5 years with CI/CD tools (such as GitHub Actions, GitLab CI, CircleCI, Azure DevOps, Bitbucket Pipelines)
- Minimum 1 previous assignment with (AWS, DigitalOcean Cloud, Hetzner Cloud, Familiar with Azure Cloud) including managing and scaling cloud infrastructure
- Minimum 1 previous assignment in containerization and orchestration technologies (Docker, Kubernetes)
- Minimum 1 previous assignment with infrastructure as code (IaC) tools (such as Terraform, Ansible)
- Minimum 1 previous assignment with system monitoring tools (like Prometheus, Grafana) and logging tools (such as ELK stack, Splunk)
- Minimum 1 previous assignment of networking, security, and database management in a DevOps context
- Experience in leading projects and implementing DevOps practices in an organization using Agile methodology
- Minimum of one prior assignment contributing to software solution developed for a government institution
- Fluency in Romanian or Russian.

Key personnel 7: Senior QA:

- Minimum experience of 5 (five) years of experience in QA Engineering
- Minimum experience of 2 (two) years with Agile and Scrum methodologies
- Minimum of one prior assignment contributing to software solution developed for a government institution
- Minimum 1 previous assignment in designing, executing, and documenting manual test cases

- Strong understanding of the software development lifecycle
- Fluency in Romanian or Russian

Key personnel 8: Designer:

- Minimum experience of 5 (five) years of experience in UI UX Design
- Minimum of one prior assignment contributing to software solution developed for a government institution
- Minimum 1 previous assignment to conduct user research, interviews and surveys, and use the information to create sitemaps, customer journey maps, wireframes, and prototypes
- Minimum 1 previous assignment in standard UX software such as Sketch, OmniGraffle, Axure, InVision, UXPin, Balsamiq, Framer, and the like is a must. Basic HTML5, CSS3, and JavaScript skills are a plus
- Minimum 1 previous assignment of successfully designing complex solutions for complete digital environments, in the public or private sector using Agile methodology
- Fluency in Romanian or Russian

The above listed roles cannot be cumulated.

G. Institutional arrangements

The Company will work under the guidance of the UNDP Project Manager for substantive aspects of the assignment and under the direct supervision of the UNDP Project Analyst for administrative aspects.

The Company will cooperate closely with the Development Unit under the MLSP, EGA, STISC, and other related Agencies for technical implementation purpose.

Before submission of final deliverables, the Company will discuss the draft documents with the parties involved, so that the final products reflect their comments. All the deliverables of the Company shall be coordinated with the UNDP Moldova Project, MLSP and EGA.

Payments will be done in multiple tranches, upon presenting and approving the deliverables, as well as the activity report. The offer shall be **exclusive of VAT**.

H. Timeframe

Contractual assignments shall be initiated in August 2025 and shall be fully completed not later than the 30 March 2026.

ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	RfQ25/02892	Date: Click or tap to enter a date.

Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	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.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women	<input type="checkbox"/> Yes <input type="checkbox"/> No

empowerment, renewable energies or membership of trade institutions promoting such issues <i>(If yes, provide a Copy)</i>	
Is your company a member of the UN Global Compact	<input type="checkbox"/> Yes <input type="checkbox"/> No
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.
Previous relevant experience: 3 contracts of similar or higher complexity using Agile methodology successfully implemented in the past 5 years, out of which at least 1 (one) development solution for the Moldovan Government institution(s)	
Name of previous contracts	Client & Reference Contact Details including e-mail Contract Value (indicate currency) Period of activity (month/ year) Types of activities undertaken

Bidder's Declaration

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Requirements and Terms and Conditions: I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder 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 Quote I/we warrant that the bidder: 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 RFQ ;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 bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict

Yes	No	
		of Interest arises during the RFQ process the bidder 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"/>	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 them that could impair their operations in the foreseeable future.
<input type="checkbox"/>	<input type="checkbox"/>	Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.
<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 Organization/s to make this declaration on its/their behalf.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

ANNEX 3: TECHNICAL AND FINANCIAL OFFER - SERVICES

Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	RfQ25/02892	Date: Click or tap to enter a date.

Technical Offer

The technical offer shall include:

- **Proposed Methodology, Approach and Implementation Plan;**
- **Maintenance and support services;**
- **The proposed team management workflow and solution for tracking and evidence of development hours consumed;**
- **Methodology for providing warranty, maintenance and support services.**

Financial Offer

Provide a lump sum for the provision of the services stated in the Terms of Reference your technical offer. The lump sum should include all costs of preparing and delivering the Services. All daily rates shall be based on an eight-hour working day.

Currency of Quotation: US Dollars (USD) for international companies and Moldovan Leu (MDL) for local companies

Ref	Description of Deliverables	Price, (VAT 0%) <i>(please indicate currency)</i>
1.	Deliverable 1. Development and deployment of functionalities for case identification, registration, and intake management in the General Case Management module.	
2.	Deliverable 2. Implementation of workflows for case transfer, closure conditions, and initial and complex assessments under general case management and implement desired changes to previous deliverables after a feedback session with stakeholder.	
3.	Deliverable 3. Delivery of interinstitutional collaboration functionalities and general case dashboards for social workers and supervisors and implement desired changes to previous deliverables after a feedback session with stakeholder.	
4.	Deliverable 4. Development of referral-based specialized case creation, notification validation, and tailored assessment tools aligned with PIA objectives and implement desired changes to previous deliverables after a feedback session with stakeholder.	
5.	Deliverable 5. Configuration and release of specialized individual assistance plan tools, continuous case monitoring, and specialized case manager dashboards and implement desired changes to previous deliverables after a feedback session with stakeholder.	

6.	Deliverable 6. Deployment of specialized case closure workflows, resource capacity evaluation features, and questionnaire module for standardized assessments and implement desired changes to previous deliverables after a feedback session with stakeholder.	
7.	Deliverable 7. Warranty for the developed solutions, extended directly to the MLSP as the beneficiary of the services. The warranty period starts after final release of the deliverables. During the development and warranty period the Company shall fix any identified defects.	
Total Price		

Breakdown of Fees

Personnel / other elements	UOM	Qty	Unit Price, <i>(please indicate currency)</i>	Total Price, <i>(please indicate currency)</i>
Personnel				
Key personnel 1: Project Manager (Scrum Master)	day	120		
Key personnel 2: Senior Backend developer	day	120		
Key personnel 3: Senior Frontend developer	day	120		
Key personnel 4: Middle Backend developer	day	120		
Key personnel 5: Middle Frontend developer	day	120		
Key personnel 6: Senior DevOps	day	120		
Key personnel 7: Senior QA	day	120		
Key personnel 8: Designer	day	60		
Other non-key personnel <i>(to be included, if any)</i>	day			
Other expenses				
Other Costs: (please specify)				
Total				

Compliance with Requirements

	Your Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Delivery Lead Time	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation – 90 days	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

Full acceptance of the General Conditions of the Contract	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Availability of legal representation in the Republic of Moldova	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.	
<i>Exact name and address of company</i> Company Name Click or tap here to enter text. Address: Click or tap here to enter text. Phone No.: Click or tap here to enter text. Email Address: Click or tap here to enter text.	Authorized Signature: _____ _____ Date: Click or tap here to enter text. Name: Click or tap here to enter text. Functional Title of Authorised Signatory: Click or tap here to enter text. Email Address: Click or tap here to enter text.