# REQUEST FOR PROPOSAL (RFP)

**Procurement of Software Development Services**

**to develop the "Social Assistance" Module**

**in the eSocial information system**

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| RFP Reference No.: | **RFP25/03135** |
| Country: | Republic of Moldova |

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## SECTION 1: LETTER OF INVITATION

United Nations Development Programme, hereinafter referred to as UNDP, **through the "Digital Transformation of Social Protection" Project**, hereby invites prospective proposers to submit a proposal for the Procurement of IT services to develop the "Social Assistance" Module in the eSocial information system in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

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

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

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

Should you be interested to submit a proposal, please log in to the Quantum NextGenERP supplier portal and subscribe to this tender following the instructions in the system user guide. Please search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-00872**. Once subscribed to the tender, you will be able to receive notifications in case of amendments of the tender document and requirements.

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

Offers must be submitted directly in the Quantum NextGenERP supplier portal following this link: http://supplier.quantum.partneragencies.org/ using the profile you may have in the portal (please log in using your username and password). In case you have never registered before, follow the Supplier Portal Registration Link (https://estm.fa.em2.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=TUW16eK6qsD94MNMxATNMoYCOHny7FmchTkUZsdOqrAW4sy6L5xSAB033Q%3D%3D ) to register a profile in the system. Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

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

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

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

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

We look forward to receiving your proposal.

UNDP Moldova

## SECTION 2: INSTRUCTIONS TO PROPOSERS

| GENERAL | |
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| **1. Scope** | Proposers are invited to submit a proposal for the services specified in Section 5: Terms of Reference, in accordance with this Request for Proposal (RFP). A summary of the scope of the proposal is included in Section 3: Data Sheet.<br>Proposers shall adhere to all the requirements of this RFP, including any amendment made in writing by UNDP. This RFP is conducted in accordance with Policies and Procedures of UNDP which can be accessed at UNDP Programme and Operations Policies and Procedures/Procurement.<br>As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). The Bidder may still submit a bid evenif 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. |
| **2. Interpretation of the RFP** | Any proposal submitted will be regarded as an offer by the proposer and does not constitute or imply the acceptance of the proposal by UNDP. UNDP is under no obligation to award a contract to any proposer as a result of this RFP. |
| **3. Supplier Code of Conduct, Fraud, Corruption, Gifts and Hospitality** | All proposers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes **principles on labor, human rights, environment and ethical conduct** may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct<br><br>Moreover, suppliers should note that certain provisions of the Code of Conduct will be binding on the supplier in the event that the supplier is awarded a contract, pursuant to the terms and conditions of any such contract.<br><br>UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at:<br><br>http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti<br><br>Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.<br><br>In pursuance of this policy, UNDP:<br><br>a) Shall reject a proposal if it determines that the selected proposer has engaged in any corrupt or fraudulent practices in competing for the contract in question;<br><br>b) Further to the UNDP's vendor sanctions policy, shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract. |
| **4. Eligible proposers** | Proposers shall have the legal capacity to enter into a binding contract with UNDP.<br><br>A proposer, and all parties constituting the proposer, may have the nationality of any country with the exception of the nationalities, if any, listed in Section 3: Data Sheet. A proposer shall be deemed to have the nationality of a country if the proposer is a citizen or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country.<br><br>All proposers found to have a conflict of interest shall be disqualified. Proposers may be considered to have a conflict of interest if they are or have been associated in the past, |

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| | with a firm or any of its affiliates that have been engaged by UNDP to provide consulting services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation and other documents to be used for the procurement of the services required in the present procurement process; were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP and/or are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.<br><br>In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.<br><br>Similarly, the Bidders must disclose in their proposal their knowledge of the following:<br>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and<br>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.<br><br>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.<br><br>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 informationin relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.<br><br>Proposers shall not be eligible to submit a proposal if at the time of proposalsubmission:<br>- is included in the Ineligibility List, hosted by UNGM, that aggregates information disclosed by Agencies, Funds or Programs of the UN System;<br>- is included in the Consolidated United Nations Security Council Sanctions List, including the UN Security Council Resolution 1267/1989 list;<br>- is included in the World Bank Corporate Procurement Listing of Non-Responsible Vendors and World Bank Listing of Ineligible Firms and Individuals. |
| **5. Proprietary information** | The RFP documents and any Terms of Reference or information issued or furnished by UNDP are issued solely for the purpose of enabling a proposal to be completed and may not be used for any other purpose. The RFP documents and any additional information provided to proposers shall remain the property of UNDP. All documents which may form part of the proposal will become the property of UNDP, who will not be required to return them to your firm. |
| **6. Publicity** | During the RFP process, a proposer is not permitted to create any publicity in connection with the RFP. |
| **SOLICITATION DOCUMENTS** | |
| **7. Clarification of solicitation documents** | Proposers may request clarifications on any of the RFP documents no later than the date indicated in Section 3: Data Sheet. Any request for clarification must be sent in writing in the manner indicated in Section 3: Data Sheet. Explanations or interpretations provided by personnel other than the named contact person will not be considered binding or official.<br>UNDP will provide the responses to clarifications through the method specified in |

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| | Section 3: Data Sheet.<br>UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the proposals, unless UNDP deems that such an extension is justified and necessary. |
| **8. Amendment of solicitation documents** | At any time prior to the deadline for proposal submission, UNDP may for any reason, such as in response to a clarification requested by a proposer, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective proposers.<br>If the amendment is substantial, UNDP may extend the deadline for submission of proposals to give the proposers reasonable time to incorporate the amendment into their proposal. |
| **PREPARATION OF PROPOSALS** | |
| **9. Cost of preparation of proposal** | The proposer shall bear all costs related to the preparation and/or submission of the proposal, regardless of whether its proposal is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process. |
| **10. Language** | The proposal, as well as any and all related correspondence exchanged by the proposer and UNDP, shall be written in the language(s) specified in Section 3: Data Sheet. |
| **11. Documents establishing eligibility and qualifications of the proposer** | The proposer shall furnish documentary evidence of its status as an eligible and qualified vendor, using the forms provided in Section 7 and providing the documents required in those forms. In order to award a contract to a proposer, its qualifications must be documented to UNDP's satisfaction. |
| **11.a Documents comprising the proposal** | The proposal bid shall comprise of the following documents and related forms which details are provided in Section 3: Data Sheet:<br>▪ Documents Establishing the Eligibility and Qualifications of the Bidder;<br>▪ Technical Proposal;<br>▪ Financial Proposal;<br>▪ Proposal Security, if required by DS;<br>▪ Any attachments and/or appendices to the Proposal. |
| **12. Technical proposal format and content** | The proposer is required to submit a technical proposal using the forms provided in Section 7 and taking into consideration the requirements in the RFP.<br>The technical proposal shall not include any price or financial information. A technical proposal containing material financial information may be declared non-responsive. |
| **13. Financial proposal** | The financial proposal shall be prepared using the form provided in Section 7 and taking into consideration the requirements in the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.<br>Any output and activities described in the technical proposal but not priced in the financial proposal, shall be assumed to be included in the prices of other activities or items as well as in the final total price.<br>Prices and other financial information must not be disclosed in any other place except in the financial proposal. |
| **14. Currencies** | All prices shall be quoted in the currency or currencies indicated in Section 3: Data Sheet. Where proposals are quoted in different currencies, for the purposes of comparison of all proposals:<br>• UNDP will convert the currency quoted in the proposal into the UNDP preferred currency, in accordance with the UN Operational Rate of Exchange.<br>• In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in Section 3: Data Sheet, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above. |

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| **15. 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, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All proposals shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in Section 3: Data Sheet. |
| **16. Proposal validity period** | Proposals shall remain valid for the period specified in Section 3: Data Sheet, commencing on the deadline for submission of proposals. A proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.<br><br>During the proposal validity period, the proposer shall maintain its original proposal without any change, including the availability of the key personnel, the proposed rates and the total price.<br><br>In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request proposers to extend the period of validity of their proposals. The request and the responses shall be made in writing and shall be considered integral to the proposal.<br><br>If the proposer agrees to extend the validity of its proposal, it shall be done without any change to the original proposal but will be required to extend the validity of the proposal security, if required, for the period of the extension, and in compliance with Article 17 (Proposal security) in all respects.<br><br>The proposer has the right to refuse to extend the validity of its proposal without forfeiting the proposal security, if required, in which case, the proposal shall not be further evaluated. |
| **17. Proposal security** | A proposal security, if required by Section 3: Data Sheet, shall be provided in the amount and form indicated in the Section 3: Data Sheet. The proposal security shall be valid for a minimum of thirty (30) days after the final date of validity of the proposal.<br><br>The proposal security shall be included along with the proposal. If a proposal security is required by the RFP but is not found in the proposal, the offer shall be rejected.<br><br>If the proposal security amount, or its validity period, is found to be less than is required by UNDP, UNDP shall reject the proposal.<br><br>In the event an electronic submission is allowed in Section 3: Data Sheet, proposers shall include a copy of the proposal security in their proposal and the original of the proposal security must be sent via courier or hand delivery as per the instructions in Section 3: Data Sheet.<br><br>Unsuccessful proposers' proposal securities will be discharged/returned as promptly as possible but no later than thirty (30) days after the expiration of the period of proposal validity prescribed by UNDP pursuant to Article 16 (Proposal Validity Period).<br><br>The Proposal security may be forfeited by UNDP, and the proposal rejected, in the event of any, or combination, of the following conditions:<br><br>• If the proposer withdraws its offer during the period of the proposal validity specified in Section 3: Data Sheet, or;<br>• In the event the successful Proposer fails:<br>    o to sign the contract after UNDP has issued an award; or<br>    o to furnish the performance security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the proposer. |

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| **18. Joint Venture, Consortium or Association** | If the proposer is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the proposal, each such legal entity will confirm in their joint proposal that:<br>• they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, and this will be evidenced by a duly notarized agreement among the legal entities, which will be submitted along with the proposal; and<br>• if they are awarded the contract, the contract shall be entered into by and between UNDP and the designated lead entity, who will be acting for and on behalf of all the member entities comprising the joint venture.<br><br>After the deadline for submission of proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.<br><br>If a JV, Consortium or Association's proposal is the proposal selected for award, UNDP will award the contract to the joint venture, in the name of its designated lead entity. The lead entity will sign the contract for and on behalf of all other member entities.<br><br>The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Article 19 (Only one Proposal) herein in respect of submitting only one proposal.<br><br>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the RFP, both in the proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.<br><br>A JV, Consortium or Association, in presenting its track record and experience, should clearly differentiate between:<br>• Those that were undertaken together by the JV, Consortium or Association;and<br>• Those that were undertaken by the individual entities of the JV, Consortium or Association.<br>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.<br>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm. |
| **19. Only one proposal** | The proposer (including the individual members of any Joint Venture) shall submit only one proposal, either in its own name or as part of a Joint Venture.<br>Proposals submitted by two (2) or more proposers shall all be rejected if they are found to have any of the following:<br>• they have at least one controlling partner, director, or shareholder in common; or<br>• any one of them receive or have received any direct or indirect subsidy from the other/s; or<br>• they have the same legal representative for purposes of this RFP; or<br>• they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the proposal of another proposer regarding this RFP process; |

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| | • they are subcontractors to each other's proposal, or a subcontractor to one proposal also submits another proposal under its name as lead proposer; or some key personnel proposed to be in the team of one proposer participates in more than one proposal received for this RFP process. This condition relating to<br>• the personnel, does not apply to subcontractors being included in more than one proposal. |
| **20. Alternative proposals** | Unless otherwise specified in Section 3: Data Sheet, alternative proposals shall not be considered. If submission of alternative proposals is allowed in Section 3: Data Sheet, a proposer may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.<br>If multiple/alternative proposals are being submitted, proposer must create an alternate response directly in the system and upload all attachments relevant to the alternate proposal separately together with the alternate response. |
| **21. Pre-proposal conference** | When appropriate, a pre-proposal conference will be conducted at the date, time and location and according to any instructions specified in Section 3: Data Sheet.<br>If it is stated in Section 3: Data Sheet that the pre-proposal conference is mandatory, a Proposer which does not attend the pre-proposal conference shall become ineligible to submit a proposal under this RFP.<br>If it is stated in Section 3: Data Sheet that the pre-proposal conference is not mandatory, non-attendance shall not result in disqualification of an interested proposer.<br>UNDP will not issue any formal answers to questions from proposers regarding the RFP or proposal process during the pre-proposal conference. All questions shall be submitted in accordance with Article 38 (Clarification of Proposals).<br>The pre-proposal conference shall be conducted for the purpose of providing background information only. Without limiting Article 24 (Proposers' responsibility) proposers shall not rely upon any information, statement or representation made at thepre-proposal conference unless that information, statement or representation is confirmed by UNDP in writing.<br>Minutes of the pre-proposal conference will be disseminated as specified in Section 3: Data Sheet. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the minutes of the proposer's conference or issued/posted as an amendment to RFP. |
| **22. Site inspection** | When appropriate, a site inspection will be conducted at the date, time and locationand according to any instructions specified in Section 3: Data Sheet.<br>If it is stated in Section 3: Data Sheet that the site inspection is mandatory, a proposer who does not attend the site inspection shall become ineligible to submit a proposal under this RFP.<br>If it is stated in Section 3: Data Sheet that the site inspection is not mandatory, non-attendance, shall not result in disqualification of an interested proposer.<br>Proposers participating in a site inspection shall be responsible for making and obtaining any visa arrangements that may be required for the proposers to participate in a site inspection.<br>Prior to attending a site inspection, proposers shall execute an indemnity and a waiver releasing UNDP in respect of any liability that may arise from:<br>(i) loss of or damage to any real or personal property;<br>(ii) personal injury, disease, or illness to, or death of, any person; |

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| | (iii) financial loss or expense, arising out of the carrying out of that site inspection; and<br>(iv) transportation by UNDP to the site (if provided) as a result of any accidents or malicious acts by third parties.<br>UNDP will not issue any formal answers to questions from proposers regarding the RFP or solicitation process during a site inspection. All questions shall be submitted in accordance with Article 7 (Clarification of solicitation documents).<br>A site inspection will be conducted for the purpose of providing background information only. Without limiting Article 24 (Proposers Responsibility), proposers shall not rely upon any information, statement or representation made at a site inspection unless that information, statement or representation is confirmed by UNDP in writing. |
| **23. Errors or omissions** | Proposers shall immediately notify UNDP in writing of any ambiguities, errors, omissions, discrepancies, inconsistencies, or other faults in any part of the RFP, with full details of those ambiguities, errors, omissions, discrepancies, inconsistencies, or other faults.<br>Proposers shall not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies, or other faults. |
| **24. Proposers' responsibility to inform themselves** | Proposers shall be responsible for informing themselves in preparing their proposal. In this regard, proposers shall ensure that they:<br>• examine and fully inform themselves in relation to all aspects of the RFP, including the Contract and all other documents included or referred to in this RFP;<br>• review the RFP to ensure that they have a complete copy of all documents;<br>• obtain and examine all other information relevant to the project and the scope ofthe requirements available on reasonable enquiry;<br>• verify all relevant representations, statements and information, including those contained or referred to in the RFP or made orally during any clarification meetingor site Inspection or any discussion with UNDP, its employees or agents;<br>• attend any pre-proposal conference if it is mandatory under this RFP;<br>• fully inform and satisfy themselves as to requirements of any relevant authoritiesand laws that apply, or may in the future apply, to the supply of the services; and<br>• form their own assessment of the nature and extent of the services required as included in Section 5: Terms of Reference and properly account for all requirements in their proposal.<br>Proposers acknowledge that UNDP, its directors, employees and agents make no representations or warranties (express or implied) as to the accuracy, currency or completeness of this RFP or any other information provided to the proposers. |
| **25. No material change(s) in circumstances** | The proposer shall inform UNDP of any change(s) of circumstances arising during the RFP process, including but not limited to:<br>• a change affecting any declaration, accreditation, license or approval;<br>• major re-organizational changes, company re-structuring, a take-over, buy-out or similar event(s) affecting the operation and/or financing of the proposer or its major sub-contractors;<br>• a change to any information on which UNDP may rely in assessing proposals. |
| **SUBMISSION AND OPENING OF PROPOSALS** | |
| **26. Instruction for proposal submission** | The proposer shall submit a complete proposal in the format and comprising the documents and forms in accordance with requirements in Section 3: Data Sheet. The proposal shall be delivered according to the method specified in Section 3: Data Sheet.<br>The proposal shall be submitted? by the proposer or person(s) duly authorized to commit the proposer. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the proposing entity, or, if requested, a Power of Attorney, accompanying the proposal.<br>Proposers must be aware that the mere act of submission of a proposal, in and of itself, implies that the proposer fully accepts the UNDP General Conditions of Contract. |

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| **26a. Online submission** | Electronic submission through online portal shall be governed as follows:<br>• Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in DS;<br>• The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.<br>• The Financial Proposal file must be uploaded separately only in the commercial section of the RFP in the system.<br>• Documents which are required to be in original form (e.g., Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in DS.<br><br>Detailed instructions on how to submit, modify or cancel a bid in the online portal are provided in the system Bidder User Guide made available in the procurement notice site and in the portal. |
| **27. Deadline for Submission of Proposals** | Complete proposals must be received by UNDP in the manner, and no later than the date and time, specified in Section 3: Data Sheet. If any doubt exists as to the time zonein which the Proposal should be submitted, refer to http://www.timeanddate.com/worldclock/.<br>It shall be the sole responsibility of the proposers to ensure that their proposal is received by the closing date and time. UNDP shall accept no responsibility for proposals that arrive late due to any technical issues and shall only recognize the actual date and time that the proposal was received by UNDP.<br>UNDP may, at its discretion, extend this deadline for the submission of proposals by amending the solicitation documents in accordance with Article 8 (Amendment of solicitation documents). In this case, all rights and obligations of UNDP and proposers subject to the previous deadline will thereafter be subject to the new deadline as extended. |
| **28. Withdrawal, substitution and modification of proposals** | A proposer may withdraw or modify its proposal after it has been submitted at any time prior to the deadline for submission directly in the system following the instructions provided in the user guide.<br>However, after the deadline for proposal submission, the proposals shall remain validand open for acceptance by UNDP for the entire proposal validity period, as may be extended. |
| **29. Storage of proposals** | Proposals received are kept confidential and unopened in the system as part security protocols built in the system until the proposal opening date stated in Section 3: Data Sheet. |
| **30. Proposal opening** | There is no mandatory public bid opening for RFPs however UNDP may at its discretion sent a public bid opening report from the system only to suppliers who successfully submitted a proposal. The report will include only the names of the companies but not the financial proposal. |
| **31. Late proposals** | Any proposal received by UNDP after the deadline for submission of proposals will be destroyed unless the proposer requests that it be returned and assumes the responsibility and expenses for the re-possession of the returned proposal documents.<br>In exceptional circumstances, late proposals may be accepted if it is determined that the submission was sent in ample time prior to the proposal closing and the delay could not be reasonably foreseen by the proposer or were due to force majeure. |
| **EVALUATION OF PROPOSALS** | |
| **32. Confidentiality** | Information relating to the examination, evaluation, and comparison of proposals, and the recommendation of contract award, shall not be disclosed to proposers or any other persons not officially concerned with such process, even after publication of the contract award.<br>Any effort by a proposer or anyone on behalf of the proposer to influence UNDP in the examination, evaluation and comparison of the proposals or contract award decisions may, at UNDP's decision, result in the rejection of its proposal and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures. |

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| **33. Evaluation of proposals** | UNDP shall evaluate a proposal using only the methodologies and criteria defined in this RFP. No other criteria or methodology shall be permitted.<br><br>UNDP shall conduct the evaluation solely based on the submitted technical andfinancial proposals.<br><br>Evaluation of proposals shall be undertaken in the following steps:<br>a) Preliminary examination;<br>b) Evaluation of minimum eligibility and qualification (if pre-qualification is not done);<br>c) Evaluation of technical proposals;<br>d) Evaluation of financial proposals. |
| **34. Preliminary examination** | UNDP shall examine the proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any proposal at this stage. |
| **35. Evaluation of eligibility and qualification** | Eligibility and qualification of the proposer will be evaluated against the minimum eligibility and qualification requirements specified in Section 4: Evaluation Criteria and in Article 4 (Eligible proposers).<br>In general terms, vendors that meet the following criteria may be considered qualified:<br>a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;<br>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments;<br>c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required;<br>d) They are able to comply fully with the UNDP General Terms and Conditions of Contract;<br>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and<br>f) They have a record of timely and satisfactory performance with their clients. |

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| **36. Evaluation of technical and financial proposals** | The evaluation team shall review and evaluate the technical proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in Section 4: Evaluation Criteria. A proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in Section 3: Data Sheet. When necessary, and if stated in the Data Sheet, UNDP may invite technically responsive proposers for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the proposal document where required.<br>When necessary, and if stated in the Section 3: Data Sheet, UNDP may invite technically responsive bidders for a presentation related to their technical Proposals. The conditions for the presentation shall be provided in the bid document where required.<br>In the second stage, only the financial proposals of those proposers who achieve the minimum technical score will be opened for evaluation.<br>The evaluation method that applies for this RFP shall be as indicated in Section 3: Data Sheet, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Proposers; or (b) the combined scoring method which will be based on a combination of the technical and financial score.<br>When the Data Sheet specifies a **combined scoring method**, the formula for the rating of the proposals will be as follows:<br><u>Rating the Technical Proposal (TP):</u><br>**TP Rating** = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100<br><u>Rating the Financial Proposal (FP):</u><br>**FP Rating** = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100<br><u>Total Combined Score:</u><br>**Combined Score =** (TP Rating) x (Weight of TP, e.g., 70%) + (FP Rating) x (Weight of FP, e.g., 30%) |
| **37. Post-qualification/ DueDiligence** | UNDP reserves the right to undertake a post-qualification assessment, aimed at determining, to its satisfaction, the validity of the information provided by the proposer. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:<br>a) Verification of accuracy, correctness and authenticity of informationprovided by the proposer;<br>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;<br>c) Inquiry and reference checking with Government entities with jurisdiction on the proposer, or with previous clients, or any other entity that may have done business with the proposer;<br>d) Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary;<br>e) Physical inspection of the proposer's offices, branches or other places where business transpires, with or without notice to the proposer;<br>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract. |
| **38. Clarification of proposals** | UNDP may request clarification or further information in writing from the proposers at any time during the evaluation process. The proposers' responses shall not contain any changes regarding the substance or price of the proposal, except to confirm the correction of arithmetic errors discovered by UNDP in the evaluation of the proposals, in accordance with Instructions to Proposers Article 23 (Errors or omissions). |

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| | UNDP may use such information in interpreting and evaluating the relevant proposal but is under no obligation to take it into account.<br>Any unsolicited clarification submitted by a proposer in respect to its proposal which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the proposals. |
| **39. Responsiveness of proposal** | UNDP's determination of a proposal's responsiveness is to be based on the contents of the proposal itself. A substantially responsive proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:<br>a) affects in any substantial way the scope, quality, or performance of the services specified in the contract; or<br>b) limits in any substantial way, inconsistent with the solicitation documents, UNDP's rights or the proposer's obligations under the contract; or<br>c) if rectified would unfairly affect the competitive position of other proposers presenting substantially responsive proposals.<br>If a proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the proposer by correction of the material deviation, reservation, or omission. |
| **40. Nonconformities, reparable errors and omission** | Provided that a proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the proposal that, in the opinion of UNDP, do not constitute a material deviation. These are a matter of form and not of substance and can be corrected or waived without being prejudicial to other proposers.<br>Provided that a proposal is substantially responsive UNDP may request the proposer to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the proposal. Failure of the proposer to comply with the request may result in the rejection of its proposal.<br>For financial proposals that have been opened, UNDP shall check, and correct arithmetical errors as follows:<br>a) if there is a discrepancy between the unit price and the line-item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line-item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected;<br>b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and<br>c) if there is a discrepancy between words and figures, the amount in wordsshall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.<br>If the proposer does not accept the correction of errors, its proposal shall be rejected, and its proposal security may be forfeited. |
| **41. Right to accept any proposal and to reject any or all proposals** | UNDP reserves the right to accept or reject any proposals, and to annul the proposal process and reject all proposals at any time prior to contract award, without thereby incurring any liability to the affected proposer or proposers or any obligation to inform the affected proposer or proposers of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer. |
| **AWARD OF CONTRACT** | |
| **42. Award criteria** | Prior to expiration of the proposal validity, UNDP shall award the Contract to the qualified proposer based on the award criteria indicated in Section 3: Data Sheet. |
| **43. Right to vary requirement at time of award** | At the time the Contract is awarded, UNDP reserves the right to increase or decrease the quantity of services originally specified by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions and the solicitation document. |

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| **44. Notification of award** | Prior to the expiration of the period of proposal validity, UNDP will notify the successful proposer in writing by email, fax or post, that its proposal has been accepted. Please note that the proposer, if not already registered at the appropriate level in UNGM, will be required to complete the vendor registration process on the UNGM prior to the signature and finalization of the contract. |
| **45. Debriefing** | In the event that a proposer is unsuccessful, the proposer may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the proposer's submission, in order to assist the proposer in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the proposer's submission shall not be discussed. |
| **46. Publication of contract award** | UNDP will publish the contract award on UNDP Procurement Notices website https://procurement-notices.undp.org/view_awards.cfm which is linked to the United Nations Global Marketplace, with the RFP Reference number, the information of the awarded proposer's company name, contract amount or LTA and the date of the contract. |
| **47. Contract Signature** | Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids. |
| **48. Contract Type and General Terms and Conditions** | The types of Contract to be signed and the applicable UNDP Contract General Termsand Conditions, as specified in Data Sheet, can be accessed at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html |
| **49. Performance security** | The successful Proposer, if so specified in Section 3: Data Sheet shall furnish a Performance Security in the amount and form specified herein: https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default , within the specified number of days after receipt of the Contract from UNDP. Banks issuing performance securities must be acceptable to the UNDP comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank. The Performance Security form is available here. UNDP shall promptly discharge the proposal securities of the unsuccessful proposers pursuant to Article 17 (Proposal security).<br><br>Failure of the successful proposer to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the proposal security. In that event UNDP may award the contract to the next lowest ranked proposer. |
| **50. Bank guarantee for advance payment** | Except when the interests of UNDP so require, it is UNDP's standard practice not to make advance payment(s) (i.e., payments without having received any outputs). If anadvance payment is allowed as per Section 3: Data Sheet, and if specified there, the proposer shall submit a Bank Guarantee in the full amount of the advance payment using this bank guarantee form available at: https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&action=default .<br>Banks issuing bank guarantees must be acceptable to the UNDP comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank. |
| **51. Liquidated Damages** | If specified in Section 3: Data Sheet, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per the Contract. The payment or deduction of such liquidated damages shall not relieve the Contractor from any of its other obligations or liabilities pursuant to any current contract or purchase order. |

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| **52. Proposal protest** | Any proposer that believes to have been unjustly treated in connection with this proposal process or any contract that may be awarded as a result of such proposal process may submit a complaint to UNDP.<br>The following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html |
| **53. Other Provisions** | In the event that the Bidder offers a lower price to the host Government (e.g., General Services Administration (GSA) of the federal government of the United States of America) for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence.<br>UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.<br>The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer |

## SECTION 3: DATA SHEET (DS)

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

| Ref. Article in Section 2 | Data | Specific Instructions / Requirements |
|---|---|---|
| 1. | Scope | The reference number of this Request for Proposal (RFP) is **RFP25/03135:**<br><br>The services include carrying out: **development and implementation of the "Social Assistance" Module as part of the governmental Informational System eSocial, including the complete and documented source code, technical and user documentation, and training materials and activities for users within beneficiary institutions,** as further described in Section 5 of this RFP. |
| 2. | Eligible proposers | Proposers from all countries are eligible to participate in this proposal process. |
| 3. | Clarification of solicitation documents | Any request for clarification of solicitation documents must be sent directly in the system through **Quantum message functionality**.<br><br>**ATTENTION: PROPOSALS (OR ANY PART OF IT) SHALL NOT BE SUBMITTED IN THE ABOVE MANNER.**<br><br>Deadline for submitting requests for clarifications / questions:<br><br>**5 (five) days before the submission deadline**<br><br>Supplemental information to the RFP and responses / clarifications to queries will be posted directly in the system. |
| 4. | Language | All proposals, information, documents and correspondence exchanged between UNDP and the proposers in relation to this solicitation process shall be in **English and/or Romanian.** |
| 5. | Partial proposals | N/A |
| 6. | Currencies | Prices shall be quoted only in the currency indicated in the system:<br><br>**MDL (Moldovan Leu) for local suppliers**<br><br>and<br><br>**USD (US Dollars) for international suppliers.**<br><br>For evaluation purposes, all the amounts shall be recalculated in USD at UN Operational Rate of Exchange indicated on the submission deadline:<br><br>https://treasury.un.org/operationalrates/OperationalRates.php<br><br>UNDP shall not be kept liable for any fluctuations of the exchange market during contract implementation, the Contractor being legally responsible to register any loss/gain of currency exchange resulting from payments against the Contract in accordance with the national legislation. |
| 7. | Duties and taxes | All prices shall:<br><br>**Be exclusive of VAT and other applicable indirect taxes.** |
| 8. | Proposal validity period | 90 days |
| 9. | Proposal security | **Required in the amount of 10,000 USD (ten thousand US dollars)** |

| Ref. Article in Section 2 | Data | Specific Instructions / Requirements |
|---|---|---|
| | | ☒ The Proposal security will be in the same currency as stipulated in Article 6: Currencies.<br><br>Acceptable forms of proposal security:<br><br>☒ Proposal security form template (bank guarantee) set out in Section 7: Proposal Forms<br><br>**Important Remarks:**<br><br>The Proposal Security shall be valid up to **30 days after the final date of validity of bids**.<br><br>A copy of the full Proposal Security documentation must be submitted through the Quantum system as part of the online bid. The original hard copy of the Proposal Security must then be physically received by UNDP no later than ten (10) calendar days after the deadline for submission of offers indicated in the Quantum system.<br><br>**If Proposal security is not submitted as stipulated above, proposal shall be disqualified.** The address for submitting the original Proposal Security documentation is as follows:<br><br>**UNDP Moldova, #131, 31 August 1989 Street,**<br><br>**MD-2012, Chisinau, Republic of Moldova**<br><br>**to the attention of Procurement Unit with the reference “RFP25/03135”** |
| 10. | Alternative proposals | Shall not be considered. |
| 11. | Pre-proposal conference | Will be conducted<br><br>**Time and time zone: 13:00 GMT+3 / Moldova time**<br><br>**Date: 15 December 2025**<br><br>**Venue: Zoom**<br><br>Interested bidders should register for the conference.<br><br>To facilitate the registration, prospective bidders are required to send the names and email addresses of their authorized representatives using the "Messages" section in Quantum no later than 02 December 2025. In case bidders face any technical difficulties with Quantum platform, they shall send the above-mentioned information to the following email address: sc.md@undp.org.<br><br>Please ensure that the subject of the email message is marked as 'PRE-BID CONFERENCE FOR RFP25/03147’.<br><br>The Pre-bid conference is not mandatory but highly recommended.<br><br>**Minutes of the Pre-proposal conference** will be disseminated by:<br><br>**Direct communication to prospective Bidders by email and posting directly in Quantum and on the below tender websites: UNDP Moldova tenders, UNDP Procurement Notices and UNGM.** |
| 12. | Site inspection | A site inspection will not be held. |

| Ref. Article in Section 2 | Data | Specific Instructions / Requirements |
|---|---|---|
| 13. | Instructions for proposal submission | Proposals must be **submitted directly in Quantum**.<br><br>Allowable manner of submitting proposals:<br><br>▪ File Format: PDF files only<br>▪ File names must be clearly indicative of the file content and uploaded in the relevant section as instructed in the system. File names must be in English or in the language specified in this document as the bid language.<br>▪ All files must be free of viruses and not corrupted.<br>▪ It is recommended that the entire Proposal be consolidated into as few attachments as possible.<br>▪ The proposer should receive an email acknowledging receipt of the proposal by the system.<br>▪ **The Financial Proposal (Forms J and K) shall be submitted directly in the system only in the "Commercial section" of the requirements. Non-compliance with this instruction may result in rejection of the proposal received.**<br>▪ Documents which are required in original (e.g. proposal security) should be sent to the below address with a PDF copy submitted as part of the electronic submission:<br><br>**UNDP Moldova, #131, 31 August 1989 Street,**<br>**MD-2012, Chisinau, Republic of Moldova**<br>**to the attention of Procurement Unit** |
| 14. | Deadline for proposal submission | Deadline for proposal submission is **indicated in the portal**. In case of discrepancies between the deadline in the system and deadline indicated elsewhere, the one in the system prevails. |
| 15. | Proposal Opening | Public proposal opening will **NOT** be held |
| 16. | Evaluation of technical and financial proposals | Evaluation will be based on:<br><br>☒ Combined scoring method using a distribution of 70%-30% Technical proposal - financial proposal<br><br>The maximum number of technical points is detailed in Section 4: Evaluation Criteria<br><br>To be substantially compliant, Proposers must obtain a minimum threshold of 70% of maximum points from technical evaluation. |
| 17. | Right to vary requirement at time of award | The maximum percentage by which quantities may be increased or decreased is 25% |
| 18. | Contract award to one or more proposer | UNDP will award a contract to:<br><br>**One Bidder Only** |
| 19. | Type of contract to be awarded | **Contract Face Sheet**<br><br>More information can be accessed at [http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html](http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html)<br><br>See Section 6 for link to sample contract. |

| Ref. Article in Section 2 | Data | Specific Instructions / Requirements |
|---|---|---|
| 20. | Expected date for commencement of contract | November 2025 |
| 21. | Conditions of contract to apply | **UNDP General Terms and Conditions for contracts (goods and/or services)**<br>See Section 6 for link to the contract terms. |
| 22. | Performance Security | *Required in the amount of 10% of the total contract value*<br>*Performance Security shall be provided by the selected bidder within ten (10) days upon issuance of letter of intent/contract and before issuance of the notice to proceed.*<br>*The performance security will be in the same currency as stipulated in Article 6: Currencies.*<br>*The Performance Security shall be in the form of a Bank Guarantee as set out in Section 6.* |
| 23. | Advance payment | Not Allowed |
| 24. | Liquidated damages | Will be imposed as follows:<br>Percentage of contract price per week of delay: 2.5% up to a maximum of 10% of the Contract value, after which UNDP may terminate the contract. |
| 25. | Documents to be submitted with your Proposal | **Please attach the following documents with your Proposal:**<br>▪ Company Profile, which should not exceed fifteen (15) pages (experience, human resources, managerial and technical capacities in the field, etc.), including list of relevant institutions the Company has been cooperating with, including the topic and year must be presented together with the application package<br>▪ Certificate of Incorporation/ Business Registration<br>▪ List of Shareholders and Other Entities Financially Interested in the Firm owning 5% or more of the stocks and other interests, or its equivalent if Bidder is not a corporation including the Certificate from State Register<br>▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country<br>▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder<br>▪ Latest Audited Financial Statements (Income Statements and Balance Sheets) including Auditor's Reports (for international companies) or registered Financial Report at the Statistical Bureau (for local companies) for the past 3 (three) years for the Bidder (2022-2024)<br>▪ Statement of Satisfactory Performance from the Top three (3) Clients in terms of Contract Value per each JV partner/Subcontractor (if the case)<br>▪ A copy of preliminary Agreement in case of Consortium or sub-contracting. In case of subcontracting, division of roles and responsibilities should be presented as part of the Methodology, Approach and Implementation Plan.<br>▪ In case of subcontracting part of Services for activities for producing certain deliverables required in the ToR, the Bidder shall submit the Work Packages related to the subcontracting activities. The Work Package structure shall contain: the date, responsible person, overall description, description of deliverables that are part of the Work Package concerned, methods employed to check the quality, the level of resources to be allocated, the |

| Ref. Article in Section 2 | Data | Specific Instructions / Requirements |
|---|---|---|
| | | beginning and the ending dates, constraints, the reporting manner. The Work Packages to be subcontracted shall be signed and submitted by both the Offeror and the proposed Subcontractor as part of their Proposal.<br>▪ Detailed description of the Methodology, Approach and Implementation Plan (sequence of actions) for the services required in the ToR, with clear distribution of roles of the Consortium members (if the case) and responsibilities of the proposed key personnel.<br>▪ Copies of contracts to prove that Offeror meets the similar experience requirement (stated under Section 4: Evaluation Criteria)<br>▪ List of qualified key personnel, together with CVs and Statements of Exclusivity and Availability (signed by the envisaged person) of the Key personnel (mentioned under Section 4: Evaluation Criteria), including experience relevant to the required skills<br>▪ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any<br>▪ Dully filled Annex 1 - Proposal functional and non-functional compliance checklist matrix<br>▪ **Dully filled in Proposal Forms A-K (as per Section 7: Proposal Forms). Forms A-I, representing the Technical Proposal, shall be submitted directly in the system in the "Technical section" of the requirements**<br>▪ **Forms J and K, representing the Financial Proposal shall be submitted directly in the system only in the "Commercial section" of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received**<br>▪ **Proposal Security (as per Form L) –copy to be submitted with the proposal via Quantum, submitted in original not later than 10 (ten) days after the submission deadline from tender deadline at the address indicated in Section 3 above** |

## SECTION 4: EVALUATION CRITERIA

**Preliminary Examination Criteria**

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

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

**Minimum Eligibility and Qualification Criteria**

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

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

| Eligibility Criteria | Documents to establish compliance |
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| **Legal Status:** Bidder is a legally registered entity that can ensure rapid local response (including physical presence of staff in the country) to any of the contract related requests (whether through a local branch or office, through a local consortium partner – all relationships to be documented through official documents and valid contracts submitted with the Bid). | Form D: Proposer Information |
| **Eligibility:** Vendor is not suspended, nor otherwise identified as ineligible by any UN Organization, the World Bank Group or any other International Organisation in accordance with Section 2 Article 4. | Form C: Technical Proposal Submission |
| **Conflict of Interest:** No conflicts of interest in accordance with Section 2 Article 4. | Form C: Technical Proposal Submission |
| **Bankruptcy:** The Proposer has not declared bankruptcy, in not involved in bankruptcy or receivership proceedings, and there is no judgment or | Form C: Technical Proposal Submission |

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| pending legal action against the vendor that could impair its operations in the foreseeable future | |

| **Qualification Criteria** | **Documents to establish compliance** |
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| **History of non-performing contracts[1]:** Non-performance of a contract did not occur as a result of contractor default within the last 3 years[1]. | Form F: Eligibility and Qualification |
| **Litigation History:** Non-consistent history of court/arbitral award decisions against the Proposer for the last 3 years. | Form F: Eligibility and Qualification |
| **Previous Experience** | |
| Minimum 5 (five) years of experience in development of software products / systems. | Form F: Eligibility and Qualification |
| Minimum 3 (three) successfully implemented contracts of similar or higher complexity using Agile methodology with the cumulative value of at least 600,000 USD completed within the past 5 (five) years.<br><br>*(For JV/Consortium/Association, **all Parties cumulatively** should meet the requirement, with the Lead Entity having completed at least 1(one) contract with minimum value of 250,000 USD.* | Form F: Eligibility and Qualification<br><br>Copies of the contracts shall be submitted along with the bid. |
| **Minimum Key Personnel** | |
| The minimum personnel mandatory for the implementation of the contract includes 11 key positions across development, quality assurance, design, and project management functions.<br><br>**Total Minimum Personnel Required: 11 positions**<br><br>**Management & Analysis:**<br>• 1 (one) IT Project Manager<br>• 1 (one) IT Business Analyst<br>**Backend Development:**<br>• 1 (one) Senior Backend Developer<br>• 2 (two) Middle Backend Developers<br>**Frontend Development:**<br>• 1 (one) Senior Frontend Developer<br>• 1 (one) Middle Frontend Developer<br>**DevOps & Infrastructure:**<br>• 1 (one) Senior DevOps | Duly signed CVs and Statements of Exclusivity and Availability, including any other supporting documents, attached to Form G: Format for Technical Proposal. |

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

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|---|---|
| **Quality Assurance:**<br>• 1 (one) Senior QA<br>• 1 (one) Middle QA<br>**Design:**<br>• 1 (one) Designer (UI/UX)<br>Bidders may add supplementary personnel roles aligned to their implementation methodology, clearly describing responsibilities and reporting lines as part of the technical proposal.<br>*(For JV/Consortium/Association, **all Parties cumulatively** should meet requirement).* | |
| **Financial Standing** | |
| Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.<br>UNDP will check the financial accounts to compute the current ratio (CR).<br>If CR is less than 1: UNDP shall verify financial capacity of the bidder and has the authority to seek references from concerned parties & banks on the bidder' financial standing. UNDP has the right to reject any bid if submitted by a contractor whom investigation leads to a result that the bidder is not financially capable and/or had serious financial problems. | Copy of audited financial statements for the last 3 (three) years.<br>Form F: Eligibility and Qualification |
| **Turnover:** Proposers should have minimum average sales turnover of USD 900,000 for the last 3 (three) years.<br><br>*For JV/Consortium/Association, **all Parties cumulatively** should meet requirement).* | Copy of audited financial statements for the last 3 (three) years.<br>Form F: Eligibility and Qualification |

**Technical Evaluation Criteria**

| **Summary of technical proposal evaluation sections** | | **Points obtainable** |
|---|---|---|
| 1. | Proposer's qualification, capacity and experience | 270 |
| 2. | Proposed methodology, approach and implementation plan | 400 |
| 3. | Management structure and key personnel | 330 |
| | **Total** | **1000** |

| **Section 1. Proposer's qualification, capacity and experience** | | **Points obtainable** |
|---|---|---|
| 1.1 | Reputation of Organization and Staff Credibility / Reliability / Industry Standing (up to 60 pts.)<br>Organization / Company profile – 25 pts: | 50 |

| | | |
|---|---|---|
| | • Excellent: Organization and staff have an outstanding reputation, proven reliability, and a strong company profile supported by verifiable references and achievements: 25 pts<br>• Good: Organization and staff have a very good reputation and reliability, with strong references and a solid company profile: 23 pts<br>• Satisfactory: Organization and staff have a good reputation and reliability, with adequate references and company profile: 18 pts<br>• Poor: Organization and staff have limited reputation and reliability; references and company profile are weak or incomplete: 10pts.<br>• Very Poor: Organization and staff have very little reputation or credibility; references are minimal or questionable: 3 pts.<br>• No submission: No information provided or completely unacceptable: 0 pts.<br>Financial standing and project financing capacity – up to 25 pts:<br>(Analysis of annual turnover, current ratio, etc.) | |
| 1.2 | General Organizational Capability which is likely to affect implementation:<br>• Years in business (5 years –15 pts, 5 pts for each additional year, up to 30 pts)<br>• Project management controls (organigram) (up to 15 pts) | 45 |
| 1.3 | Relevance of specialized knowledge and experience:<br>• Relevant experience in development of software products (5 years – 30 pts., each additional year – 5 pts., up to max 40 pts.);<br>• Contracts of similar or higher complexity and a minimum value of 150,000 USD each using Agile methodology successfully implemented in the past 5 years (3 contracts – 30 pts., each additional contract – 5 pts., up to max 40 pts.);<br>• Demonstrated experience of working with Moldovan public institutions (1 assignment – 20 pts., each additional assignment – 20 pts., up to 60 pts.);<br>• Demonstrated experience in the development of software products related to the thematic areas of social protection, labour or employment would be an advantage (no – 0 pts., yes – 10 pts.);<br>• Working experience with UN Agencies and/or other international organizations will be an advantage (no – 0 pts., yes – 10 pts.). | 160 |
| 1.4 | Organizational Commitment to Sustainability:<br>• Organization is compliant with ISO 14001 or ISO 14064 or equivalent (no – 0 pts., yes – 5 pts.);<br>• Organization is a member of the UN Global Compact (no – 0 pts., yes – 5 pts.);<br>• Organization demonstrates significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, membership in Business Membership Organisations part of SMEs sector, renewable energies or membership of trade institutions promoting such issues, overall gender balance in the team, diversity within the team: people from minority, vulnerable or marginalized groups are part of the team, demonstrated experience in applying the Human Rights Based Approach and Gender Mainstreaming in the area (if relevant) (no – 0 pts., yes – 5 pts.). | 15 |
| | **Total Section 1** | **270** |

| **Section 2. Proposed methodology approach and implementation plan** | | **Points obtainable** |
|---|---|---|
| 2.1 | To what degree does the Proposer understand the assignment?<br>• Excellent Understanding. The proposer demonstrates a comprehensive and deep understanding of the assignment. The requirements submitted and | 115 |

| | | |
|---|---|---|
| | supported by excellent evidence of ability to support and exceed ToR requirements: 115 pts.<br>• Good Understanding. The proposer demonstrates good understanding of the assignment and provided good evidence of ability to support the ToR requirements: 103 pts.<br>• Satisfactory Understanding. The proposer demonstrates a general understanding of the assignment. The requirements submitted are supported by satisfactory evidence of ability to support ToR requirements: 81 pts.<br>• Poor Understanding. The proposer shows limited understanding of the assignment. The requirements submitted are supported by marginally acceptable or weak evidence of ability to support ToR requirements: 46 pts.<br>• Very poor Understanding. The proposer demonstrates very little understanding of the assignment. The requirements submitted but not supported by evidence to demonstrate ability to comply with ToR requirements: 11 pts.<br>• No submission. Information has not been submitted or is unacceptable: 0 pts | |
| 2.2 | Is the conceptual framework adopted appropriate for the assignment?<br>• Excellent. The conceptual framework is fully appropriate for the assignment, all aspects are excellently described, and requirements fully addressed: 115 pts<br>• Good. The conceptual framework is appropriate, minor refinements may be possible, but unnecessary, and overall meets requirements well: 103 pts.<br>• Satisfactory. The conceptual framework is appropriate but may require some adjustments to fully incorporate all aspects and requirements: 81 pts<br>• Poor. The conceptual framework requires significant adjustments to address most aspects and requirements: 46 pts.<br>• Very poor. The conceptual framework is largely inadequate, missing critical elements, and does not meet requirements: 11 pts.<br>• No submission. No conceptual framework provided or completely unacceptable: 0 pts. | 115 |
| 2.3 | The preliminary implementation plan is clear, the sequence of project phases, activities, milestones and the planning are logical, realistic and the needed human and material resources promise an efficient implementation of the project:<br>• Excellent. The proposed plan is clear, well-structured with a defined and realistic sequence of activities; all needed human and material resources promise efficient implementation: 92 pts.<br>• Good. The proposed plan is clear and structured, resources mostly sufficient for efficient implementation: 83 pts.<br>• Satisfactory. The proposed plan is clear and structured with minor refinements possible, has a realistic sequence of activities if refined; resources may not be fully sufficient for implementation: 65 pts.<br>• Poor. The proposed plan is partially structured, with significant gaps in activity sequence and resource allocation: 36 pts.<br>• Very poor. The proposed plan is not well-structured, lacks clarity in sequence, and resources are largely missing: 9 pts<br>• No Submission. No plan provided or completely unacceptable: 0 pts. | 92 |
| 2.4 | To what extent have quality assurance procedures and risk mitigation measures been established?<br>• Excellent. Quality assurance procedures and risk mitigation measures establish a clearly described mechanism that incorporates all aspects and requirements of the assignment: 78 pts. | 78 |

| | | |
|---|---|---|
| | • Good. Mechanism is clear and comprehensive, covers most aspects effectively. 70 pts<br>• Satisfactory. Procedures and measures may require some adjustments to fully incorporate all aspects and requirements: 55 pts.<br>• Poor. Procedures and measures require major adjustments to address most aspects and requirements: 31 pts.<br>• Very Poor. Mechanism is largely inadequate, missing critical elements and does not meet requirements: 8 pts<br>• No Submission. No mechanism provided or completely unacceptable: 0 pts | |
| | **Total Section 2** | **400** |

| **Section 3. Management Structure and Key Personnel** | | | **Points obtainable** |
|---|---|---|---|
| 3.1 | **IT Project Manager** | | **34** |
| | Years of experience working as a project manager in software development projects *(5 years – 10 pts., each additional year – 1 pt., up to a max. of 12 pts.)* | 12 | |
| | Number of assignments with Agile methodologies *(3 assignments – 5 pts., each additional assignment – 1 pt., up to a max. of 8 pts.)* | 8 | |
| | Number of assignments working with software development teams using modern JavaScript frameworks *(1 assignment – 2 pts., each additional project – 1 pt., up to 6 pts.)* | 6 | |
| | Number of previous assignments working with public institutions *(1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)* | 4 | |
| | *Language proficiency: English and Romanian (both mandatory) – 3 pts; Russian – 1 pt.)* | 4 | |
| 3.2 | **IT Business Analyst** | | **32** |
| | Number of years' experience in software development projects *(5 years – 7 pts., each additional year – 1 pt., up to a max. of 10 pts.)* | 10 | |
| | Number of assignments in multi-stakeholder projects focused on improving existing business processes *(1 assignment – 6 pts., each additional project – 1 pt., up to 8 pts.)* | 8 | |
| | Number of previous assignments with Agile and Scrum methodologies *(1 assignment – 3 pts., each additional project – 1 pt., up to 6 pts.)* | 6 | |
| | Number of previous assignments working with public institutions *(1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)* | 4 | |
| | *Language proficiency: English and Romanian (both mandatory) – 3 pts; Russian – 1 pt.* | 4 | |
| 3.3 | **Senior Backend Developer** | | **34** |
| | Number of years' experience in .NET development *(5 years – 9 pts., each additional year – 1 pt., up to a max. of 13 pts.)* | 13 | |
| | Number of assignments with Angular, React, Vue, or other modern JavaScript frameworks *(2 assignments – 6 pts., each additional assignment – 1 pt., up to a max. of 8 pts.)* | 8 | |
| | Number of previous assignments with cloud platforms (e.g., Azure, AWS) and microservices architecture *(1 assignment – 4 pts., each additional project – 1 pt., up to 7 pts.)* | 7 | |
| | Number of previous assignments working with a public institution *(1 assignment – 2 pts., each additional project – 1 pt., up to 6 pts.)* | 6 | |
| 3.4 | **Middle Backend Developer x2** | | **50 /** |

| | | | |
|---|---|---|---|
| | Number of years' experience in .NET development *(3 years – 8 pts., each additional year – 1 pt., up to a max. of 10 pts.)* | 10 | **25 (each)** |
| | Number of assignments in Angular, React, Vue, or other modern JavaScript frameworks *(1 assignment – 4 pts., each additional assignment – 1 pt., up to a max. of 6 pts.)* | 6 | |
| | Number of previous assignments with cloud platforms (e.g., Azure, AWS) *(1 assignment – 1 pt., each additional project – 1 pt., up to 3 pts.)* | 3 | |
| | Number of previous assignments working with a public institution *(1 assignment – 2 pts., each additional project – 1 pt., up to 6 pts.)* | 6 | |
| 3.5 | **Senior Frontend Developer** | | **34** |
| | Number of years' experience in software development *(4 years – 9 pts., each additional year – 1 pt., up to a max. of 13 pts.)* | 13 | |
| | Number of assignments in Angular, React, Vue, or other modern JavaScript frameworks *(3 assignments – 6 pts., each additional assignment – 1 pt., up to a max. of 8 pts.)* | 8 | |
| | Number of previous assignments with Docker and Kubernetes for development and deployment processes *(1 assignment – 4 pts., each additional project – 1 pt., up to 7 pts.)* | 7 | |
| | Number of previous assignments working with a public institution *(1 assignment – 2 pts., each additional project – 1 pt., up to 6 pts.)* | 6 | |
| 3.6 | **Middle Frontend Developer** | | **27** |
| | Number of years' experience in software development *(3 years – 8 pts., each additional year – 1 pt., up to a max. of 10 pts.)* | 10 | |
| | Number of assignments in Angular, React, Vue, or other modern JavaScript frameworks *(1 assignment – 4 pts., each additional assignment – 1 pt., up to a max. of 7 pts.)* | 7 | |
| | Number of previous assignments with Docker and Kubernetes *(1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)* | 4 | |
| | Number of previous assignments working with a public institution *(1 assignment – 2 pts., each additional project – 1 pt., up to 6 pts.)* | 6 | |
| 3.7 | **Senior DevOps** | | **34** |
| | Number of years' experience in DevOps *(5 years – 9 pts., each additional year – 1 pt., up to a max. of 13 pts.)* | 13 | |
| | Number of assignments with CI/CD tools (GitHub Actions, GitLab CI, Azure DevOps, etc.) *(2 assignments – 6 pts., each additional assignment – 1 pt., up to a max. of 8 pts.)* | 8 | |
| | Number of previous assignments with cloud services (AWS, Azure, etc.) *(1 assignment – 4 pts., each additional project – 1 pt., up to 7 pts.)* | 7 | |
| | Number of previous assignments working with a public institution *(1 assignment – 2 pts., each additional project – 1 pt., up to 6 pts.)* | 6 | |
| 3.8 | **Senior QA** | | **31** |
| | Number of years' experience in QA engineering *(5 years – 8 pts., each additional year – 1 pt., up to a max. of 10 pts.)* | 10 | |
| | Number of assignments using Agile and Scrum methodologies *(2 assignments – 4 pts., each additional assignment – 1 pt., up to a max. of 7 pts.)* | 7 | |
| | Number of previous assignments in designing, executing, and documenting manual test cases *(1 assignment – 3 pts., each additional project – 1 pt., up to 6 pts.)* | 6 | |
| | Number of previous assignments working with a public institution *(1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)* | 4 | |

| | | | |
|---|---|---|---|
| | *Language proficiency: English and Romanian (both mandatory) – 3 pts; Russian – 1 pt.* | 4 | |
| 3.9 | **Middle QA** | | **23** |
| | Number of years' experience in QA engineering *(2 years – 5 pts., each additional year – 1 pt., up to a max. of 8 pts.)* | 8 | |
| | Number of assignments with Agile and Scrum methodologies *(1 assignment – 3 pts., each additional project – 1 pt., up to 5 pts.)* | 5 | |
| | Number of previous assignments in designing, executing, and documenting manual test cases *(1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)* | 4 | |
| | Number of previous assignments working with a public institution *(1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)* | 4 | |
| | *Language proficiency: English and Romanian (both mandatory) – 3 pts; Russian – 1 pt.* | 2 | |
| 3.10 | **Designer (UI/UX)** | | **31** |
| | Number of years' experience in UI/UX Design *(5 years – 7 pts., each additional year – 1 pt., up to a max. of 10 pts.)* | 10 | |
| | Number of assignments of user-centred design (UCD) development *(1 assignment – 4 pts., each additional project – 1 pt., up to 7 pts.)* | 7 | |
| | Number of previous assignments in standard UX software (Sketch, Figma, InVision, etc.) *(1 assignment – 3 pts., each additional project – 1 pt., up to 6 pts.)* | 6 | |
| | Number of previous assignments working with a public institution *(1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)* | 4 | |
| | *Language proficiency: English and Romanian (both mandatory) – 3 pts; Russian – 1 pt.* | 4 | |
| | | **Total Section 3** | **330** |

# Development of the "Social Assistance" Module in the eSocial Government Information System

## I. PROJECT OVERVIEW

The Republic of Moldova's system of social protection relies on two inter-dependent pillars: social insurance and social assistance, which also encompasses social services. In financial terms, the social protection system represents the most expensive policy sector in Moldova.

Following a series of exogenous shocks (such as inflation in energy prices, the COVID-19 pandemic, and the war in Ukraine) and policy responses (including indexations and the introduction of the Energy Vulnerability Reduction Fund - EVRF), the volume of public resources allocated under various programs of the social protection system has grown dramatically, from MDL 29 billion in the year 2021 to an approved envelope of MDL 46 billion for the year 2023. Consequently, the share of social protection in the total National Public Budget expenditures increased from 36% to 38%. As a share of GDP, the costs of the system went from 11.7% in 2021 to an astonishing 14.7% in 2023. These figures underline just how important it is to address the systemic challenges of social protection – even relatively small efficiency gains can prove to be economically and socially significant.

Over the past decades, 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, which however, are based on different software and technologies, that makes it 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 also reduces 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, and limits the capacity for impact assessments which shall guide and inform the reform processes.

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:

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

Following the thorough analysis of the conditions influencing the digital transformation of social protection, UNDP Moldova initiated a digitalization-oriented project - Digital Transformation of Social Protection - that support the Ministry of Labor and Social Protection in developing a new, integrated Information System – eSocial - for delivery of social protection services in a more coherent, accessible, and resilient way, enhancing the Ministry's ability to meet existing demands and adapt to future changes.

## 1. Acronyms

| # | Acronym | Description |
|---|---|---|
| 1. | AGE | Electronic Governance Agency |
| 2. | API | Application Programming Interface |
| 3. | ASP | Public Services Agency |
| 4. | FR | Functional requirement |
| 5. | CNAS | National Office of Social Insurance |
| 6. | NFR | Non-functional requirement |
| 7. | HG | Government Decision |
| 8. | IDNP | State Identification Number of the Person |
| 9. | MAS | Social Assistance Module |
| 10. | MLSP | Ministry of Labour and Social Protection |
| 11. | STAS | Territorial Structure of Social Assistance |
| 12. | STISC | Information Technology and Cyber Security Service |
| 13. | VLMG | Guaranteed Minimum Monthly Income |

## 2. Background

The social assistance program is a fundamental pillar of the social protection system in the Republic of Moldova, which provides a guaranteed minimum income for disadvantaged families. Currently, the process is administered through the automated information system "Social Assistance" (SIAAS)- a unified registry of all applicants and beneficiaries of social assistance that comprises software and hardware components, organizational measures, data-transmission and data-use systems, as well as the methods and personnel necessary to provide information support to the social assistance system. SIAAS was introduced in 2008 through the HG 1356 and was designed to collect, store, process, and disseminate information to central and local public authorities regarding beneficiaries, institutions, and services within the social assistance system; while also serving as a working tool for social workers, guiding them through all stages required to resolve a case.

SIAAS is no longer technically compatible with the new eSocial government information system and lacks the capacity to be reliably maintained, scaled, and upgraded. eSocial informational system is part of the Restart reform in social assistance which aims to fully digitize social assistance processes and improve collaboration between institutions, with the aim of modernizing social services and increasing their efficiency, Consequently, the Ministry of Labour and Social Protection (MLSP), in line with its vision of creating a central digital infrastructure for managing social service programs, requires the design and development of a new Social Assistance module integrated in the eSocial. The new module shall allow the automation of workflows, facilitate secure data exchange between the relevant institutions (MLSP, CNAS, ASP, State Tax Service, etc.) and provide both social assistance employees and social assistance programmes beneficiaries with modern and efficient tools to access and deliver services.

The digital transformation of this area is necessary to increase transparency, reduce bureaucracy and ensure the correct and rapid allocation of resources to vulnerable citizens.

This document describes below the terms of reference for the development of the "Social Assistance" module as part of the governmental Informational System eSocial.

## 3. Objectives

The objectives of the services are to design, develop, and implement a new Social Assistance module within the eSocial Government Information System to digitize and optimize the end-to-end lifecycle of social assistance programme, enabling interoperable, secure, and transparent service delivery across competent institutions and to beneficiaries.. The specific objectives of the new module are:

1. **End-to-end digital case flow.** Provide full online submission and processing of requests (intake, verification, decision, payment initiation, appeals), with audit trails and status tracking.
2. **Automated eligibility assessment.** Assess legal criteria (occupational status, income, wealth) and integrate with national registers to automatically populate data, calculate eligibility, and flag exceptions for manual review.
3. **Accurate, consistent benefit calculation.** Ensure correct, transparent and uniform calculation of the amount of social assistance, minimizing the risk of human error.
4. **Secure inter-institutional data exchange.** Enable standardized, secure, and automated data flows to/frominstitutions (STAS, CNAS, MLSP) for approval and payment.
5. **Beneficiary self-service.** Create a portal for beneficiaries allowing real-time visualization of application status, decisions and payment history.
6. **Staff tooling for case management.** Equip social assistance employees with role-based tools for intake, case management, social surveys, and and configurable reports/dashboards.
7. **Transparency, oversight, and accountability.** Provide tools to increase transparency and accountability (logging, monitoring, operational/statistical reporting) to support control, compliance, and policy process evaluation.
8. **Faster time to first payment.** Reduce the processing time of a request from submission to first payment.

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.
- **Principe 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 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.

- **Principle of reusing existing capabilities** which implies that functionalities to the new module 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 module 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 module.
- **Principle of aligning to the wide-scale of ICT architecture of MLSP** which implies that the place of the module in eSocial and wide-scale ICT architecture is explicitly defined. The module should be implemented by 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 module is documented and communicated to all stakeholders. The module should be developed based on the good standards in the area and aligned to the governmental and departmental data models (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 module 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 module and implemented at the development stage. The module 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.
- **Principle of expansibility** which implies the possibility of extending and completing the module 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 module, based on exclusive visual, ergonomic and logical principles.

## 4. Scope of Work and development approach

The Contractor shall design, develop, configure, and deploy the Social Assistance Module (MAS) and related e-services as a fully functional module within the eSocial information system, hosted on the MCloud government infrastructure. All functionalities will be following agile iterative software development principles, according to specifications defined by the Ministry of Labour and Social Protection (MLSP) and listed in the Functional and Non-functional requirements in the TOR. This means that the implementation of different functionalities will take place in phases with some modules being in production phase while others still being in development phase. The priorities of functionalities included in a sprint will be determined by the UNDP Project Manager in consultation with the Ministry of Labour and Social Protection.

The duration of the sprint will be agreed with the contracted company. Each sprint ends up in a working product which is presented to UNDP for acceptance in the last day of sprint. The working product shall meet the agreed criteria – definition of ready (e.g. it must be fully functional, fully tested, accompanied with relevant unit tests, documentation where necessary, complete commented source code supplied). Services acceptance will be made upon successful delivery of working packages (one or more working products).

UNDP will maintain the master generic requirements list for the solution, which consists of business and technical requirements ordered according to the present TOR and the technical proposal of the Contractor. UNDP will consult and validate the master generic requirements with representatives from the beneficiary institution (Ministry of Labour and Social Protection), the items in the product backlog will be prioritized by UNDP in line with priorities defined and consulted with the beneficiary. At the start of each sprint, the first N items that fit into a sprint are taken, and from these a list of items is built for development in the next development period.

To ensure that the Contractor is in position to deliver on time the working products, the UNDP Project Manager will be permanently available to the team of the Contractor for addressing any question, thus not slowing down the implementation pace. UNDP will consult the decision concerning the working products with the representatives of the Ministry of Labour and Social Protection. The Contractor will appoint a Project Manager (Scrum Master) from the team for the entire duration of the project. The Scrum Master will be responsible for the day-to-day liaison with UNDP and the beneficiary, to ensure the internal coordination and guidance within the team and with external counterparts.

The UNDP Project Manager will constantly ensure:

- Maintenance of product backlog up to date - so it reflects prioritized list of desired functionalities of the beneficiary.
- Answering questions coming from the Contractor – 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 UNDP for acceptance at the end of each sprint. UNDP shall accept the working package or notify the contracted company of any defects during the following sprint.
- coordinate closely with the representatives of MLSP to ensure all delivered working packages are compliant with the beneficiary’s requirements. Any deviations identified during backlog and sprint reviews, or acceptance testing will be recorded in a change-control log with agreed corrective actions, timelines, and UNDP - MLSP sign-off.

The Product Manager from the MLSP may participate in team stand up meetings listening for progress and eventual blockers for an immediate reaction.

It is expected that the Contractor will establish a close coordination with the MLSP team, based on the principles of transparency, continuous communication and active oversight of the development process.

The Scrum Master will play a central role in facilitating this collaboration, ensuring that the MLSP team is organically integrated into all aspects of the development process. This integration is not limited to regular reporting but implies a direct and continuous involvement of the ministerial team in overseeing the development of the module.

The MLSP Product Manager will have full and unrestricted access to the development environment and will thus be able to monitor in real time the progress of the work and the quality of the implementations. This transparency also extends to all Agile ceremonies, where MLSP representatives will actively participate, not just as observers, but as partners in the planning and evaluation process.

A particularly important aspect of this collaboration is to respect and implement the architectural recommendations of the MLSP team. The Contractor will not operate in technical isolation, but will consider and integrate the architectural guidelines and standards set by the MLSP Product Manager, thus ensuring technical consistency and compatibility with the existing ecosystem.

The scope will be delivered through work packages (WP) as follow:

- WP1. Inception and governance setup.
    - Joint inception and planning; confirm acceptance strategy and definitions of ready/accepted.
    - Establish governance, communication frequency, change controls, and a Requirements Traceability Matrix (RTM) structured around FR/NFR.
- WP2. Requirements and solution design
    - Develop proposed solution architecture, including ADRs, data model, API specs/messages
- WP3. Module development (MAS components)
    - 3.1. Application registration (FR-01…FR-13)
    - 3.2. Eligibility assessment (FR-14…FR-24)
    - 3.3. Decision-making (FR-25…FR-31)
    - 3.4. Monthly benefit calculation & payments (FR-32…FR-43)
    - 3.5. Social inquiry (FR-44…FR-56)
    - 3.6. Changes, appeals, complaints (FR-57…FR-69)
    - 3.7. Recoveries (FR-70…FR-77)
    - 3.8. CNAS exchange, payment status & analysis (FR-78…FR-86)
- WP4. Systems integration via MConnect
    - Implement and test secure, versioned interfaces with CNAS, SFS, ANOFM, ASP, real estate/land/vehicle registries, MPay, and other mandated systems via MConnect.
    - Real-time synchronization where required.
- WP5. Data migration and testing from legacy system
    - Discovery, mapping, cleansing, migration and post-migration validation of partial datasets;
- WP6. Testing and quality assurance
    - Test strategy and plans (integration, performance/load, security)
- WP7. Environments, DevOps, and deployment on MCloud
    - Provision of DEV/TEST/PROD environments; CI/CD pipelines; configuration management files (ENV/JSON); container images; logs; metrics.
- WP8. Training, documentation, and knowledge transfer
    - Develop documentation sets: user/admin guides, API docs, data/architecture, security models, deployment/runbooks.
    - Perform training for ToTs, STAS, MLSP.
- WP9. Go-live support

    - Maintenance and support arrangements for 12 months
- WP10. Project management and reporting
    - Schedule tracking; RAID management; periodic progress and KPIs reporting.

**The scope will NOT include:**

- Purchase of hardware equipment (servers, storage devices, etc.).
- Purchase and installation of software for client workstations (e.g. Windows OS, MS Office).
- Provision of qualified certificates and electronic signature creation devices for platform users.
- Redesign of third-party information systems, except adjustments necessary for integration with MAS through the MConnect platform.

Note: The Contractor shall not plan, forecast, or request payments on the basis of working packages, sprints, or interim deployments. All payments are tied exclusively to the Deliverables defined in the chapter "Deliverables" (Chapter 6 below) and are due only after formal acceptance of those Deliverables.

## 5. Technological requirements

Iin line with the eSocial technological stack below, the solution shall be developed using the available technologies:

**Platform Architecture Integration**

All components work together in a distributed Microservices Architecture:

- Containerization: All services run in Docker containers
- Orchestration: Managed by Kubernetes for scalability and reliability
- Monitoring: Integrated with Prometheus/Grafana/Elasticsearch for comprehensive monitoring
- Security: Centralized security model with JWT tokens and role-based access
- Performance: Optimized for high availability with load balancing and caching
- Compliance: Designed to meet government security and compliance requirements

**OWA Common (Shared Utilities/Models)**

OWA Common provides shared infrastructure components:

- Shared Models: Common data models and DTOs used across services
- Utilities: Reusable utility functions and helpers
- Configuration: Shared configuration management
- Security: Common security implementations
- Logging: Standardized logging interfaces and implementations
- Validation: Shared validation logic and rules
- Mapping: Object mapping utilities (using Mapster)
- Dependencies: Provides common NuGet packages and dependencies

**Identity Service (User/Role/Organization Management, Authentication, MPass)**

The Identity microservice serves as the central authentication and authorization hub for the eSOCIAL platform:

- Authentication Integration: Integrates with MPass (Moldova's government authentication system) for secure user login
- Dynamic Role-Based Access Control: Flexible permission-based access management system:
    - Business Roles: Domain-specific roles aligned with organizational functions
        - SystemAdmin: Platform governance and system-wide operations
        - ModuleAdmin: Domain module ownership and configuration
        - Public: Anonymous users with public information access
    - Dynamic Permission Assignment: Granular permissions mapped to roles at runtime
        - Resource-based permissions: Fine-grained access to specific data and operations

        - Context-aware access: Permissions adjusted based on user context and business rules
    - Flexible Role Composition: Roles can inherit and combine permissions dynamically
- Session Management: Handles secure token-based authentication with configurable timeouts
- Database: Uses dedicated PostgreSQL instance (owa_identity) for user data storage

**Notification Service (Email/SMS/WSS)**

The Notification microservice handles all communication channels:

- Multi-Channel Support:
    - Email notifications via configured SMTP
    - SMS messaging through MNotify government service
    - SignalR for real-time notifications amd live updates
- Template Management: Uses Stubble templating engine for dynamic content
- Event-Driven: Integrates with Kafka for asynchronous message processing
- Performance Scaling: Handles up to 50,000 SMS and 5,000 email notifications daily in production
- Redis Integration: Uses Dragonfly for caching and session management
- Database: Dedicated PostgreSQL instance (owa_notification) for notification logs

**Audit Service (Events + Activity)**

The Audit microservice provides comprehensive system monitoring and compliance:

- Activity Logging: Records all user actions and system events across the platform
- Event Tracking: Monitors system performance, errors, and security events
- Compliance Support: Maintains audit trails for regulatory compliance (GDPR, government standards)
- Log Levels: Supports Debug, Info, Warning, Error, and Critical log levels
- Centralized Logging: Integrates with Elasticsearch for log aggregation and analysis
- Real-Time Monitoring: Processes up to 500,000 audit events daily
- Database: Uses PostgreSQL instance (owa_audit) for structured audit data
- Kafka Integration: Publishes audit events to event bus for real-time processing

**Kafka (Event Bus)**

Apache Kafka serves as the platform's event streaming backbone:

- Event Streaming: Handles real-time data streams between microservices
- Message Queuing: Manages asynchronous communication patterns
- Scalability: Processes thousands of events per minute during peak usage
- Integration: Connected to Audit, Notification, and other services
- Reliability: Ensures message delivery and ordering guarantees
- Performance: Configured for high-throughput scenarios with proper partitioning
- Monitoring: Integrated with the platform monitoring stack

**PostgreSQL (Database Instances)**

PostgreSQL serves as the primary relational database system with multiple specialized instances:

- Multi-Database Architecture: Separate databases for each service:
    - owa_identity - User management and authentication
    - owa_notification - Notification logs and templates
    - owa_audit - Audit trails and system events
    - owa_cms - Content management system
    - owa_datahub - Data warehouse and analytics
    - owa_mconnect - Government integration data
- High Availability: Configured with clustering for production environments
- Performance: Optimized for concurrent access and high transaction volumes
- Security: Encrypted at rest and in transit with role-based access control
- Backup: Automated daily, weekly, and monthly backup procedures
- Monitoring: Integrated with platform monitoring for performance tracking

**Dragonfly (In-Memory Database with Redis-compatible API)**
Redis provides high-performance caching and session management:

- Caching Layer: Improves application performance by storing frequently accessed data
- Session Storage: Manages user sessions and temporary data
- Real-Time Features: Supports WebSocket connections and real-time notifications
- Integration: Used by the Notification service for SignalR scaling
- Performance: Handles thousands of concurrent connections
- Memory Optimization: Configured for optimal memory usage and data expiration
- Clustering: Supports clustering for high availability

**ObjectStorage Service (MinIO)**
MinIO provides S3-compatible object storage for unstructured data:

- File Management: Stores user-uploaded documents, images, and other files
- S3 Compatibility: Provides AWS S3-compatible API for easy integration
- Scalability: Handles large volumes of files with automatic scaling
- Security: Encrypted storage with access control policies
- Integration: Seamlessly integrated with application services
- Performance: Optimized for high-throughput file operations
- Backup: Included in platform backup and disaster recovery procedures

**MConnect Service (Government Interoperability Wrapper)**
MConnect wrapper service facilitates integration with government systems:

- Government Integration: Connects to various government databases and services
- Data Exchange: Handles SOAP and REST API communications
- Service Catalog: Provides access to:
    - Tax Service (SFS) for income verification
    - Social Insurance (CNAS) for benefit information
    - Border Service for travel records
    - Disability services for medical information
    - Civil Registry for personal data
- Security: Implements government-required authentication and encryption
- Rate Limiting: Manages API call limits (up to 1,500+ calls per minute)
- Error Handling: Robust error handling and retry mechanisms
- Monitoring: Tracks integration performance and availability
- Database: Uses PostgreSQL instance (owa_mconnect) for integration logs

**Reporting Service (Centralized Analytics and Business Intelligence)**
The Reporting microservice provides comprehensive analytics and business intelligence capabilities:
Centralized Dashboard Management:

- Business Module Dashboards: Dedicated dashboards for each business domain (social services, benefits, applications, etc.)
- Role-Based Dashboard Access: Customized dashboard views based on user roles and permissions
- Real-Time Data Visualization: Live updates of key performance indicators and metrics
- Cross-Module Analytics: Unified reporting across multiple business modules

Metabase Integration:

- Self-Service Analytics: Business users can create custom reports and visualizations
- SQL Query Builder: Visual query interface for non-technical users
- Automated Report Generation: Scheduled reports with email delivery
- Interactive Dashboards: Drill-down capabilities and filtering options
- Data Exploration: Ad-hoc analysis and data discovery tools

Access Control & Security:

- Permission-Based Reporting: Reports and dashboards filtered by user permissions
- Data Privacy Compliance: Ensures GDPR and government data protection standards

- Audit Trail Integration: Tracks all report access and generation activities
- Row-Level Security: Data filtering based on user context and organizational hierarchy

Performance & Scalability:

- Caching Layer: Redis integration for faster dashboard loading
- Query Optimization: Materialized views and pre-aggregated data for complex reports
- Async Processing: Background report generation for large datasets
- Load Balancing: Distributed processing for high-volume reporting requests

Report Types & Features:

- Operational Reports: Daily/weekly operational metrics and KPIs
- Compliance Reports: Regulatory and audit compliance documentation
- Performance Analytics: Service delivery metrics and user satisfaction
- Financial Reports: Budget tracking and resource allocation analysis
- Trend Analysis: Historical data analysis and predictive insights

Database: Uses PostgreSQL instance (owa_reporting) for report metadata and cached results

The system runs centrally on hardware infrastructure designed for 99.9% availability and is hosted on the Common Government Technology Platform (MCloud). The hardware platform made available by the Ministry is dimensioned and allows the system to function in good conditions.

## 6. Main stakeholders

The MAS delivery depends on close coordination between policy owners, operational agencies, platform operators, and the delivery team. The following stakeholders participate throughout the lifecycle, with clear decision rights and roles.

- **Applicant citizens and families:** The main beneficiaries of the system, who will benefit from a simplified and transparent application process.
- **Ministry of Labour and Social Protection (MLSP):** The central authority responsible for social assistance policies, which will use the system for monitoring, analysis and policy development.
- **Social Assistance Territorial Structures (STAS):** The main users of the system (back-office), responsible for registering applications, assessing files and taking decisions.
- **National Office of Social Insurance (CNAS):** Responsible for making payments to beneficiaries, based on the lists generated by MAS.
- **Public Services Agency (ASP):** Provider of essential data for verifying family composition and other civil status data.
- **State Fiscal Service (SFS):** Provider of data on applicants' income.
- **National Employment Agency (ANOFM):** Provider of data on unemployment status.
- **Electronic Governance Agency (AGE):** Owner and custodian of the government platforms (MCloud, MPass, MSign, MConnect, etc.) with which MAS will integrate.
- **Information Technology and Cybersecurity Service (STISC):** the MCloud infrastructure provider and authority responsible for cybersecurity.

## 7. Deliverables

The selected vendor will submit the following deliverables:

| Deliverable | Detailed Description | Delivery Deadline |
|---|---|---|

| | | |
|---|---|---|
| **The developed and deployed "Social Assistance" Module within the eSocial information system, including de sub-deliverables below** | | **10 months from contract date** |
| **1. Deployment and acceptance action plan** | Joint UNDP–MLSP–Contractor plan on acceptance criteria for each Working Package. | 1 month from contract date |
| **2. Functionality: registration and management of requests** | Work package covering authentication, submission and request management functionalities, which also includes electronic form, document management, status management and integration with registers for primary checks. | 8 months from contract date |
| **3. Functionality: Eligibility assessment and decision making** | Work package focused on automated eligibility checking according to occupational status, welfare and income criteria. It also includes functionalities to determine the duration of the benefit and generate the decision to grant or refuse. | |
| **4. Functionality: Benefit calculation and payment** | Work package dedicated to the calculation of the Guaranteed Minimum Monthly Income (VLMG), the family income and the final amount of social assistance. Includes generation of payment lists and integration for payment processing and monitoring. | |
| **5. Functionality: Social inquiry and recoveries** | Work package including management of the inquiry committee, inquiry form and processing of retroactive and non-retroactive findings. It also includes modules for finding and recording processes for recoveries of undue payments. | |
| **6. Feature: Appeals, modifications and reporting** | Work package for managing information from town halls, appeals filed by beneficiaries and administrative changes reported or detected automatically. Includes advanced reporting and statistics functionalities. | |
| **7. Functionality: Analytics dashboards** | Work package including custom reports and visualizations, interactive dashboards with drill-down capabilities and filtering options. | |
| **8. "Social Assistance" Module in eSocial** | Final version of the product, integrating all 5 approved work package groups, fully functional and integrated into the eSocial platform. | 10 months from contract date |
| **9. Source Code** | Complete and commented source code for each work package delivered. | |
| **10. Technical and user documentation** | Includes system architecture, specifications, data models, integration configurations and installation guides | |
| **11. Training of users and support for product adoption** | Training sessions with physical presence (minimum 10) to train the trainers (ToT), STAS users and MLSP staff, including hands-on workshops, training materials, and guides for all users. A helpdesk service to all users of the Ajutor Social module shall be provided for a 6-month period following the launch of the module, with a 95% rate of user requests solved. | 14 months from contract date |

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|---|---|
| **Maintenance and support for a 12-month period after the completion of the work**: The Contractor shall provide a 12-month warranty period starting from the date of Final Acceptance of the module, during which it shall resolve, at no additional cost, any defects, bugs, performance issues, or security vulnerabilities arising from the delivered product and perform service calls with physical presence if required by the beneficiary. | **12 months after final acceptance of the system** |

**UNDP anticipates the involvement of a specified number of personnel and corresponding allocation of working days to achieve the deliverables outlined in this solicitation. These estimates are provided as a reference to guide bidders in understanding the expected level of effort. However, bidding companies are encouraged to review these estimates and propose adjustments to the number of working days and personnel allocation, provided such changes are aligned with their technical approach and methodology. The bidders are encouraged to propose their variation to ensure timely delivery and maintain the quality of above outputs.**

| Key personnel | Estimated Number of personnel | Estimated quantity of working days needed |
|---|---|---|
| Key personnel 1: IT Project Manager | 1 | 200 |
| Key personnel 2: IT Business Analyst | 1 | 195 |
| Key personnel 3: Senior Backend developer | 1 | 195 |
| Key personnel 4: Middle Backend developer | 2 | 195 |
| Key personnel 5: Senior Frontend developer | 1 | 195 |
| Key personnel 6: Middle Frontend developer | 1 | 195 |
| Key personnel 7: Senior DevOps | 1 | 195 |
| Key personnel 8: Senior QA | 1 | 195 |
| Key personnel 9: Middle QA | 1 | 125 |
| Key personnel 10: Designer (UI/UX) | 1 | 125 |
| Non-key personnel: Helpdesk operator | 2 | 84 |

## 8. Regulatory framework

The Contractor shall design, build, test, deploy, and operate MAS module in compliance with these acts and the platform standards mandated for eGovernment systems:

1. Law nr.91/2014 on electronic signature and electronic document
2. Law nr.71/2007 on registries
3. Law nr.1069/2000 on informatics
4. Law nr.467/2003 on informatics and state informational resources
5. Law nr.982/2000 on access to information
6. Law nr.133/2011 on personal data protection
7. Law nr.142/2018 on data exchange and interoperability
8. Law No. 133/2008 of 13.06.2008 on social assistance.
9. Government Decision No. 1167/2008 of 16.10.2008 for the approval of the Regulation on the way of establishing and payment of social assistance. Government Decision No. 514 of 10-05-2007 on the approval of some normative acts (Regulation on the calculation of the amount of the normalized net income obtained by peasant (farming) and auxiliary households from the production of phyto and/or

zootechnical production, Instruction on the calculation of the normalized net income in peasant (farming) and auxiliary households from the production and sale of phyto and/or zootechnical production)

10. Government Decision No. 39 of 29-01-2025 on the approval of the Concept of the "eSocial" Information System
11. Order of the Ministry of Labour and Social Protection No. 59/2023 of 13.04.2023 on the method of calculating the income obtained from salary entitlements when determining the average monthly global family income when assessing the right to social assistance and/or aid for the cold period of the year.
12. Order of the Ministry of Labour and Social Protection No. 11/3096/2022 of 30.09.2022 on the approval of the models of the application for social assistance, the affidavit on the income obtained by founders of enterprises or patent holders and the affidavit on the rental of a living space.
13. Order of the Ministry of Labour and Social Protection No. 111/2023 of 03.08.2023 on the approval of the instruction on the procedure for the recovery of undue payments of social assistance and aid for the cold period of the year.

This list reflects the legal and regulatory acts known at the time of drafting and is provided for guidance only. It shall be verified and updated to the latest versions in force at the time of deployment.

## II. FUNCTIONAL REQUIREMENTS

The Technical Proposal shall demonstrate, requirement-by-requirement, how and when each functional requirement may be implemented, explicitly mapping items to deliverables/sprints and acceptance criteria. For each requirement, the Bidder shall describe the solution/workflow, data model and rules, MConnect integration approach, UI/UX, security and audit controls, error/exception handling, testing plan, and the effort by role and phase. Proposals that fail to provide per-requirement implementation details may be deemed non-responsive.

### 1. APPLICATION REGISTRATION PROCESS

**Name of the procedure:** Electronic registration of a request for social assistance

**Description:** The process by which applicants submit their application/request/claim for social assistance through the electronic platform, including uploading supporting documents and checking their completeness.

**Actors:**

- **Applicant/Beneficiary:** The person submitting the request for social assistance
- **STAS representative:** The official who processes and validates the requests
- **External system (Registers):** Integrated platforms for automatic data verification

**List of functional requirements**

| Requirement | Explanation |
|---|---|
| FR-01 | As a STAS Representative, I wish to be able to log into the system via MPass so that I can securely access the claims management interface and perform administrative operations. When logging in, I must:<br>- Use MPass for access<br>- Enter my electronic signature<br>- Receive confirmation of successful authentication<br>- Access only the functionalities appropriate to my role |
| FR-02 | As a Beneficiary, I want to be able to view the status of my claim and processing history, without being able to modify the data, so that I can track the progress of my application through the administrative system. When accessing the portal, I need to be able to:<br>- View the current status of the application (registered, in process, complete, incomplete, approved, rejected)<br>- View the complete history of modifications<br>- View uploaded documents<br>- Receive notifications about status changes<br>I will not be able to modify or delete information. |
| FR-03 | As a STAS representative, I would like to be able to fill in an electronic form for entering the beneficiary's personal and family data, with automatic validation according to Law 133/2008, so that I can submit a correct and complete claim. The |

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| | form must include:<br>- Personal data (name, surname, IDNP, address)<br>- Information about family members<br>- Housing situation and income<br>- Automated real-time validations<br>- Explicit error messages for incomplete fields<br>- Progressive data saving |
| FR-04 | As a System, I want to automatically generate a unique number for each claim in the “STAS-YY-MM-NNNN” format to ensure unique identification and easy tracking for each claim. The generation must:<br>- Follow the standardized format (STAS-YY-MM-NNNN)<br>- Be sequential and unique<br>- Include the current year and month<br>- Be visible immediately after saving the request<br>- Allow quick search by generated number |
| FR-05 | As a STAS representative, I wish to be able to upload and manage supporting documents in PDF/JPEG/PNG/TIFF formats, with advanced management functionalities, so that I can attach all the necessary documents for the evaluation. The system must allow:<br>- Uploading by drag & drop or by selection<br>- File size control<br>- Document view history<br>- Organization by categories and family members<br>- Deletion and replacement of documents |
| FR-06 | As a STAS representative, I want to be able to verify the completeness of the claim through a visual checklist to ensure that all required elements are present before processing. The checklist must:<br>- Display all required documents<br>- Indicate the status of each item (present/absent/incomplete)<br>- Allow manual check marking<br>- Generate a completeness report<br>- Highlight missing items<br>- Save verification progress |
| FR-07 | As an STAS representative, I want to be able to mark and manage the claim’s status with full logging so that I can track progress through all stages of the administrative process. Status management must:<br>- Allow change between statuses (complete, incomplete, in process, expired, approved, rejected)<br>- Record all changes with timestamp and user<br>- Maintain complete change history<br>- Generate automatic notifications on changes<br>- Allow comments to be added to each change<br>- Ensure full traceability |
| FR-08 | As a User of the system, I want to benefit from progressive saving and versioning of changes with visual confirmations so that I don't lose data during completion and can |

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|---|---|
| | track changes made. Functionality shall:<br>- Document changes<br>- Display visual confirmations for saves<br>- Highlight unsaved changes |
| FR-09 | As an STAS representative, I would like to be able to generate and download the certificate of receipt in PDF format so that I have official proof of submission. The certificate must:<br>- Be automatically generated upon request<br>- Contain the unique claim number<br>- Respect the established legal format<br>- Be downloadable in PDF format<br>- Contain information on deadlines and procedures |
| FR-10 | As a System, I want to automatically manage the timer and the 5 working day completion deadline of 5 working days for incomplete applications to ensure compliance with legal procedures and to inform beneficiaries about deadlines. The system should:<br>- Automatically calculate the 5-business day deadline<br>- Exclude weekends and holidays<br>- Send 3-days and 1-day advance warning notifications<br>- Automatically mark requests as overdue<br>- Generate reports on overdue requests<br>- Allow extensions in justified cases |
| FR-11 | As a STAS representative, I want to be able to filter, sort, export, and advanced view all requests at the institutional level so that I can efficiently organize the large volume of requests and generate reports. Functionality must allow:<br>- Filtering by multiple criteria (status, date, type, requester)<br>- Sort by any column<br>- Export in Excel, PDF, CSV formats<br>- Quick text search<br>- Save frequently used filters |
| FR-12 | As a STAS Manager, I want to be able to generate statistics and reports on claims performance so that I can identify optimization points and improve administrative processes. Reporting should include:<br>- Claim completion rates<br>- Average completion time<br>- Main reasons for incompleteness<br>- Trend analysis over time<br>- Comparisons between current and previous period<br>- Export of reports in multiple formats |
| FR-13 | As a System, I would like to automatically connect to the official registers for real-time verification of data to eliminate the need for additional documentation and speed up the verification process. The connection must:<br>- Integrate with information systems of CNAS, SFS, ANOFM, other information |

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|---|---|
| | systems<br>- Verify data entered in real time<br>- Log all queries<br>- Handle connection errors<br>- Provide visual feedback on the status of checks<br>- Allow manual verification in case of automatic failure |

## 2. ELIGIBILITY ASSESSMENT PROCESS

### 2.1. Check eligibility by occupational status

**Procedure name:** Automatic verification of occupational status

**Description:** The process by which the system automatically verifies the eligibility of claimants based on the occupational status of all family members, running on-demand and monthly checks to maintain benefits.

**Actors:**

- **STAS Representative:** The official who monitors and validates the results of the verifications
- **Assessment System:** The automated component that performs the verifications
- **External registers:** Databases with information on the unemployed, retired, and employed

**List of functional requirements:**

| Requirement | Explanation |
|---|---|
| FR-14 | As a System, I want to automatically check the employment status of all household members at the time of filing the application in order to determine initial welfare eligibility. To verify I must:<br>- Query the unemployed register for each employable member<br>- Check the registration of pensioners in the Social Protection Information System (CNAS)<br>- Accept manually entered clarifications by the STAS Representative on eligibility statuses<br>- Consult the SFS information system to identify employees<br>- Classify family members according to art. 5 of Law 133/2008<br>- Generate automatic report with verification results<br>- Record all queries in log for audit |
| FR-15 | As an STAS Representative, I want to be able to run manual occupational status checks on demand, so that I can update the information in special situations or at the request of beneficiaries. The process must:<br>- Allow selection of family members for verification<br>- Display results in real time<br>- Highlight changes from previous verification<br>- Allow comments to be added to the verification<br>- Generate notifications for status changes<br>- Save history of all manual checks |
| FR-16 | As a System, I want to perform automated monthly occupational status verifications for all beneficiary families to maintain the accuracy of benefits awarded. The monthly |

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|---|---|
| | verification must:<br>- Run automatically on the first day of each month<br>- Check all families with active benefits<br>- Identify changes in occupational status<br>- Generate alerts for cases with changes<br>- Create monthly report with complete statistics<br>- Send STAS notifications for cases requiring attention |

### 2.2. Verify eligibility by welfare criteria

**Procedure name:** Welfare Score Assessment

**Description:** The process by which the system calculates the welfare score based on the assets and property owned by the family, using the configurable scoring matrix and integration with relevant records.

**List of functional requirements:**

| Requirement | Explanation |
|---|---|
| FR-17 | As a System, I wish to automatically calculate the statutory welfare score using the configurable matrix so that I can accurately assess the family's welfare. The calculation must:<br>- Apply the housing score (based on apartment/house area, real estate value)<br>- Apply the score for owned land<br>- Apply the score for vehicles (based on year of manufacture)<br>- Score for multi-member and disabled families |
| FR-18 | As an Administrator, I would like to be able to configure and update the Welfare Scoring Matrix so that I can adjust the assessment to legislative or economic changes. Configuration must allow:<br>- Change scores for each asset type<br>- Add new asset categories<br>- Set eligibility thresholds<br>- Apply changes with start date<br>- Keep change history |
| FR-19 | As a System, I want to integrate with real estate, land, and automobile registries for automated property verification to detect undeclared properties or changes that have occurred. Thus, I need to:<br>- Query the land register for real estate, land<br>- Consult the car register for vehicles<br>- Compare the declared data with those in the registers<br>- Highlight discrepancies identified<br>- Generate alerts for undeclared assets |
| FR-20 | As a STAS Representative, I would like to be able to carry out manual welfare checks with the possibility to adjust the score to manage special cases or goods that cannot |

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|---|---|
| | be checked automatically. The process should:<br>- Allow manual entry of goods<br>- Provide score adjustment options with justification<br>- Highlight differences from automatic calculation<br>- Report all manual adjustments |

### 2.3 Check eligibility by income

**Procedure name:** Calculation and verification of family income

**Description:** The process by which the system calculates total family income from multiple sources and verifies the family's eligibility for social assistance.

| Requirement | Explanation |
|---|---|
| FR-21 | As a System, I want to automatically calculate the family's income by multiple sources so that I can determine eligibility based on actual financial situation. The calculation must include:<br>- Wages and other earned income<br>- Pensions and social benefits<br>- Income from agricultural activities (according to Government Decision No. 514 of May 10, 2007 "On the approval of some normative acts").<br>- Other declared sources of income (according to Government Decision no. 1167 of 16-10-2008 for the approval of the Regulation on the manner of establishing and payment of social assistance)<br>- Aggregation at family level |
| FR-22 | As a System, I want to automatically check the income by integrating it with the tax and social security registers in order to identify undeclared income or changes. For verification I need to:<br>- Query the CNAS "Social Protection" information system for social security and social assistance payments<br>- Check the information system of the State Tax Service for tax returns<br>- I compare declared income with that in the registers<br>- Highlight discrepancies and correct data<br>- Generate alerts for undeclared income |
| FR-23 | As a STAS Representative, I would like to be able to manually enter and adjust income in special situations to handle cases that cannot be automatically verified. Functionality must:<br>- Allow irregular income (remittances, inheritances, gifts, etc.) to be entered<br>- Highlight differences from the automatic calculation<br>- Save supporting documentation for adjustments |
| FR-24 | As a System, I want to maintain complete income history to ensure stability of the evaluation and avoid temporary fluctuations. The system must:<br>- Save income for each month<br>- Highlight significant changes<br>- Generate income trend graphs<br>- Allow comparison between periods<br>- Alert for sudden changes in income |

## 3. THE DECISION-MAKING PROCESS

### 3.1 Setting the duration of the benefit

**Procedure name:** Automatic calculation of benefit duration

**Description:** The process by which the system calculates and determines the duration for which social assistance is granted, according to the family situation and legal provisions

| Requirement | Explanation |
|---|---|
| FR-25 | As a System, I wish to automatically calculate the duration of the benefit based on family situation and legal provisions so that I apply the terms of the benefit correctly. The calculation should:<br>- Analyze family composition and special circumstances<br>- Apply the rules for the duration of the benefit: *Entitlement to social assistance on the basis of a request is established for a period not exceeding one year, except for families consisting of a single retired member receiving old-age or severely disabled pension, for which the period is two years*<br>- Generate start and end date of benefit |
| FR-26 | As a System, I want to automatically schedule periodic reviews and generate benefit expiration notifications to ensure ongoing eligibility monitoring. Scheduling must:<br>- Calculate revision dates as required by law<br>- Generate notifications 30 days before expiration<br>- Create the list of claims for review<br>- Schedule automatic verifications<br>- Generate reports of expiring benefits<br>- Alert for overdue revision cases |

### 3.2 Issue decision to grant or refuse

**Procedure name:** Automatic generation of decision

**Description:** The process by which the system automatically generates the decision to grant or refuse social assistance based on the results of the eligibility assessment, including the issuing of the official document and the notification of the beneficiary.

**Actors:**

- **STAS Representative:** The official who validates and issues the decision
- **Beneficiary:** Person who receives the decision
- **Decision system:** Automated component that generates the decision
- **STAS Head:** Person who approves decisions in special cases

**List of functional requirements:**

| Requirement | Explanation |
|---|---|
| FR-27 | As a System, I wish to automatically generate the grant or deny decision based on the results of the eligibility assessment to ensure consistency and timeliness in the decision-making process. For generation I need to:<br>- Aggregate the results of all reviews<br>- Apply eligibility rules according to the legislation<br>- Calculate the amount of aid for approved cases<br>- Generate the reasoning for refusal cases<br>- Create the official document with electronic signature<br>- Record the decision in the official register |
| FR-28 | As a System, I want to automatically identify the beneficiaries obliged to participate in Community activities and generate the corresponding notifications in the decision, so as to ensure correct information about the obligations. The process should:<br>- Identify work-eligible beneficiaries<br>- Verify conditions for exemption from activities<br>- Generate personalized notifications<br>- Specify consequences for non-compliance<br>- Schedule periodic reminders |
| FR-29 | As an STAS Representative, I want to be able to review and validate automatically generated decisions prior to issuance to ensure accuracy and compliance with the legislation. The validation process must:<br>- Display the decision in a preview format<br>- Highlight calculations made manually or automatically<br>- Allow for changes to the reasoning in justified cases<br>- Save the representative's comments<br>- Record date and time of validation |
| FR-30 | As a Beneficiary, I wish to receive the decision in my personal profile so that I am promptly informed of the outcome of the claim. The system should:<br>- Send notification via email and SMS<br>- Display the decision in the beneficiary portal<br>- Generate the downloadable PDF document<br>- Include clear instructions for next steps<br>- Specify deadlines for appeals<br>- Provide contact information for clarifications |
| FR-31 | As an STAS Representative, I want to be able to manage special decisions that require additional approval so that I handle complex or exceptional cases appropriately. The system must:<br>- Automatically identify special cases<br>- Route to the Head of STAS for approval<br>- Allow additional comments and documents to be added<br>- Maintain history of all approvals<br>- Generate notifications for pending cases<br>- Calculate statistics for special cases |

## 4. MONTHLY SOCIAL BENEFIT CALCULATION

### 4.1 Calculation of the family's VLMG

**Procedure name:** Automatic calculation of the Guaranteed Minimum Monthly Income

**Description:** The process by which the system automatically calculates the Guaranteed Minimum Monthly Guaranteed Income (GMGI) for each family, applying annual updates and adjustments for special cases.

**Actors:**

- **Calculation System:** The automated component that performs the calculations
- **STAS representative:** The official who monitors and validates the calculations
- **System Administrator:** Person who configures the calculation parameters
- **Beneficiary:** Family for which the VLMG is calculated

**List of functional requirements:**

| **Requirement** | **Explanation** |
|---|---|
| FR-32 | As a System, I want to automatically calculate the VLMG for each family based on its composition in order to determine the correct reference amount for social assistance. For the calculation I need to:<br>- Identify the number and age of family members<br>- Apply values and coefficients for each member (adult, child, disabled person):<br>*The amount of the guaranteed minimum monthly income for each adult family member is established as follows:*<br>*a) 100% of the guaranteed minimum monthly income for the applicant;*<br>*b) 70% of the guaranteed minimum monthly income for each other adult family member;*<br>*c) plus 20%, 30% or 50% of the guaranteed minimum monthly income for each adult member of the family with a medium, high or severe degree of disability;*<br>*d) plus 10% of the guaranteed minimum monthly income, if the person with a degree of disability is the only adult in the family.*<br>- Generate the family's total family's VLMG<br>- Save the calculation details for audit |
| FR-33 | As an Administrator, I want to be able to configure and update the calculation parameters for the VLMG so that I can apply legislative changes and annual indexing. The configuration must:<br>- Allow updating the base values with the date setting for application<br>- Set the coefficients for each membership category<br>- Configure bonuses and special adjustments<br>- Apply indexing for inflation<br>- Keep history of parameter changes |
| FR-34 | As a STAS Representative, I would like to be able to view the detailed calculation of the VLMG for each family so that I can check the correctness and explain to the |

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| | beneficiaries how the calculation is done. The visualization should:<br>- Display the family composition and applied coefficients<br>- Highlight bonuses and special adjustments<br>- Calculate step by step to the final result<br>- Export the calculation for documentation<br>- Display the history of changes in the VLMG<br>- Generate comparison with previous period |

### 4.2. Calculation of monthly household income

**Procedure name:** Automatic aggregation of family income

**Description:** The process by which the system calculates the total monthly household income by aggregating all income sources

**List of functional requirements:**

| Requirement | Explanation |
|---|---|
| FR-35 | As a System, I want to automatically aggregate all family income from multiple sources so that I can calculate the total monthly income for comparison to the VLMG. For aggregation I need to:<br>- Collect wages and other labor income<br>- Collect pensions and social benefits<br>- Calculate the normalized net income, obtained by peasant (farming) households and ancillary households from the production of crop and/or livestock production<br>- For enterprise founders and patent holders, calculate the average income for the last 3 months preceding the month of application<br>- Include other declared sources of income (remittances, inheritances, donations, etc.) |
| FR-36 | As a System, I want to automatically update income by integrating with external records so that I maintain current information and detect changes. To update I need to:<br>- Check monthly the data in the SFS and CNAS information systems<br>- Identify income changes<br>- Automatically update data in the system<br>- Generate alerts for significant changes<br>- Recalculate social assistance for families whose income has changed<br>- Record all updates in the journal |
| FR-37 | As a STAS Representative, I want to be able to manually enter and adjust income for special situations so that I can manage cases that cannot be automatically verified. The process should:<br>- Allow irregular income to be entered<br>- Allow input of justifications for manual adjustments<br>- Save supporting documentation<br>- Generate reports with all adjustments |

### 4.3. Calculation of the social assistance amount

**Procedure name:** Final calculation of the amount of social assistance

**Description:** The process by which the system calculates the final amount of social assistance using the formula: Welfare benefit = Family VLMG - Family Monthly Income, applying all legal rules and limitations.

**List of functional requirements:**

| Requirement | Explanation |
|---|---|
| FR-38 | As a System, I wish to calculate the monthly amount of social assistance using the legal formula and applying all calculation rules to determine the correct amount for payment. The calculation must:<br>- Apply formula: Social assistance = VLMG - Monthly income<br>- Apply the exceptions to the calculation of social assistance<br>The following types of income are not taken into account when calculating the overall average monthly family income:<br>(a) one-time childbirth benefit;<br>b) death benefit;<br>c) payments provided in settlement of the consequences of natural disasters or exceptional circumstances;<br>d) travel expenses (within the limits of the rules established by the Government);<br>e) a one-off employment allowance for unemployed persons, on the basis of an individual employment contract, in localities 30 km from their place of residence, equal to one average wage in the previous year;<br>g) social aid, one-off support, state financial support, material aid and benefits/compensation granted to socially vulnerable groups for the payment of communal services from the budgets of all levels, financial means granted in the form of one-off assistance, including from local funds, the Population Support Fund and/or the Energy Vulnerability Reduction Fund or by civil society representatives to socially vulnerable groups, with the exception of remuneration/wage measures granted to persons employed in the labor force<br>h) remuneration received by day laborers from the beneficiary of works<br>i) income obtained from the subsidy to cover transportation costs, set out in Annex no.101 to Government Decision no.1276/2018 for the approval of the procedures for access to employment measures.<br>- I apply the minimum amount of 25 lei<br>- I apply rounding rules<br>- Generate full details of the calculation |
| FR-39 | As a System, I want to apply automatic reduction of the amount of social assistance in specific situations:<br>For families where the family member declared as unemployed holds this status:<br>(a) for 7, 8, or 9 months inclusive, the monthly amount of social assistance provided to his/her family member's family is reduced by 20%;<br>b) for 10 months or more, the monthly amount of social assistance is reduced by 40%.<br>For families in which the family member declared as a family member with the status |

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| | of a day-worker continues to have this status and has worked as a day-worker:<br>a) less than 30 days from the date on which entitlement to social assistance was established, the monthly amount of social assistance is reduced by 20% from the 7th month of payment;<br>b) less than 45 days from the date on which entitlement to social assistance is established, the monthly amount of social assistance is reduced by 40% from the 10th month of payment.<br>- I generate the decision to change the amount<br>- I notify the recipient of the reduction<br>- I keep the history of the reduction |
| FR-40 | As a STAS Representative, I would like to be able to view the detailed calculation of the social assistance benefit for each case so that I can check the correctness and explain to the beneficiaries the amount established. The visualization should:<br>- Display the calculated VLMG and its structure<br>- Highlight all income sources considered<br>- Allow step by step analysis of the calculation formula and export of the detailed calculation<br>- Generate the history of changes in the amount |
| FR-41 | As a System, I want to automatically generate the payment lists for CNAS in a standardized and encrypted format to efficiently transmit the information for payment processing. The generation should:<br>- Create monthly lists of all benefits<br>- Apply the standardized format required by CNAS<br>- Encrypt files for security<br>- Include all information required for payment<br>- Generate transmission confirmations<br>- Maintain complete history of transmitted lists |
| FR-42 | As a System, I want to monitor and process payment confirmations from MPay so that I can update the status of benefits and identify potential problems. Monitoring shall:<br>- Receive automatic confirmations from MPay<br>- Update the status of each benefit<br>- Identify rejected or problem payments<br>- Generate alerts for cases with errors<br>- Create reconciliation reports<br>- Archive all confirmations received |
| FR-43 | As a STAS Representative, I want to be able to generate comprehensive financial reports with statistics and analysis so that I can monitor system performance and report to the authorities. Reporting shall:<br>- Generate monthly and annual statistics<br>- Calculate the total amount of benefits paid<br>- Analyze trends and variations<br>- Create comparative reports between periods<br>- Identify anomalies and special cases<br>- Export reports in multiple formats |

## 5. SOCIAL INQUIRY

### 5.1 Composition of the committee

**Procedure name:** Management of the Social Inquiry Commission

**Description:** The process by which the system manages the composition and activities of the Social Inquiry Commission, including member selection, scheduling, and coordination of home verification activities.

**Actors:**

- **STAS representative:** The official who coordinates the social inquiry
- **Panel members:** Persons designated to carry out the survey
- **Head STAS:** Person approving the composition of the committee
- **Beneficiary:** Family subject to the social inquiry

**List of functional requirements:**

| Requirement | Explanation |
|---|---|
| FR-44 | As a STAS Representative, I wish to be able to create and manage the composition of the Social Inquiry Committee to ensure that the checks are carried out as required by law. The system must allow to:<br>- Enter the members of the committee<br>- Designate the person in charge of the committee<br>- Define the roles and responsibilities of each member<br>- Generate the order setting up the panel<br>- Maintain the history of the composition for each inquiry |
| FR-45 | As the Head of STAS, I want to be able to approve the composition of the panel and modify the members in special situations to ensure the independence and competence of the reviews. The system must allow me to:<br>- Review the proposed composition<br>- Check for potential conflicts of interest<br>- Approve or request changes<br>- Replace members in case of unavailability<br>- Generate the approval decision |
| FR-46 | As the System, I wish to maintain a database of qualified persons for social surveys to facilitate the rapid selection of committee members. The database must:<br>- Contain complete information about each person<br>- Highlight qualifications and specializations<br>- Maintain a history of participation in surveys<br>- Check availability and workload<br>- Generate statistics about each member's performance<br>- Allow searching and filtering by criteria |

### 5.2 Social Survey (Form)

**Procedure name:** Documentation and conduct of social inquiry

**Description:** The process by which the committee conducts the social inquiry in the beneficiary's home, using the electronic form and documenting all findings.

**List of functional requirements:**

| Requirement | Explanation |
|---|---|
| FR-47 | As a STAS Representative, I want to be able to use the electronic social inquiry form on mobile devices to efficiently document findings directly at the beneficiary's home. The form must:<br>- Include all sections required by law<br>- Allow detailed observations<br>- Offer photo upload options |
| FR-48 | As a STAS Representative, I would like to be able to schedule and coordinate social surveys to ensure that they are carried out efficiently and within the legal deadlines. Scheduling must:<br>- Create the schedule of surveys based on priorities<br>- Coordinate the availability of committee members<br>- Generate notifications to beneficiaries<br>- Plan optimal itineraries for teams<br>- Monitor progress of scheduled surveys<br>- Generate timeliness reports |

### 5.3 Findings with retroactive effect

**Procedure name:** Processing findings with retroactive impact

**Description:** The process by which the system identifies and processes social inquiry findings that have a retroactive impact on benefits awarded, generating recovery or cancellation decisions.

**List of functional requirements:**

| Requirement | Explanation |
|---|---|
| FR-49 | As a System, I want to automatically detect findings with retroactive impact on benefits awarded so that I can identify cases of fraud or undeclared changes. The detection must:<br>- Compare the findings to data in the beneficiary's file<br>- Identify significant discrepancies<br>- Calculate the period affected by the changes<br>- Estimate the financial impact on benefits<br>- Generate fraud alerts<br>- Create case list for confirmation by STAS Representative<br>- Record the case in the recovery register |
| FR-50 | As a System, I want to automatically calculate the amounts to be recovered based on |

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| | retroactive findings so that I can determine the exact amount of undue payments. The calculation should:<br>- Identify the period during which undue benefits were paid<br>- Recalculate eligibility for each affected month<br>- Calculate the difference between the amount paid and the amount due<br>- Apply interest and penalties as required by law<br>- Generate full itemization of the calculation<br>- Create phased recovery plan |
| FR-51 | As an STAS Representative, I want to be able to process retroactive findings and generate recovery decisions so that I can recover undue payments as required by law. Processing must:<br>- Generate the recovery decision with detailed rationale<br>- Establish the manner and time limits for recovery<br>- Notify the beneficiary of the recovery decision |
| FR-52 | As a Beneficiary, I want to receive clear information about retroactive findings and understand the recovery procedure so that I know my rights and obligations. The system should:<br>- Explain in clear terms the findings made<br>- Detail the calculation of the amount to be recovered<br>- Specify deadlines and methods of payment<br>- Inform about the right to appeal<br>- Provide the necessary forms for the appeal<br>- Offer contact details for clarification |

### 5.4 Findings with non-retroactive effect

**Procedure name:** Processing of findings with future impact

**Description:** The process by which the system processes social inquiry findings that only affect future benefits, updating the beneficiary's file and recalculating social assistance.

| Requirement | Explanation |
|---|---|
| FR-53 | As the System, I want to identify findings that only affect future benefits so that I can update the beneficiary's record without retroactive impact. Identification must:<br>- Analyze the findings to determine the nature of the changes<br>- Calculate the impact on future benefits<br>- Generate the list of changes to apply<br>- Schedule the implementation date of the changes<br>- Create report with all findings |
| FR-54 | As a STAS Representative, I would like to be able to update the beneficiary file based on the non-retroactive findings to reflect the actual situation in future calculations. |

| | |
|---|---|
| | The update must:<br>- Change the data in the beneficiary file<br>- Update membership and income information<br>- Recalculate the welfare score<br>- Establish the effective date of the changes<br>- Generate the benefit modification decision<br>- Notify beneficiary of changes |
| FR-55 | As a System, I want to automatically recalculate welfare automatically based on the non-retroactive findings so that I apply the changes starting the following month. The recalculation must:<br>- Apply the new data to future calculations<br>- Recalculate the VLMG and income<br>- Determine the new social assistance amount<br>- Schedule the application to the payment list<br>- Record the changes in the history |
| FR-56 | As a Beneficiary, I want to be informed of the changes that will be applied to my benefit so that I understand the impact of the Social Survey findings. The system must:<br>- Explain the findings made by the commission<br>- Detail the changes to be applied<br>- Calculate the new amount of benefit<br>- Specify when the changes will apply<br>- Inform about the right to appeal<br>- Offer the possibility to update information |

## 6. CHANGES, APPEALS AND COMPLAINTS

### 6.1 Information from the City regarding refusal to participate in activities of community interest

**Name of the procedure:** Processing of reports of non-compliance with community obligations

**Description:** The process by which the STAS Representative receives and processes information from town halls concerning the refusal of beneficiaries to participate in activities of Community interest and applies the appropriate sanctions.

**Actors:**

- **City Hall:** Institution reporting non-compliance
- **STAS representative:** The official processing the reports
- **Beneficiary:** Person who has failed to comply
- **Sanctions system:** Component that calculates and applies reductions

**List of functional requirements:**

| Requirement | Explanation |
|---|---|
| FR-57 | As a STAS Representative, I would like to manage information from the City about beneficiaries' refusal to participate in community interest activities so that I can |

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| | process the application of sanctions quickly. Receiving must:<br>- Highlight the beneficiary's prior history<br>- Calculate the type of sanction applicable<br>- Generate the finding<br>- Save all supporting documents |
| FR-58 | As a System, I want to automatically calculate the applicable sanctions for non-compliance with Community obligations. The calculation must:<br>- Identify the type of infringement (first, repeat)<br>- Apply sanctions according to the law:<br>*If the unemployed person(s) in the welfare recipient family has/have not performed community service at the request of the Mayor for the last month of payment, the family will be denied entitlement for a period of 3 consecutive months from the month of cessation of entitlement.*<br>*Refusal to sign the agreement to provide community benefit activities by the person who is to provide community benefit activities pursuant to this order shall be tantamount to refusal to provide community benefit activities.*<br>- Determine the duration of the sanction |
| FR-59 | As a Beneficiary, I wish to be informed of the sanction imposed and to have the opportunity to appeal the decision so that I may exercise my legal rights. The system must:<br>- Send notification of the sanction imposed<br>- Explain the reason for the sanction<br>- Specify the period of application<br>- Inform about the right to appeal<br>- Provide information about the appeal procedure |

### 6.2 Appeal by the beneficiary

**Name of the procedure:** Management of appeals

**Description:** The process by which beneficiaries can appeal against administrative decisions and the system manages the whole flow from the submission of the appeal to the final decision.

**List of functional requirements:**

| Requirement | Explanation |
|---|---|
| FR-60 | As a Beneficiary, I wish to be able to file appeals against administrative decisions so that I can exercise my rights in an accessible and efficient manner. The system must:<br>- Allow online appeal filing<br>- Offer a structured form for the appeal<br>- Accept upload of supporting documents<br>- Generate a unique registration number<br>- Send confirmation of submission<br>- Calculate and display legal deadlines |
| FR-61 | As the System, I wish to automatically validate the submitted protests and route them to the appropriate evaluator to ensure efficient processing within the legal |

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| | deadlines. Validation shall:<br>- Check the completeness of the documents<br>- Calculate compliance with submission deadlines<br>- Identify the type of challenge and the competent assessor<br>- Generate the notification to the assessor<br>- Schedule deadlines for resolution<br>- Create the electronic appeal file |
| FR-62 | As an Evaluator, I want to be able to analyze the appeals and generate the settlement decisions so as to meet the legal deadlines and ensure the quality of the evaluation. The process must:<br>- Display the complete record of the appeal<br>- Allow access to all relevant documents<br>- Provide decision templates<br>- Calculate the remaining deadlines for resolution<br>- Generate the decision to admit or reject<br>- Save detailed reasoning of the decision |
| FR-63 | As a STAS Representative, I would like to be able to monitor all appeals and generate statistical reports so that I can analyze the efficiency of the process and identify areas for improvement. The monitoring should:<br>- Display the dashboard with all appeals<br>- Highlight appeals with overdue deadlines<br>- Calculate the admission/rejection rate<br>- Analyze the main reasons for appeals<br>- Generate regular reports<br>- Identify trends and recurring problems |
| FR-64 | As a Beneficiary, I would like to be able to track the status of my appeal and receive notifications of progress so that I am kept informed at all times about the progress of my case. The system must:<br>- Display real-time status in the portal<br>- Send notifications at each milestone<br>- Provide access to generated documents<br>- Calculate and display remaining deadlines<br>- Generate challenge history |

### 6.3 Administrative Change Management

**Procedure name:** Claim and Benefit Change Processing

**Description:** The process by which the system manages administrative changes to pending claims and benefits, including data updates and recalculation of benefits.

**List of functional requirements:**

| Requirement | Explanation |
|---|---|
| FR-65 | As a Beneficiary, I want to be able to report changes in family status through the online portal so that I can fulfill my reporting obligations and maintain the correct |

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| | benefit. Reporting must:<br>- Provide forms for different types of changes<br>- Accept supporting documents online<br>- Calculate the estimated impact on the benefit<br>- Generate submission confirmation<br>- Send processing notifications<br>- Maintain history of reported changes |
| FR-66 | As a STAS Representative, I want to be able to process changes reported by beneficiaries so that I can update the files and recalculate benefits according to the new situation. Processing must:<br>- Display the list of changes to be processed<br>- Allow verification of supporting documents<br>- Calculate the new benefit amount<br>- Generate the modification decision<br>- Schedule the application in the payment list<br>- Notify the beneficiary of the result |
| FR-67 | As a System, I want to automatically detect changes in external records that affect beneficiaries so that I can initiate the benefit update procedure. Detection must:<br>- Monitor integrated ledgers monthly<br>- Identify relevant changes for beneficiaries<br>- Compare with data in existing files<br>- Generate alerts for relevant changes |
| FR-68 | As an STAS Representative, I want to be able to manage batch changes for similar situations to streamline processing when legislative or administrative changes occur. Management must:<br>- Allow multiple selection of similar cases<br>- Apply the same changes to groups of beneficiaries<br>- Calculate batch impact<br>- Generate decisions for all cases<br>- Validate results before implementation<br>- Create report with all changes |
| FR-69 | As a System, I want to maintain full auditability of all changes to ensure traceability and compliance with legal requirements. The auditability must:<br>- Record all changes with timestamp<br>- Save the user and the reason for the change<br>- Keep previous versions of the data<br>- Generate complete change log<br>- Create audit reports on demand |

## 7. RECORDING OF PROCESSES TO RECOVER UNDUE PAYMENTS

### 7.1 Recognizing undue payments

**Procedure name:** Identification and establishment of undue payments

**Description:** The process by which the system identifies and documents undue payments made to beneficiaries, either through automated checks, social enquiry findings or external referrals.

**Actors:**

- **Detection system:** the automated component that identifies anomalies
- **STAS representative:** The official who confirms and documents the findings
- **Internal Auditor:** The person who carries out periodic checks
- **Beneficiary:** Person who has received undue payments

**List of functional requirements:**

| Requirement | Explanation |
|---|---|
| FR-70 | As an STAS Representative, I want to be able to confirm and document findings of improper payments in order to create the legal basis for the recovery process.<br>Documentation must:<br>- Analyze each case identified<br>- Check the accuracy of calculations and periods<br>- Generate the finding report<br>- Calculate the exact amount to be recovered<br>- Save all supporting documents |
| FR-71 | As a System, I want to automatically calculate the amounts to be recovered including interest and penalties to determine the total amount of the debt. The calculation should:<br>- Identify periods of undue payments<br>- Calculate the difference between the amount paid and the amount due<br>- Apply interest as required by law<br>- Calculate late payment penalties<br>- Generate full details of the calculation<br>- Update amount to current date |

### 7.2 Recovery registration

**Name of the procedure:** Recovery process management

**Description:** The process by which the system records and manages the process of recoveries of undue payments, from the issuing of the recovery decision to the collection of the amounts.

**List of functional requirements:**

| Requirement | Explanation |
|---|---|
| FR-72 | As a STAS Representative, I wish to be able to record and manage the recovery |

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|---|---|
| | processes so that I pursue the recovery of undue amounts. Recording must:<br>- Create the recovery file with all documents<br>- Generate the reasoned recovery decision<br>- Establish the recovery procedure and deadlines<br>- Calculate the monthly rate for installment payments<br>- Schedule due dates and notifications<br>- Record the case in the recovery register |
| FR-73 | As a Payee-Debtor, I want to receive clear information about the debt and the terms of recovery so that I understand my obligations and can negotiate terms. The system should:<br>- Explain in clear terms the cause of the debt<br>- Detail the calculation of the amount to be recovered<br>- Offer the possibility of installments<br>- Provide forms for claims |
| FR-74 | As a System, I want to automatically monitor compliance with recovery plans and generate delinquency notices to ensure efficient debt collection. Monitoring shall:<br>- Verify scheduled due dates<br>- Identify late payments<br>- Calculate late payment penalties<br>- Generate reminder notices<br>- Create alerts for problem cases<br>- Update the status of each case |
| FR-75 | As an STAS Representative, I would like to be able to record payments received and update the status of recoveries so that I maintain accurate records of debts. The record should:<br>- Record payments received with date and amount<br>- Update the outstanding balance to be recovered<br>- Calculate the new payment schedule<br>- Generate receipts and confirmations<br>- Notify the debtor of the updated situation<br>- Archive payment documents |
| FR-76 | As an STAS Manager, I want to be able to generate comprehensive reports on recovery processes so that I can monitor efficiency and report to the authorities. Reporting should:<br>- Include statistics about recovery cases<br>- Analyze the success rate of recoveries<br>- Calculate amounts recovered and outstanding<br>- Generate comparisons between periods<br>- Create reports for management and authorities |
| FR-77 | As a System, I wish to maintain the complete register of recoveries with all legal details to ensure traceability and compliance with reporting requirements. The |

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| | register must:<br>- Contain all recovery cases<br>- Maintain a complete history of each case<br>- Record all documents issued<br>- Save payments and plan amendments<br>- Generate statistics and reports on request<br>- Ensure backup and secure archiving |

## 8. DATA EXCHANGE PROCESS AND INTEGRATION WITH CNAS

### 8.1 Generation of payment lists and data exchange with CNAS

**Name of the procedure:** Transmission of payment list to CNAS

**Description:** The process by which the system generates, transmits and monitors the payment lists to CNAS, including the bi-directional exchange of information for the processing of social assistance payments.

**Actors:**

- **STAS system:** the platform that generates the payment lists
- **CNAS:** National Social Insurance House that processes the payments
- **STAS representative:** the official monitoring the process
- **Beneficiary:** Person who receives the payments
- **System Administrator:** Person who manages the technical integration

**List of functional requirements:**

| Requirement | Explanation |
|---|---|
| FR-78 | As a System, I want to automatically generate monthly payment lists in the CNAS standardized format so that I can efficiently transmit all benefits to for processing. To generate I must:<br>- Apply the standard format required by CNAS<br>- Include all mandatory data (CNP, name, amount, benefit code, benefit amount)<br>- Generate the unique list number<br>- Validate data integrity before transmission |
| FR-79 | As a System, I wish to securely transmit the payment lists to CNAS via MConnect in order to protect the beneficiaries' personal data during the transfer. For transmission I must:<br>- Use secure protocols for the transfer<br>- Generate the transmission confirmation<br>- Record the transmission timestamp<br>- Save the backup of the transmitted list<br>- Create complete log of the transmission |
| FR-80 | As a STAS Representative, I want to be able to monitor the status of list transmissions and check the receipt confirmations from CNAS to ensure that all payments are processed correctly. |
| FR-81 | As the System, I want to maintain a complete history of the data exchange with CNAS |

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|---|---|
| | to ensure traceability and auditability of the process. Thus, I must:<br>- Save all transmitted lists with timestamp<br>- Record all confirmations received<br>- Keep correspondence for each payment<br>- Generate a complete communication log<br>- Search and filter history<br>- Create audit reports on demand |
| FR-82 | As System, I want to implement backup and recovery mechanisms for integration with CNAS to ensure process continuity in case of technical problems. Backup must:<br>- Automatically save all transmitted data<br>- Create backup copies of confirmations<br>- Allow rapid restoration of communication<br>- Synchronize data after outages<br>- Generate alerts for connectivity problems<br>- Ensure full data recovery |

### 8.2 View payment status in the information system

**Procedure name:** View payment status

**Description:** The process by which the system generates notifications to payees in the personal cabinet regarding payment status.

**List of functional requirements:**

| Requirem ent | Explanation |
|---|---|
| FR-83 | As a Beneficiary, I want to be able to track the status of my welfare payment through the portal so that I am informed about the processing of my benefit. The system must:<br>- Display payment status in real time<br>- Notify when the payment has been processed<br>- Maintain history of previous payments |

### 8.3 Analyze payment status

**Procedure name:** Payment Status Analysis

**Description:** The process by which the system generates analytical data on the status of social assistance payments

**List of functional requirements:**

| Requirem ent | Explanation |
|---|---|
| FR-84 | As a System, I want to receive and process payment confirmations from MPAY so that |

| | |
|---|---|
| | I can update the status of benefits and identify any denials. Processing must:<br>- Automatically receive acknowledgments from MPAY<br>- Parse and validate the acknowledgment format<br>- Update the status of each claim<br>- Identify rejected or erroneous payments<br>- Generate alerts for identified problems<br>- Create reconciliation reports |
| FR-85 | As an STAS Representative, I would like to be able to reconcile the lists submitted against the confirmations received so that I can verify the accuracy of the payment processing. For reconciliation I need to:<br>- Compare the transmitted lists to the confirmations received<br>- Highlight differences and discrepancies<br>- Calculate totals by category<br>- Identify missing or erroneous payments<br>- Generate the reconciliation report<br>- Allow export for archiving |
| FR-86 | As a STAS Manager, I want to be able to generate statistical reports on the data exchange with CNAS so that I can monitor the efficiency of the process and identify areas for improvement. Reporting should:<br>- Include statistics on the volume of payments transmitted<br>- Calculate processing times<br>- Identify the main reasons for rejection<br>- Generate comparisons between periods<br>- Create interactive dashboards for management |

## III. NON-FUNCTIONAL REQUIREMENTS

The "Social Assistance" module will be implemented as an integrated component in the eSocial information system of the Republic of Moldova, complying with all technical, architectural, security and performance requirements of the national platform, in accordance with the Government Decision No. 39 of 29-01-2025 on the approval of the Concept of the "eSocial" Information System.

### 1. ARCHITECTURE AND INTEGRATION

**List of non-functional requirements:**

| Requirement | Explanation |
|---|---|
| NFR-1.1: Microservices architecture | The module must be developed using microservices-oriented architecture, integrating into the eSocial ecosystem with dedicated services for claims processing, eligibility assessment, benefit calculation and appeals handling, using .NET, C# and PostgreSQL, Angular technologies. |
| NFR-1.2: Integration with Government Services | The system must fully integrate with services on the eSocial platform: MPass for authentication, MConnect for data exchange, utilizing OAuth 2.0 for authentication and REST APIs for communication between services. |
| NFR-1.3: Containerization and orchestration | The module shall run in a Docker containerized environment, orchestrated through Kubernetes provided by STISC, with clear separation of development, test and production environments, respecting the principles of isolation and scalability. |

### 2. PERFORMANCE REQUIREMENTS

**List of non-performance requirements:**

| Requirement | Explanation |
|---|---|
| NFR-2.1: Processing Capacity | The system shall process 2,000-3,000 requests per day normally, with the capability to expand up to 10,000 requests/day during peak periods, while maintaining response times under 3 seconds for standard operations. |
| NFR-2.2: Simultaneous connections | The platform shall support 1,500-2,000 concurrent connections in normal operation, with the ability to scale up to 4,000 concurrent connections, ensuring stability and availability of services. |
| NFR-2.3: Database performance | The system shall handle 100,000-500,000 transactions to the database per day in normal mode, with scalability up to 1,000,000-5,000,000 transactions/day, maintaining data integrity and consistency. |
| NFR-2.4: Storage Capacity | The module shall manage 25-50 GB of data per day, with a total capacity of up to 72.5 GB, implementing effective archiving and compression strategies for historical data. |

### 3. SECURITY REQUIREMENTS

**List of non-functional requirements:**

| Requirement | Explanation |
|---|---|

| | |
|---|---|
| NFR-3.1: Secure Development | Code shall be developed in accordance with security principles, with strict input validation, exclusive use of up-to-date frameworks, static code analysis, multiple code review, and periodic penetration testing. |
| NFR-3.2: Encryption and data protection | All data must be encrypted in transit (HTTPS) and at rest (encrypted databases), complying with GDPR requirements with anonymization of personal data where possible and implementation of the right to be forgotten. |
| NFR-3.3: Authentication and Authorization | The system shall implement robust authentication via MPass with OAuth 2.0. |
| NFR-3.4: Monitoring and Auditing | All actions must be centrally monitored and logged using Prometheus, Grafana, and Elasticsearch, with log retention as required by law and generation of 100,000-500,000 logged actions per day for audit and compliance. |
| NFR-3.5: Standards Compliance | The module shall comply with national security standards, with periodic auditing and implementation of recommended security measures. |

## 4. AVAILABILITY AND RECOVERY

**List of non-functional requirements:**

| Requirement | Explanation |
|---|---|
| NFR-4.1: Availability | The system shall provide a minimum of 99.5% availability, with scheduled maintenance outages during non-business hours and implementation of automatic failover mechanisms. |
| NFR-4.2: Backup and recovery | Daily backups for databases (7 days retention), weekly (4 weeks), monthly, as well as backups for ELK, Kafka, MinIO via VM snapshots should be implemented, with recovery capability in <4h for hardware problems, <24h for cyber attacks, <72h for natural disasters. |
| NFR-4.3: Redundancy | The system shall implement redundancy at the service and data level, with backup servers and synchronization mechanisms to ensure service continuity. |

## 5. INTEGRATION

**List of non-functional requirements:**

| Requirement | Explanation |
|---|---|
| NFR-5.1: Integration APIs | The module shall implement MConnect for external services and integrate with government institutions. |
| NFR-5.2: Data Exchange | The system shall facilitate the secure exchange of data with national registries and partner institutions, adhering to established standard formats and security protocols. |
| NFR-5.3: Real-time synchronization | Integration with external registries must allow real-time synchronization of data for eligibility verification and updating of beneficiary information. |

## 6. SCALABILITY AND PERFORMANCE

**List of non-functional requirements:**

| Requirement | Explanation |
|---|---|
| NFR-6.1: Horizontal Scalability | The system shall allow for horizontal scalability by increasing the capabilities of the server infrastructure, automatically adapting to variations in load and demand. |
| NFR-6.2: Preventive Maintenance | Monthly preventive maintenance procedures shall be implemented as scheduled with automated security updates and proactive monitoring. |
| NFR-6.3: Technical support | The system shall provide technical support and strict documentation of changes. |

## 7. COMPLIANCE AND LICENSING

**List of non-functional requirements:**

| Requirement | Explanation |
|---|---|
| NFR-7.1: Open-Source Technologies | The module shall use only open-source components with transparent licenses (Apache, PostgreSQL, RSAL v2) without additional licensing costs. |
| NFR-7.2: Centralized configuration | All configurations and parameters shall be documented, using ENV, JSON, YAML files for configuration management. |
| NFR-7.3: Testing and Validation | The system shall undergo rigorous testing in the test environment prior to production release, with clear separation of resources and configurations for each environment. |

## 8. MONITORING AND REPORTING

**List of non-functional requirements:**

| Requirement | Explanation |
|---|---|
| NFR-8.1: Continuous monitoring | The system shall implement continuous performance, availability and security monitoring using modern tools (Prometheus or Grafana or Elasticsearch). |
| NFR-8.2: SLA Reporting | Regular SLA compliance reporting mechanisms shall be implemented, with escalation procedures and corrective actions for failure to meet performance indicators. |

# IV. TECHNICAL AND USER DOCUMENTATION

The Contractor **shall produce, maintain, and deliver** complete documentation for the use, administration, maintenance and further development of the "Social Assistance" Module within the eSocial informational system. All documentation shall be in Romanian, delivered in digital format, and comply with government standards in terms of interoperability and cybersecurity.

**Documentation components:**

- **Technical documentation:**
  - Description of the system architecture (backend, frontend, databases, APIs);
  - Technical specifications of functionalities;
  - Data models and database schemas used;
  - Integration configurations with external registries and government platforms (MConnect, MPass, MSign, etc.);
  - Application installation and compilation instructions;
  - Troubleshooting guides and backup and restore procedures.
- **Operations guides:**
  - System parameter configuration and maintenance guides;
  - User account and permissions administration procedures;
  - Update and version management (version, date, author, changes made).
- **User manuals:**
  - User manual for STAS employees;
  - User manual for MLSP officials;
  - User guide for the beneficiary portal;
  - Information for accessing, navigating and using the main functionalities;
  - Screenshots and examples of simulated cases.

**Delivery requirements:**

- The documentation shall be delivered in PDF and editable format (e.g. Word, Markdown);
- Each section will contain an introductory summary, step-by-step guidance and screenshots where relevant;
- A subject index and glossary of technical and functional terms will be included;
- Will be delivered together with a checklist to validate completeness.

## V. STAS AND MLSP USER TRAINING ACTIVITIES AND MATERIALS

The Contractor shall design, deliver, and hand over a complete training program for staff involved (around 1,500 – 2,000 users) in the use and administration of the Social Assistance module. The training aims to ensure full operational capability of users and to facilitate the transition from legacy systems to the new integrated eSocial platform. All materials and trainings should be provided in Romanian.

**Components of the deliverable:**

- **Training Program:**
    - One initial in-person Training of Trainers (ToT), with logistic arrangements (venue, catering, etc.) to be covered by UNDP;
    - At least 10 dedicated online sessions for STAS users (with focus on operational functionalities);
    - In-person MLSP staff sessions (focused on monitoring, analysis and reporting);
    - Practical hands-on workshops with real case simulations;
    - Training is accepted when ≥90% of participants complete post-tests with ≥80% score.
- **Training materials:**
    - PowerPoint presentations for each training module;
    - Quick reference guides for essential functions;
    - Recorded video tutorials for common actions in the system;
    - Knowledge tests (pre and post training);
    - Self-paced e-learning module for new users published on MLearn (Moodle-compatible, SCORM 2004 4th Ed.), with editable source files for future updates;
    - Forms for feedback and evaluation of training effectiveness.
- **Delivery and reporting:**
    - Sessions will be delivered online and/or physically as decided by MLSP;
    - A detailed calendar with locations and dates will be provided;
    - A self-paced e-learning module for new users integrated in MLearn;
    - A final training report will be produced, including a list of participants, participant evaluations and recommendations for future trainings.
- **Helpdesk service:**
    - For six months following the launch of the module, the Contractor shall provide a helpdesk / technical support service to Ajutor Social Module users encountering difficulties.
    - It is estimated that there will be around 1,500 – 2,000 users of the Ajutor Social module.
    - The helpdesk service shall have a ticket resolution rate of 95% or higher, to be verified through monthly reports on the helpdesk service to be submitted by the company.

**Additional requirements:**

- The training should be adapted to various levels of digital competence;
- The materials will be delivered in digital format (PDF, PPT, MP4 video), with editable sources for re-use;
- Self-paced e-learning on MLearn: the Contractor shall produce and publish self-paced training module for new users on the Government e-learning platform MLearn (mlearn.gov.md), fully compatible with Moodle.

SECTION 6: CONDITIONS OF CONTRACT AND CONTRACT FORMS

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

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

**6.2 Special Conditions of Contract**

Article 16.2 (Copyright, Patens and other Proprietary Rights) of the General Conditions shall be replaced by the following new Article 16.2:

"16.2 To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract and the nonrevocable tight to sublicense such use to the Ministry of Health of Indonesia, as further specified in the Terms of Reference".

## SECTION 7: PROPOSAL FORMS

- **Form A: Proposal Confirmation**
- **Form B: Checklist**
- **Form C: Technical Proposal Submission**
- **Form D: Proposer Information**
- **Form E: Joint Venture/Consortium/Association Information**
- **Form F: Eligibility and Qualification**
- **Form G: Format for Technical Proposal**
- **Form H: Format for CV of Proposed Key Personnel**
- **Form I: Statement of Exclusivity and Availability**
- **Form J: Financial Proposal Submission** *[Form J is part of the Financial Proposal and shall be submitted directly in the system only in the "Commercial section" of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.]*
- **Form K: Format for Financial Proposal** *[Forms K is part of the Financial Proposal and shall be submitted directly in the system only in the "Commercial section" of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.]*
- **Form L: Proposal Security** *[scanned copy included in online submission and original submitted not later than 10 (ten) days after the submission deadline at the address indicated in Section 3 above]*

FORM A: PROPOSAL CONFIRMATION

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

To: Insert name of contact person

Email: Insert contact person's email - do not enter secure proposal email address

From: Insert name of proposer

Subject RFP reference **RFP25/03135**

| Check the appropriate box | Description |
|---|---|
| ☐ | **YES**, we intend to submit a proposal. |
| ☐ | **NO**, we are unable to submit a competitive proposal for the requested services at the moment |

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

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

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

FORM B: CHECKLIST

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

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

**Technical Proposal:**

| **Have you duly completed all the Returnable Proposal Forms?** | |
|---|---|
| ▪ Form C: Technical Proposal Submission | ☐ |
| ▪ Form D: Proposer information | ☐ |
| ▪ Form E: Joint Venture/Consortium/Association Information | ☐ |
| ▪ Form F: Eligibility and Qualification | ☐ |
| ▪ Form G: Technical Proposal | ☐ |
| ▪ Form H: CVs of proposed key personnel | ☐ |
| ▪ Form I: Statements of exclusivity and availability for key personnel | ☐ |
| ▪ Form L: Proposal Security *[scanned copy included in online submission and original submitted not later than 10 (ten) days after the submission deadline at the address indicated in Section 3 above]* | ☐ |
| **Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?** | ☐ |
| **Have you provided the required documents in support of Form D: Proposer Information?** | ☐ |

**Financial Proposal:**

| | |
|---|---|
| ▪ Form J: Financial Proposal Submission | ☐ |
| ▪ Form K: Financial Proposal | ☐ |

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

FORM C: TECHNICAL PROPOSAL SUBMISSION

| | | | |
|---|---|---|---|
| Name of Proposer: | Click or tap here to enter text. | Date: | Click or tap to enter a date. |
| RFP reference: | **RFP25/03135** | | |

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

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

| Yes | No | |
|---|---|---|
| ☐ | ☐ | **Requirements and Terms and Conditions:** I/We have read and fully understand the RFP, including the RFP Information and Data Sheet, Terms of Reference, the General Conditions of Contract and any Special Conditions of Contract. I/we confirm that the proposer agrees to be bound by them. |
| ☐ | ☐ | I/We confirm that the proposer has the necessary capacity, capability and necessary licenses to fully meet or exceed the requirements and will be available to deliver throughout the relevant contract period. |
| ☐ | ☐ | **Ethics**: In submitting this proposal I/we warrant that the proposer: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any competitor; has not directly or indirectly approached any representative of the buyer (other than the point of contact) to lobby or solicit information in relation to the RFP; has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the buyer. |
| ☐ | ☐ | 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. |
| ☐ | ☐ | **Conflict of interest:** I/We warrant that the proposer has no actual, potential or perceived conflict of Interest in submitting this proposal, or entering into a contract to deliver the requirements. Where a conflict of interest arises during the RFP process the proposer will report it immediately to the Procuring Organisation's Point of Contact. |
| ☐ | ☐ | **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. |
| ☐ | ☐ | I/We do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15); |
| ☐ | ☐ | **Bankruptcy**: I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against us that could impair our operations in the foreseeable future. |
| ☐ | ☐ | **Proposal Validity Period:** I/We confirm that this Proposal, including the price, remains open for acceptance for the proposal validity period. |
| ☐ | ☐ | I/We understand and recognize that you are not bound to accept any proposal you receive. |
| ☐ | ☐ | By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organisation/s to make this declaration on its/their behalf. |

Name: ___________________________________________________________

Title: ___________________________________________________________

Date: ___________________________________________________________

Signature: ___________________________________________________________

[*Stamp with official stamp of the Proposer*]

FORM D: PROPOSER INFORMATION

| | |
|---|---|
| **RFP Reference** | **RFP25/03135** |
| **Legal name of Proposer** | Click or tap here to enter text. |
| **Legal Address, City, Country** | Click or tap here to enter text. |
| **Website** | Click or tap here to enter text. |
| **Year of registration** | Click or tap here to enter text. |
| **Proposer's Authorized Representative information** | Name and Title: Click or tap here to enter text.<br>Telephone numbers: Click or tap here to enter text.<br>Email: Click or tap here to enter text. |
| **Legal structure** | Choose an item. |
| **No. of full-time employees** | Click or tap here to enter number. |
| **No. of staff involved in similar contracts** | Click or tap here to enter number. |
| **Are you a UNGM registered vendor?** | ☐ Yes ☐ No If yes, insert UNGM Vendor Number |
| **Years of supplying to UN organisations** | Click or tap here to enter text. |
| **Are you a** Click or tap here to enter text.**vendor?** | ☐ Yes ☐ No If yes, insert Vendor Number |
| **Countries of operation** | Click or tap here to enter text. |
| **Subsidiaries in the region (please indicate names of subsidiaries and addresses, if relevant to the proposal)** | Click or tap here to enter text. |
| **Commercial Representatives in the country: Name/Address/Phone (for international companies only)** | Click or tap here to enter text. |
| **No. of employees in the country available to ensure rapid local response to any of the contract related requests (whether through a local branch or office or through a local consortium partner)** | Click or tap here to enter text. |
| **Quality Assurance Certification (e.g. ISO 9000 or Equivalent)** *(If yes, provide a Copy of the valid Certificate):* | Click or tap here to enter text. |
| **Does your Company have a corporate environmental policy or environmental management system/accreditation such as ISO 14001 or ISO 14064 or equivalent?** | Tick all that apply and **provide supporting documentation**:<br>☐ Corporate Environmental Policy<br>☐ ISO 14001 |

| | |
|---|---|
| *(If yes, provide a Copy of the valid Certificate):* | ☐ ISO 14064<br><br>☐ Other, specify Click or tap here to enter text. |
| **Does your organization demonstrate significant commitment to sustainability, including the following aspects that have been identified in the UN Sustainable Procurement Framework?**<br><br>• **Environmental: prevention of pollution, sustainable resources; climate change and mitigation and the protection of the environment, biodiversity.**<br><br>• **Social: human rights and labour issues, gender equality, sustainable consumption, and social health and wellbeing.**<br><br>• **Economic: whole life cycle costing, local communities and small or medium enterprises, and supply chain sustainability.** | Attach a formal statement that outlines your organisation's commitment to sustainability, where possible providing evidence of tangible results that demonstrate progress such as:<br><br>Tick all that are attached:<br><br>☐ Formal statement<br><br>☐ Sustainability report<br><br>☐ UN Global Compact Communication on Progress<br><br>☐ Other, specify Click or tap here to enter text. |
| **Does your company belong to a diverse supplier group including micro, small or medium sized enterprise, women or youth owned business or other?**<br><br>*(If yes, please provide details and documentation]* | Click or tap here to enter text. |
| **Is your company a member of the UN Global Compact?** | Choose an item.<br><br>If yes, please provide link to Global Compact profile:<br><br>Click or tap here to enter text. |
| **Bank Information** | Bank Name: Click or tap here to enter text.<br>Bank Address: Click or tap here to enter text.<br>IBAN: Click or tap here to enter text.<br>SWIFT/BIC: Click or tap here to enter text.<br>Account Currency: Click or tap here to enter text.<br>Bank Account Number: Click or tap here to enter text. |
| **Contact person that** Click or tap here to enter text. **may contact for requests for clarifications during Proposal evaluation** | Name and Title: Click or tap here to enter text.<br>Telephone numbers: Click or tap here to enter text.<br>Email: Click or tap here to enter text. |

FORM E: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION

| | | | |
|---|---|---|---|
| Name of Proposer: | Click or tap here to enter text. | Date: | Click or tap to enter a date. |
| RFP reference: | **RFP25/03135** | | |

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

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

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

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

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

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

Name of partner:
______________________________________

Signature: _________________________________

Date: ______________________________________

Name of partner:
______________________________________

Signature: _________________________________

Date: ______________________________________

Name of partner:
______________________________________

Signature: _________________________________

Date: ______________________________________

Name of partner:
______________________________________

Signature: _________________________________

Date: ______________________________________

FORM F: ELIGIBILITY AND QUALIFICATION

| Name of Proposer: | Click or tap here to enter text. | Date: | Click or tap to enter a date. |
| --- | --- | --- | --- |
| RFP reference: | **RFP25/03135** | | |

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

**History of Non- Performing Contracts**

| ☐No non-performing contracts during the last 3 years | | | |
| --- | --- | --- | --- |
| ☐ Contract(s) not performed in the last 3 years | | | |
| **Year** | **Non- performed portion of contract** | **Contract Identification** | **Total Contract Amount** (current value in US$) |
| | | Name of Client:<br>Address of Client:<br>Reason(s) for non-performance: | |

**Litigation History** (including pending litigation)

| ☐ No litigation history for the last 3 years | | | |
| --- | --- | --- | --- |
| ☐ Litigation History as indicated below | | | |
| **Year of dispute** | **Amount in dispute** (state currency) | **Contract Identification** | **Total Contract Amount** (state currency) |
| | | Name of Client:<br>Address of Client:<br>Matter in dispute:<br>Party who initiated the dispute:<br>Status of dispute:<br>Party awarded if resolved: | |

**Previous Relevant Experience**

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

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

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

| | | | | |
|---|---|---|---|---|
| | | | | |

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

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

**Financial Standing**

| **Annual Turnover for the last 3 years** | **Year 2024** | Currency: USD | Amount |
|---|---|---|---|
| | **Year 2023** | Currency: USD | Amount |
| | **Year 2022** | Currency: USD | Amount |
| **Latest Credit Rating (if any), indicate the source and date.** | | | |

| **Financial information** (state currency) | **Historic information for the last 3 years** | | |
|---|---|---|---|
| | **2022** | **2023** | **2024** |
| | *Information from Balance Sheet* | | |
| Total Assets (TA) | | | |
| Total Liabilities (TL) | | | |
| Current Assets (CA) | | | |
| Current Liabilities (CL) | | | |
| | *Information from Income Statement* | | |
| Total / Gross Revenue (TR) | | | |
| Profits Before Taxes (PBT) | | | |
| Net Profit | | | |
| Current Ratio (current assets/current liabilities) | | | |

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

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

FORM G: FORMAT FOR TECHNICAL PROPOSAL

| | | | |
|---|---|---|---|
| Name of Proposer: | Click or tap here to enter text. | Date: | Click or tap to enter a date. |
| RFP reference: | **RFP25/03135** | | |

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

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

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

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

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

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

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

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

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

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

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

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

**2.4** In case of subcontracting part of Services for activities for producing certain deliverables required in the ToR, the Bidder shall submit the Work Packages related to the subcontracting activities. The Work Package structure shall contain: the date, responsible person, overall description, description of deliverables that are part of the Work Package concerned, methods employed to check the quality, the level of resources to be allocated, the beginning and the ending dates, constraints, the reporting manner. The Work Packages to be subcontracted shall be signed and submitted by both the Offeror and the proposed Subcontractor as part of their Proposal.

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

**The Offer compliance checklist matrix (Anex 1 to the Form G) must be submitted by the Bidder as separate document in accordance with compliance to all functional and non-functional requirements of the ToR, duly filled in with evidence and references for proper evaluation.**

**Section 3: Management Structure and Key Personnel**

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

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

FORM H: FORMAT FOR CV OF PROPOSED KEY PERSONNEL

| Name of Proposer: | Click or tap here to enter text. | Date: | Click or tap to enter a date. |
|---|---|---|---|
| RFP reference: | **RFP25/03135** | | |

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

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

| **From** | **To** | **Company / Project / Position / Relevant technical and management experience** |
|---|---|---|
| | | |

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

Signature of Personnel

Date (Day/Month/Year)

FORM I: STATEMENT OF EXCLUSIVITY AND AVAILABLITY

| | | | |
|---|---|---|---|
| Name of Proposer: | Click or tap here to enter text. | Date: | Click or tap to enter a date. |
| RFP reference: | **RFP25/03135** | | |

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

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

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

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

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

Name: ______________________________________________

Title: ______________________________________________

Date: ______________________________________________

Signature: ______________________________________________

FORM J: FINANCIAL PROPOSAL SUBMISSION

| | | | |
|---|---|---|---|
| Name of Proposer: | Click or tap here to enter text. | Date: | Click or tap to enter a date. |
| RFP reference: | **RFP25/03135** | | |

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

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

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

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

**FORM K: FORMAT FOR FINANCIAL PROPOSAL**

| Name of Proposer: | Click or tap here to enter text. | Date: | Click or tap to enter a date. |
|---|---|---|---|
| RFP reference: | **RFP25/03135** | | |

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

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

**Table 1: Financial Offer:**

| **Deliverable / Activity description** | **Professional Fees** | | | | **Other Costs** | | | | **Total Amount per deliverable** (subtotal 1 + sub-total 2) |
|---|---|---|---|---|---|---|---|---|---|
| | **Position** | **Daily fee Rate** | **No. of Working Days** | **Total Amount** | **Description** | **Q-ty** | **Price** | **Total** | |
| **Deliverable 1:** Deployment and acceptance action plan | 1 (one) IT Project Manager | | | | Travel | | | | |
| | 1 (one) IT Business Analyst | | | | Subsistence allowance | | | | |
| | 1 (one) Senior Backend Developer | | | | Local transportation costs | | | | |
| | 2 (two) Middle Backend Developers | | | | Communication | | | | |
| | 1 (one) Senior Frontend Developer | | | | Other costs (specify) | | | | |
| | 1 (one) Middle Frontend Developer | | | | | | | | |
| | 1 (one) Senior DevOps | | | | | | | | |
| | 1 (one) Senior QA | | | | | | | | |
| | 1 (one) Middle QA | | | | | | | | |
| | 1 (one) Designer (UI/UX) | | | | | | | | |
| | Other experts (if any) *[Please list]* | | | | | | | | |
| | | | **Sub-total 1** | | | | **Sub-total 2** | | |
| | | | | | | | | **Total:** | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Deliverable 2: Functionality: registration and management of requests** | 1 (one) IT Project Manager | | | | Travel | | | | |
| | 1 (one) IT Business Analyst | | | | Subsistence allowance | | | | |
| | 1 (one) Senior Backend Developer | | | | Local transportation costs | | | | |
| | 2 (two) Middle Backend Developers | | | | Communication | | | | |
| | 1 (one) Senior Frontend Developer | | | | Other costs (specify) | | | | |
| | 1 (one) Middle Frontend Developer | | | | | | | | |
| | 1 (one) Senior DevOps | | | | | | | | |
| | 1 (one) Senior QA | | | | | | | | |
| | 1 (one) Middle QA | | | | | | | | |
| | 1 (one) Designer (UI/UX) | | | | | | | | |
| | Other experts (if any) *[Please list]* | | | | | | | | |
| | | | **Sub-total 1** | | | | **Sub-total 2** | | |
| | | | | | | | | **Total:** | |
| **Deliverable 3:** Functionality: Eligibility assessment and decision making | 1 (one) IT Project Manager | | | | License | | | | |
| | 1 (one) IT Business Analyst | | | | Travel | | | | |
| | 1 (one) Senior Backend Developer | | | | Subsistence allowance | | | | |
| | 2 (two) Middle Backend Developers | | | | Local transportation costs | | | | |
| | 1 (one) Senior Frontend Developer | | | | Communication | | | | |
| | 1 (one) Middle Frontend Developer | | | | Other costs (specify) | | | | |
| | 1 (one) Senior DevOps | | | | | | | | |
| | 1 (one) Senior QA | | | | | | | | |
| | 1 (one) Middle QA | | | | | | | | |
| | 1 (one) Designer (UI/UX) | | | | | | | | |
| | Other experts (if any) *[Please list]* | | | | | | | | |
| | | | **Sub-total 1** | | | | **Sub-total 3** | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | **Total:** | |
| **Deliverable 4: Functionality: Benefit calculation and payment** | 1 (one) IT Project Manager | | | | Travel | | | | |
| | 1 (one) IT Business Analyst | | | | Subsistence allowance | | | | |
| | 1 (one) Senior Backend Developer | | | | Local transportation costs | | | | |
| | 2 (two) Middle Backend Developers | | | | Communication | | | | |
| | 1 (one) Senior Frontend Developer | | | | Other costs (specify) | | | | |
| | 1 (one) Middle Frontend Developer | | | | | | | | |
| | 1 (one) Senior DevOps | | | | | | | | |
| | 1 (one) Senior QA | | | | | | | | |
| | 1 (one) Middle QA | | | | | | | | |
| | 1 (one) Designer (UI/UX) | | | | | | | | |
| | Other experts (if any) *[Please list]* | | | | | | | | |
| | | | **Sub-total 1** | | | | **Sub-total 2** | | |
| | | | | | | | | **Total:** | |
| **Deliverable** 5: **Functionality: Social inquiry and recoveries** | 1 (one) IT Project Manager | | | | Travel | | | | |
| | 1 (one) IT Business Analyst | | | | Subsistence allowance | | | | |
| | 1 (one) Senior Backend Developer | | | | Local transportation costs | | | | |
| | 2 (two) Middle Backend Developers | | | | Communication | | | | |
| | 1 (one) Senior Frontend Developer | | | | Other costs (specify) | | | | |
| | 1 (one) Middle Frontend Developer | | | | | | | | |
| | 1 (one) Senior DevOps | | | | | | | | |
| | 1 (one) Senior QA | | | | | | | | |
| | 1 (one) Middle QA | | | | | | | | |
| | 1 (one) Designer (UI/UX) | | | | | | | | |
| | Other experts (if any) *[Please list]* | | | | | | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | **Sub-total 1** | | | | **Sub-total 2** | | |
| | | | | | | | | **Total:** | |
| **Deliverable 6: Feature: Appeals, modifications and reporting** | 1 (one) IT Project Manager | | | | Travel | | | | |
| | 1 (one) IT Business Analyst | | | | Subsistence allowance | | | | |
| | 1 (one) Senior Backend Developer | | | | Local transportation costs | | | | |
| | 2 (two) Middle Backend Developers | | | | Communication | | | | |
| | 1 (one) Senior Frontend Developer | | | | Other costs (specify) | | | | |
| | 1 (one) Middle Frontend Developer | | | | | | | | |
| | 1 (one) Senior DevOps | | | | | | | | |
| | 1 (one) Senior QA | | | | | | | | |
| | 1 (one) Middle QA | | | | | | | | |
| | 1 (one) Designer (UI/UX) | | | | | | | | |
| | Other experts (if any) *[Please list]* | | | | | | | | |
| | | | **Sub-total 1** | | | | **Sub-total 2** | | |
| | | | | | | | | **Total:** | |
| **Deliverable 7: Functionality: Analytics dashboards** | 1 (one) IT Project Manager | | | | Travel | | | | |
| | 1 (one) IT Business Analyst | | | | Subsistence allowance | | | | |
| | 1 (one) Senior Backend Developer | | | | Local transportation costs | | | | |
| | 2 (two) Middle Backend Developers | | | | Communication | | | | |
| | 1 (one) Senior Frontend Developer | | | | Other costs (specify) | | | | |
| | 1 (one) Middle Frontend Developer | | | | | | | | |
| | 1 (one) Senior DevOps | | | | | | | | |
| | 1 (one) Senior QA | | | | | | | | |
| | 1 (one) Middle QA | | | | | | | | |
| | 1 (one) Designer (UI/UX) | | | | | | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | Other experts (if any) *[Please list]* | | | | | | | | |
| | | | **Sub-total 1** | | | | **Sub-total 2** | | |
| | | | | | | | | **Total:** | |
| **Deliverable 8: "Social Assistance" Module in eSocial** | 1 (one) IT Project Manager | | | | Travel | | | | |
| | 1 (one) IT Business Analyst | | | | Subsistence allowance | | | | |
| | 1 (one) Senior Backend Developer | | | | Local transportation costs | | | | |
| | 2 (two) Middle Backend Developers | | | | Communication | | | | |
| | 1 (one) Senior Frontend Developer | | | | Other costs (specify) | | | | |
| | 1 (one) Middle Frontend Developer | | | | | | | | |
| | 1 (one) Senior DevOps | | | | | | | | |
| | 1 (one) Senior QA | | | | | | | | |
| | 1 (one) Middle QA | | | | | | | | |
| | 1 (one) Designer (UI/UX) | | | | | | | | |
| | Other experts (if any) *[Please list]* | | | | | | | | |
| | | | **Sub-total 1** | | | | **Sub-total 2** | | |
| | | | | | | | | **Total:** | |
| **Deliverable 9: Source Code** | 1 (one) IT Project Manager | | | | Travel | | | | |
| | 1 (one) IT Business Analyst | | | | Subsistence allowance | | | | |
| | 1 (one) Senior Backend Developer | | | | Local transportation costs | | | | |
| | 2 (two) Middle Backend Developers | | | | Communication | | | | |
| | 1 (one) Senior Frontend Developer | | | | Other costs (specify) | | | | |
| | 1 (one) Middle Frontend Developer | | | | | | | | |
| | 1 (one) Senior DevOps | | | | | | | | |
| | 1 (one) Senior QA | | | | | | | | |
| | 1 (one) Middle QA | | | | | | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | 1 (one) Designer (UI/UX) | | | | | | | | |
| | Other experts (if any) *[Please list]* | | | | | | | | |
| | | **Sub-total 1** | | | | **Sub-total 2** | | | |
| | | | | | | | | **Total:** | |
| **Deliverable 10: Technical and user documentation** | 1 (one) IT Project Manager | | | | Travel | | | | |
| | 1 (one) IT Business Analyst | | | | Subsistence allowance | | | | |
| | 1 (one) Senior Backend Developer | | | | Local transportation costs | | | | |
| | 2 (two) Middle Backend Developers | | | | Communication | | | | |
| | 1 (one) Senior Frontend Developer | | | | Other costs (specify) | | | | |
| | 1 (one) Middle Frontend Developer | | | | | | | | |
| | 1 (one) Senior DevOps | | | | | | | | |
| | 1 (one) Senior QA | | | | | | | | |
| | 1 (one) Middle QA | | | | | | | | |
| | 1 (one) Designer (UI/UX) | | | | | | | | |
| | Other experts (if any) *[Please list]* | | | | | | | | |
| | | **Sub-total 1** | | | | **Sub-total 2** | | | |
| | | | | | | | | **Total:** | |
| **Deliverable 11: Training of users and support for product adoption** | 1 (one) IT Project Manager | | | | Travel | | | | |
| | 1 (one) IT Business Analyst | | | | Subsistence allowance | | | | |
| | 1 (one) Senior Backend Developer | | | | Local transportation costs | | | | |
| | 2 (two) Middle Backend Developers | | | | Communication | | | | |
| | 1 (one) Senior Frontend Developer | | | | Other costs (specify) | | | | |
| | 1 (one) Middle Frontend Developer | | | | | | | | |
| | 1 (one) Senior DevOps | | | | | | | | |
| | 1 (one) Senior QA | | | | | | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | 1 (one) Middle QA | | | | | | | | |
| | 1 (one) Designer (UI/UX) | | | | | | | | |
| | Other experts (if any) *[Please list]* | | | | | | | | |
| | | | **Sub-total 1** | | | | **Sub-total 2** | | |
| | | | | | | | | **Total:** | |
| **Deliverable 12: Maintenance and support for a 12-month period after the completion of the work** | 1 (one) IT Project Manager | | | | Travel | | | | |
| | 1 (one) IT Business Analyst | | | | Subsistence allowance | | | | |
| | 1 (one) Senior Backend Developer | | | | Local transportation costs | | | | |
| | 2 (two) Middle Backend Developers | | | | Communication | | | | |
| | 1 (one) Senior Frontend Developer | | | | Other costs (specify) | | | | |
| | 1 (one) Middle Frontend Developer | | | | | | | | |
| | 1 (one) Senior DevOps | | | | | | | | |
| | 1 (one) Senior QA | | | | | | | | |
| | 1 (one) Middle QA | | | | | | | | |
| | 1 (one) Designer (UI/UX) | | | | | | | | |
| | Other experts (if any) *[Please list]* | | | | | | | | |
| | | | **Sub-total 1** | | | | **Sub-total 2** | | |
| | | | | | | | | **Total:** | |
| Grand Total | | | | | | | | **Total Amount of Financial Proposal** *[Please specify currency]* | |