REQUEST FOR PROPOSAL (RFP)

Procurement of Services for the development, configuration and implementation of additional functionalities for the dedicated Information System for Work Capacity Determination (SIDDCM)

RFP Reference No.:	**RFP26/03281**
Country:	Republic of Moldova

Table of contents

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 services for the development, configuration and implementation of additional functionalities for the dedicated Information System for Work Capacity Determination (SIDDCM) in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

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

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

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

Should you be interested to submit a proposal, please log in to the Quantum NextGenERP supplier portal and subscribe to this tender following the instructions in the system user guide. Please search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-01004**. 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	
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. 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. 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 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. UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at: http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti 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. In pursuance of this policy, UNDP: 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; 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. 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. All proposers found to have a conflict of interest shall be disqualified. Proposers may be considered to have a conflict of interest if they are or have been associated in the past,

	with a firm or any of its affiliates that have been engaged by UNDP to provide consulting services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation and other documents to be used for the procurement of the services required in the present procurement process; were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP and/or are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP. 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. Similarly, the Bidders must disclose in their proposal their knowledge of the following: 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 b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure. 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. Proposers shall not be eligible to submit a proposal if at the time of proposalsubmission: - is included in the Ineligibility List, hosted by UNGM, that aggregates information disclosed by Agencies, Funds or Programs of the UN System; - is included in the Consolidated United Nations Security Council Sanctions List, including the UN Security Council Resolution 1267/1989 list; - is included in the World Bank Corporate Procurement Listing of Non-Responsible Vendors and World Bank Listing of Ineligible Firms and Individuals.
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. UNDP will provide the responses to clarifications through the method specified in

	Section 3: Data Sheet. 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. 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: ▪ Documents Establishing the Eligibility and Qualifications of the Bidder; ▪ Technical Proposal; ▪ Financial Proposal; ▪ Proposal Security, if required by DS; ▪ 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. 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. 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. 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: • UNDP will convert the currency quoted in the proposal into the UNDP preferred currency, in accordance with the UN Operational Rate of Exchange. • 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.

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. 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. 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. 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. 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.
	
	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.
	
	If the proposal security amount, or its validity period, is found to be less than is required by UNDP, UNDP shall reject the proposal.
	
	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.
	
	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).
	
	The Proposal security may be forfeited by UNDP, and the proposal rejected, in the event of any, or combination, of the following conditions:
	• If the proposer withdraws its offer during the period of the proposal validity specified in Section 3: Data Sheet, or;
	• In the event the successful Proposer fails:
	    o to sign the contract after UNDP has issued an award; or
	    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.

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: • 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

	• if they are awarded the contract, the contract shall be entered into by and between UNDP and the designated lead entity, who will be acting for and on behalf of all the member entities comprising the joint venture. After the deadline for submission of proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP. If a JV, Consortium or Association's proposal is the proposal selected for award, UNDP will award the contract to the joint venture, in the name of its designated lead entity. The lead entity will sign the contract for and on behalf of all other member entities. The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Article 19 (Only one Proposal) herein in respect of submitting only one proposal. The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the RFP, both in the proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP. A JV, Consortium or Association, in presenting its track record and experience, should clearly differentiate between: • Those that were undertaken together by the JV, Consortium or Association;and • Those that were undertaken by the individual entities of the JV, Consortium or Association. Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials. JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.
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. Proposals submitted by two (2) or more proposers shall all be rejected if they are found to have any of the following: • they have at least one controlling partner, director, or shareholder in common; or • any one of them receive or have received any direct or indirect subsidy from the other/s; or • they have the same legal representative for purposes of this RFP; or • they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the proposal of another proposer regarding this RFP process; • they are subcontractors to each other's proposal, or a subcontractor to one proposal also submits another proposal under its name as lead proposer; or some key personnel proposed to be in the team of one proposer participates in more than one proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one proposal.
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. 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. 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. 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. 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). 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. 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 location and according to any instructions specified in Section 3: Data Sheet. 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. 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. 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. 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: (i) loss of or damage to any real or personal property; (ii) personal injury, disease, or illness to, or death of, any person; (iii) financial loss or expense, arising out of the carrying out of that site inspection; and (iv) transportation by UNDP to the site (if provided) as a result of any accidents or malicious acts by third parties. UNDP will not issue any formal answers to questions from proposers regarding the RFP or solicitation process during a site inspection. All questions shall be submitted in accordance with Article 7 (Clarification of solicitation documents). A site inspection will be conducted for the purpose of providing background information only. Without limiting Article 24 (Proposers Responsibility), proposers shall not rely upon any information, statement or representation made at a site inspection unless that information, statement or representation is confirmed by UNDP in writing.
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. 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: • 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; • review the RFP to ensure that they have a complete copy of all documents; • obtain and examine all other information relevant to the project and the scope ofthe requirements available on reasonable enquiry; • 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; • attend any pre-proposal conference if it is mandatory under this RFP; • 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 • 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. 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: • a change affecting any declaration, accreditation, license or approval; • 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; • 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. 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. 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.
26a. Online submission	Electronic submission through online portal shall be governed as follows: • Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in DS; • The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. • The Financial Proposal file must be uploaded separately only in the commercial section of the RFP in the system. • Documents which are required to be in original form (e.g., Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in DS. Detailed instructions on how to submit, modify or cancel a bid in the online portal are provided in the system Bidder User Guide made available in the procurement notice site and in the portal.

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/. 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. 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. 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. 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. 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.
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. UNDP shall conduct the evaluation solely based on the submitted technical andfinancial proposals. Evaluation of proposals shall be undertaken in the following steps: a) Preliminary examination; b) Evaluation of minimum eligibility and qualification (if pre-qualification is not done); c) Evaluation of technical proposals; 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). In general terms, vendors that meet the following criteria may be considered qualified: a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments; c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required; d) They are able to comply fully with the UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
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. 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. In the second stage, only the financial proposals of those proposers who achieve the minimum technical score will be opened for evaluation. 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. When the Data Sheet specifies a **combined scoring method**, the formula for the rating of the proposals will be as follows: <u>Rating the Technical Proposal (TP):</u> **TP Rating** = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100 <u>Rating the Financial Proposal (FP):</u> **FP Rating** = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100 <u>Total Combined Score:</u> **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: a) Verification of accuracy, correctness and authenticity of informationprovided by the proposer; 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; 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; 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; e) Physical inspection of the proposer's offices, branches or other places where

	business transpires, with or without notice to the proposer; 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). UNDP may use such information in interpreting and evaluating the relevant proposal but is under no obligation to take it into account. 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: a) affects in any substantial way the scope, quality, or performance of the services specified in the contract; or b) limits in any substantial way, inconsistent with the solicitation documents, UNDP's rights or the proposer's obligations under the contract; or c) if rectified would unfairly affect the competitive position of other proposers presenting substantially responsive proposals. 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. 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. For financial proposals that have been opened, UNDP shall check, and correct arithmetical errors as follows: 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; 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 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. 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.
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/document/performance-security-form , within the specified number of days after receipt of the Contract from UNDP. Banks issuing performance securities must be acceptable to the UNDP comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank. The Performance Security form is available here. UNDP shall promptly discharge the proposal securities of the unsuccessful proposers pursuant to Article 17 (Proposal security). Failure of the successful proposer to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the proposal security. In that event UNDP may award the contract to the next lowest ranked proposer.
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/document/4736/download/en . 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.

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. 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. 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. 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 https://digitallibrary.un.org/record/590193?v=pdf

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 **RfP-26/03281** The services include carrying out: development, configuration and implementation of additional functionalities for the Information System Dedicated to Determining Work Capacity (SIDDCM), operated by the National Council for Disability and Work Capacity Determination (CNDDCM), including the complete and documented source code, technical and user documentation, updated API documentation conforming to OpenAPI 3.1, and training materials and activities for users within the beneficiary institution, 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**. **ATTENTION: PROPOSALS (OR ANY PART OF IT) SHALL NOT BE SUBMITTED IN THE ABOVE MANNER.**
		Deadline for submitting requests for clarifications / questions: **5 (five) days before the submission deadline**
		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: **MDL (Moldovan Leu) for local suppliers** and **USD (US Dollars) for international suppliers.** For evaluation purposes, all the amounts shall be recalculated in USD at UN Operational Rate of Exchange indicated on the submission deadline: https://treasury.un.org/operationalrates/OperationalRates.php 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: **Be exclusive of VAT and other applicable indirect taxes.**

Ref. Article in Section 2	Data	Specific Instructions / Requirements
8.	Proposal validity period	90 days
9.	Proposal security	**Not Required**
10.	Alternative proposals	Shall not be considered.
11.	Pre-proposal conference	Will not be conducted Interested bidders should use the messaging functionality in Quantum for clarification purposes.
12.	Site inspection	A site inspection will not be held.
13.	Instructions for proposal submission	Proposals must be **submitted directly in Quantum**. Allowable manner of submitting proposals: ▪ File Format: PDF files only ▪ File names must be clearly indicative of the file content and uploaded in the relevant section as instructed in the system. File names must be in English or in the language specified in this document as the bid language. ▪ All files must be free of viruses and not corrupted. ▪ It is recommended that the entire Proposal be consolidated into as few attachments as possible. ▪ The proposer should receive an email acknowledging receipt of the proposal by the system. ▪ **The Financial Proposal (Forms J and K) shall be submitted directly in the system only in the "Commercial section" of the requirements. Non-compliance with this instruction may result in rejection of the proposal received.**
14.	Deadline for proposal submission	Deadline for proposal submission is **indicated in the portal**. In case of discrepancies between the deadline in the system and deadline indicated elsewhere, the one in the system prevails.
15.	Proposal Opening	Public proposal opening will **NOT** be held
16.	Evaluation of technical and financial proposals	Evaluation will be based on: ☒ Lowest Priced substantially compliant proposal The maximum number of technical points is detailed in Section 4: Evaluation Criteria To be substantially compliant, Proposers must obtain a minimum threshold of 70% of maximum points from technical evaluation.
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: **One Bidder Only**

Ref. Article in Section 2	Data	Specific Instructions / Requirements
19.	Type of contract to be awarded	**Contract Face Sheet** More information can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html See Section 6 for link to sample contract.
20.	Expected date for commencement of contract	1 July 2026
21.	Conditions of contract to apply	**UNDP General Terms and Conditions for contracts (goods and/or services)** See Section 6 for link to the contract terms.
22.	Performance Security	*Not Required.*
23.	Advance payment	Not Allowed
24.	Liquidated damages	Will be imposed as follows: Percentage of contract price per week of delay: 2.5% up to a maximum of 10% of the Contract value, after which UNDP may terminate the contract.
25.	Documents to be submitted with your Proposal	**Please attach the following documents with your Proposal:** ▪ 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 ▪ Certificate of Incorporation/ Business Registration ▪ 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 (2023-2025) ▪ Statement of Satisfactory Performance from the Top three (3) Clients in terms of Contract Value per each JV partner/Subcontractor (if the case) ▪ 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. ▪ 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. ▪ 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. ▪ Copies of contracts to prove that Offeror meets the similar experience requirement (stated under Section 4: Evaluation Criteria)

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		▪ 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 ▪ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any ▪ Dully filled Annex 1 - Proposal functional and non-functional compliance checklist matrix ▪ **Dully filled in Proposal Forms A-I (as per Section 7: Proposal Forms).** ▪ **Forms J and K, representing the Financial Proposal shall be submitted directly in the system only in the "Commercial section" of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received**

SECTION 4: EVALUATION CRITERIA

Preliminary Examination Criteria

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

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

Minimum Eligibility and Qualification Criteria

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

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

Eligibility Criteria	Documents to establish compliance
Legal Status: 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 pending legal action against the vendor that could impair its operations in the foreseeable future	Form C: Technical Proposal Submission

Qualification Criteria	Documents to establish compliance
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 3 (three) years of experience in development of software products / systems. *(For JV/Consortium/Association, **Consortium Leader** should meet the requirement)*	Form F: Eligibility and Qualification

[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.

Minimum of 3 (three) successfully completed contracts within the last 36 months prior to the proposal submission deadline, each featuring a multi-tier custom architecture (separated frontend/backend) with an integrated database and at least 3 distinct core functional modules. All 3 contracts must have been delivered using an Agile development framework (Scrum, Kanban, or equivalent iterative cycles). At least 1 (one) of these must be a custom software development project for a public sector entity (Government Ministry, Agency, or other public institution) in the Republic of Moldova. *(For JV/Consortium/Association, **all Parties cumulatively** should meet the requirement)*	Form F: Eligibility and Qualification 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 6 key positions across development, quality assurance, and project management functions. **<u>Total Minimum Personnel Required: 6 positions</u>** **Management & Analysis:** • 1 (one) IT Project Manager **Backend Development:** • 1 (one) Senior Backend Developer • 1 (one) Middle Backend Developer **Frontend Development:** • 1 (one) Senior Frontend Developer **DevOps & Infrastructure:** • 1 (one) DevOps Engineer **Quality Assurance:** • 1 (one) QA Engineer Bidders may add supplementary personnel roles aligned to their implementation methodology, clearly describing responsibilities and reporting lines as part of the technical proposal. *(For JV/Consortium/Association, **all Parties cumulatively** should meet requirement).*	Duly signed CVs and Statements of Exclusivity and Availability, including any other supporting documents, attached to Form G: Format for Technical Proposal.
Financial Standing	
Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. UNDP will check the financial accounts to compute the current ratio (CR). 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. Form F: Eligibility and Qualification
Turnover: Proposers should have minimum average sales turnover of USD 120,000 for the last 3 (three) years. *For JV/Consortium/Association, **all Parties cumulatively** should meet requirement).*	Copy of audited financial statements for the last 3 (three) years. Form F: Eligibility and Qualification

Technical Evaluation Criteria

Summary of technical proposal evaluation sections		Points obtainable
1.	Proposer's qualification, capacity and experience	300

2.	Proposed methodology, approach and implementation plan	350
3.	Management structure and key personnel	350
	Total	**1,000**

Section 1. Proposer's qualification, capacity and experience		**Points obtainable**
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing (up to 50 pts.) Organization / Company profile – 25 pts: • Excellent: Organization and staff have an outstanding reputation, proven reliability, and a strong company profile supported by verifiable references and achievements: 25 pts • Good: Organization and staff have a very good reputation and reliability, with strong references and a solid company profile: 23 pts • Satisfactory: Organization and staff have a good reputation and reliability, with adequate references and company profile: 18 pts • Poor: Organization and staff have limited reputation and reliability; references and company profile are weak or incomplete: 10 pts. • Very Poor: Organization and staff have very little reputation or credibility; references are minimal or questionable: 3 pts. • No submission: No information provided or completely unacceptable: 0 pts. Financial standing and project financing capacity – CR as per Section 4: no – 0 pts., yes – 25 pts	50
1.2	General Organizational Capability which is likely to affect implementation: • Years in business (3 years –15 pts, 5 pts for each additional year, up to 30 pts) • Project management controls (organigram) (up to 15 pts)	45
1.3	Relevance of specialized knowledge and experience: • Relevant experience in development of software products (3 years – 60 pts., each additional year – 10 pts., up to max 80 pts.); • Successfully completed contracts within the last 36 months prior to the proposal submission deadline, each featuring a multi-tier custom architecture (separated frontend/backend) with an integrated database and at least 3 distinct core functional modules. Contracts must have been delivered using an Agile development framework (Scrum, Kanban, or equivalent iterative cycles) (3 contracts – 30 pts., each additional contract – 10 pts., up to max 50 pts.); • Demonstrated experience developing custom software for a public sector entity (Government Ministry, Agency, or other public institution) in the Republic of Moldova (1 assignment – 10 pts., each additional assignment – 10 pts., up to 30 pts.); • Demonstrated experience in the development of software products related to the thematic areas of social protection, disability, health, labour or employment would be an advantage (no – 0 pts., yes – 20 pts.); • Working experience with UN Agencies and/or other international organizations will be an advantage (no – 0 pts., yes – 10 pts.).	190
1.4	Organizational Commitment to Sustainability: • Organization is compliant with ISO 14001 or ISO 14064 or equivalent (no – 0 pts., yes – 5 pts.); • Organization is a member of the UN Global Compact (no – 0 pts., yes – 5 pts.); • Organization demonstrates significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, 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	15

	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.).	
	Total Section 1	**300**

Section 2. Proposed methodology approach and implementation plan		**Points obtainable**
2.1	To what degree does the Proposer understand the assignment? Has the Proposer dully filled Annex 1 - Proposal functional and non-functional compliance checklist ? • Excellent Understanding. The proposer demonstrates a comprehensive and deep understanding of the assignment. The requirements submitted and supported by excellent evidence of ability to support and exceed ToR requirements: 150 pts. • Good Understanding. The proposer demonstrates a good understanding of the assignment and provides good evidence of ability to support the ToR requirements: 135 pts. • 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: 105 pts. • 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: 60 pts. • 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: 15 pts. • No submission. Information has not been submitted or is unacceptable: 0 pts	150
2.2	Is the conceptual framework adopted appropriate for the assignment? Is the proposed solution described in the functional and non-functional compliance checklist? • Excellent. The conceptual framework is fully appropriate for the assignment, all aspects are excellently described, and requirements fully addressed: 150 pts • Good. The conceptual framework is appropriate, minor refinements may be possible, but unnecessary, and overall meets requirements well: 135 pts. • Satisfactory. The conceptual framework is appropriate but may require some adjustments to fully incorporate all aspects and requirements: 105 pts • Poor. The conceptual framework requires significant adjustments to address most aspects and requirements: 60 pts. • Very poor. The conceptual framework is largely inadequate, missing critical elements, and does not meet requirements: 15 pts. • No submission. No conceptual framework provided or completely unacceptable: 0 pts.	150
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: • 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: 50 pts. • Good. The proposed plan is clear and structured, resources mostly sufficient for efficient implementation: 45 pts. • 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: 35 pts. • Poor. The proposed plan is partially structured, with significant gaps in activity sequence and resource allocation: 20 pts.	50

	• Very poor. The proposed plan is not well-structured, lacks clarity in sequence, and resources are largely missing: 5 pts • No Submission. No plan provided or completely unacceptable: 0 pts.	
	Total Section 2	**350**

Section 3. Management Structure and Key Personnel			**Points obtainable**
3.1	**IT Project Manager**		**65**
	Years of experience working as a project manager in software development projects *(5 years – 20 pts., each additional year – 5 pt., up to a max. of 25 pts.)*	25	
	Number of assignments with Agile methodologies *(3 assignments – 6 pts., each additional assignment – 2 pts., up to a max. of 10 pts.)*	10	
	Number of assignments working with software development teams using modern JavaScript frameworks *(1 assignment – 4 pts., each additional project – 2 pts., up to 10 pts.)*	10	
	Number of previous assignments working with public institutions *(1 assignment – 4 pts., each additional project – 2 pts., up to 10 pts.)*	10	
	Language proficiency: English and Romanian (both mandatory) – 4 pts. each; Russian – 2 pts.)	10	
3.2	**Senior Backend Developer**		**70**
	Number of years' experience in .NET development *(5 years – 20 pts., each additional year – 5 pts., up to a max. of 30 pts.)*	30	
	Number of assignments with Angular, React, Vue, or other modern JavaScript frameworks *(2 assignments – 5 pts., each additional assignment – 2.5 pts., up to a max. of 15 pts.)*	15	
	Number of previous assignments with cloud platforms (e.g., Azure, AWS) and microservices architecture *(1 assignment – 5 pts., each additional project – 5 pts., up to 15 pts.)*	15	
	Number of previous assignments working with a public institution *(1 assignment – 5 pts., each additional project – 5 pts., up to 10 pts.)*	10	
3.3	**Middle Backend Developer**		**55**
	Number of years' experience in .NET development *(3 years – 15 pts., each additional year – 5 pts., up to a max. of 25 pts.)*	25	
	Number of assignments in Angular, React, Vue, or other modern JavaScript frameworks *(1 assignment – 2.5 pts., each additional assignment – 2.5 pts., up to a max. of 10 pts.)*	10	
	Number of previous assignments with cloud platforms (e.g., Azure, AWS) *(1 assignment – 2.5 pt., each additional project – 2.5 pts., up to 10 pts.)*	10	
	Number of previous assignments working with a public institution *(1 assignment – 2.5 pts., each additional project – 2.5 pts., up to 10 pts.)*	10	
3.4	**Senior Frontend Developer**		**55**
	Number of years' experience in software development *(5 years – 15 pts., each additional year – 5 pts., up to a max. of 25 pts.)*	25	
	Number of assignments in Angular, React, Vue, or other modern JavaScript frameworks *(3 assignments – 6 pts., each additional assignment – 2 pt., up to a max. of 10 pts.)*	10	
	Number of previous assignments with Docker and Kubernetes for development and deployment processes *(1 assignment – 2.5 pts., each additional assignment – 2.5 pts., up to a max. of 10 pts.)*	10	
	Number of previous assignments working with a public institution *(1 assignment – 5 pts., each additional assignment – 5 pts., up to a max. of 10 pts.)*	10	
3.5	**DevOps Engineer**		**55**

	Number of years' experience in DevOps *(5 years – 15 pts., each additional year – 1 pt., up to a max. of 25 pts.)*	25	
	Number of assignments with CI/CD tools (GitHub Actions, GitLab CI, Azure DevOps, etc.) *(2 assignments – 5 pts., each additional assignment – 2.5 pt., up to a max. of 10 pts.)*	10	
	Number of previous assignments with cloud services (AWS, Azure, etc.) *(1 assignment – 2.5 pts., each additional assignment – 2.5 pts., up to a max. of 10 pts.)*	10	
	Number of previous assignments working with a public institution *(1 assignment – 5 pts., each additional assignment – 5 pts., up to a max. of 10 pts.)*	10	
3.6	**QA Engineer**		**50**
	Number of years' experience in QA engineering *(5 years – 15 pts., each additional year – 5 pts., up to a max. of 20 pts.)*	20	
	Number of assignments using Agile and Scrum methodologies *(1 assignment – 2.5 pts., each additional assignment – 2.5 pts., up to a max. of 10 pts.)*	10	
	Number of previous assignments in designing, executing, and documenting manual test cases *(1 assignment – 2.5 pts., each additional assignment – 2.5 pts., up to a max. of 10 pts.)*	10	
	Number of previous assignments working with a public institution *(1 assignment – 5 pts., each additional assignment – 5 pts., up to a max. of 10 pts.)*	10	
	Language proficiency: English and Romanian (both mandatory) – 4 pts. each; Russian – 2 pts.)	10	
		Total Section 3	**350**

Development, configuration and implementation of additional functionalities for the dedicated Information System for Work Capacity Determination (SIDDCM)

I PROJECT OVERVIEW

Amid a dynamic socio-economic context of Moldova, the Ministry of Labour and Social Protection (MLSP) is embarking on a deeply transformative process. The "Digital Transformation of Social Protection" Project, financed by the Government of Italy through the Italian Agency for Development Cooperation (AICS), stands as testimony to this momentum forward. Moldovan social protection system faces substantial challenges caused by inefficiencies, limited digital integration, and an unmet demand for institutional framework and service delivery better addressing contemporary socio-economic uncertainties. The MLSP's endeavour is to reengineer this landscape, enhance its digital infrastructure and create a framework that is efficient, inclusive, resilient, and adaptable to changing contexts and conditions. The Ministry has launched major reforms, namely that of social services (RESTART); that of the National Employment Agency (NEA); that of the State Labour Inspectorate (SLI); and that of the National Council for Determination of Disability and Work Capacity (CNDDCM). These initiatives are not just a response to evolving needs but a visionary stride towards a future where social protection is seamlessly inclusive, empowering, and a realized right for every citizen, as defined by the 2030 Agenda.

The Project aims to address the fragmented digital infrastructure of the social protection system, which currently operates with multiple, disparate, and non-interoperable information systems. This fragmentation causes binding inefficiencies in data management and service delivery and undermines the ability to provide timely and appropriate support to beneficiaries. By developing a new, integrated Information System – eSocial, the Project aims to achieve delivery of social protection & employment services in a more coherent, accessible, and resilient way, enhancing the Ministry's ability to meet existing demands and adapt to future changes.

The eSocial platform is the unified information system of the Ministry of Labour and Social Protection, designed for the digitalisation and integration of social services at national level, within the RESTART reform programme. The platform consolidates multiple fragmented systems under a common digital infrastructure, ensuring standardised workflows, centralised data, and inter-institutional coordination.

Currently, the disability and work capacity determination process is managed through the SIDDCM system (Information System Dedicated to Determining Work Capacity), administered by CNDDCM. SIDDCM fully covers the internal operational workflows of CNDDCM, which includes the back office of experts, case managers, and territorial subdivision specialists. However, following an analysis of the current operational workflows and feedback collected from system users, a set of functional deficiencies, automation gaps, and requirements for new features have been identified that affect the operational efficiency of experts, the quality of the processed data, and the overall user experience, including:

- No public interface for applicants — they are required to appear in person at the service desk for any interaction;
- No centralized real-time managerial visibility over the volume and status of dossiers at national level;
- No interoperability with other social services within the eSocial platform;
- No automated operational reporting without manual intervention;
- No proactive risk monitoring (missed deadlines, blockages, procedural anomalies);

The scope of the current TOR includes the development of functionalities within SIDDCM that will be consumed through a secured REST API by the Disability Module under the eSocial platform, enabling the provision of 5 Back Office capabilities and 1 Front Office capability, in line with the priorities of the Ministry to digitalize the social sector.

This Terms of Reference (TOR) document further defines the functional and non-functional requirements for the development, configuration, and implementation of a set of improvements and new functionalities for SIDDCM, with the aim of:

- Automating repetitive manual processes that consume time inefficiently
- Improving the experience of users and experts within the system
- Ensuring data integrity and coherence in the case file workflow
- Providing modern operational management and reporting tools
- Facilitating collaboration among the members of the expert panel
- Complying with the applicable legal framework and regulations

1. Background

The disability and work capacity determination process represents a key component of the social protection system in the Republic of Moldova, ensuring the assessment of disability status, work capacity, and access to related social protection measures and services. Currently, the process is administered through the SIDDCM (Information System Dedicated to Determining Disability and Work Capacity), managed by the National Council for Determination of Disability and Work Capacity (CNDDCM). The system supports the operational workflows of experts, case managers, and territorial subdivisions involved in the examination and determination process.

SIDDCM currently provides the core operational functionalities required for internal case management and decision-making processes. However, following the operational use of the platform and the analysis of workflows together with beneficiary institutions, a number of operational, functional, and user-facing gaps have been identified, affecting the efficiency of case processing, inter-departmental coordination, reporting capabilities, traceability of actions, and the overall user experience. In parallel, the current system remains insufficiently integrated with the broader eSocial digital ecosystem and lacks several automation and interoperability capabilities required for the Ministry's long-term vision of a unified digital social protection infrastructure.

Consequently, the Ministry of Labour and Social Protection (MLSP), within the broader framework of digitalization of the social sector and development of the governmental information system eSocial, requires the development and implementation of a set of new functionalities and operational improvements within SIDDCM. The scope includes the development of functionalities that will be consumed through secured REST APIs by the Disability Module under the eSocial platform, enabling improved operational management, enhanced user interaction, interoperability with other social sector services, and more efficient and transparent delivery of disability-related services.

2. Objectives

The overall objective of the assignment is to design, develop, configure, and implement a set of functional improvements and interoperability capabilities for SIDDCM to support the digitalization and operational modernization of disability and work capacity determination services under the eSocial platform. The specific objectives of the assignment are:

1. **Process automation and workflow optimization**. Automate repetitive and manual operational processes, including automated questionnaire and PIRIS form selection, automatic data validation, and elimination of redundant manual interventions.

2. **Data integrity and document consistency**. Ensure integrity and consistency of case file data and generated documents through automated validation mechanisms, role-based editing restrictions, and controlled modification workflows.
3. **Operational monitoring and managerial oversight**. Implement centralized operational dashboards, case management views, and real-time monitoring tools for administrators and management staff.
4. **Auditability and traceability**. Establish complete audit trail mechanisms for case files, ensuring traceability of all actions and modifications throughout the lifecycle of the dossier.
5. **Collaboration and communication**. Introduce digital collaboration and communication mechanisms among members of expert panels to reduce reliance on physical interaction and informal communication channels.
6. **Operational reporting and analytics**. Fully digitalize operational reporting processes and provide modern reporting and dashboard functionalities for institutional oversight and decision-making.
7. **Interoperability and service integration**. Enable interoperability between SIDDCM and the Disability Module under the eSocial platform through secured API-based integration mechanisms.
8. **User experience and operational efficiency**. Improve the experience of system users and experts by simplifying workflows, reducing manual operations, and introducing more efficient operational tools.
9. **Compliance and procedural alignment**. Ensure alignment of the system functionalities with the applicable legal framework, operational procedures, and Government Decision No. 357 requirements.

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.s**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.

3. Scope of Work and Development Approach

The Contractor shall design, develop, configure, test, and deploy the functionalities and operational improvements described in this TOR as part of the SIDDCM system and its integration with the Disability Module under the eSocial platform. The solution shall be implemented within the existing governmental digital ecosystem and aligned with the architectural, interoperability, and security standards.

All functionalities shall be developed following Agile and iterative software development principles, according to the functional and non-functional requirements defined by the CNDDCM and other beneficiary institutions. The implementation of functionalities will take place progressively, allowing certain functionalities to enter operational use while additional components continue to be developed, adjusted, and validated.

Iterative and Agile Approach

The implementation will be organized in iterations (sprints), with the duration and scope of each sprint agreed between the Contractor and the beneficiary institutions. Functionalities included in each sprint will be prioritized jointly by the designated Product Owner/Product Manager from CNDDCM and MLSP, based on operational priorities, dependencies, and feedback collected during implementation.

Each sprint shall result in a functional, tested, and documented working product, presented to the beneficiary institutions for validation and acceptance. The delivered functionalities must comply with the agreed acceptance criteria, including operational readiness, successful testing, documentation, and delivery of the related source code and technical configurations where applicable.

The iterative implementation approach is intended to ensure flexibility in addressing operational needs identified during the implementation process, while allowing the beneficiary institutions to validate workflows, test functionalities in operational conditions, and provide continuous feedback for further refinements and adjustments.

Client Involvement and Governance

The CNDDCM team will be actively involved throughout the development and implementation process. This collaboration is essential to ensure that the implemented functionalities correspond to the operational workflows and institutional practices applied within the beneficiary institutions.

The beneficiary institution will contribute to:

- Maintaining and prioritizing the product backlog;
- Providing operational clarifications and validation of workflows;
- Participating in sprint planning, demonstrations, testing, and acceptance activities;
- Reviewing implemented functionalities and providing iterative feedback;
- Confirming the correspondence between configured system workflows and institutional operational processes.

To ensure efficient coordination and implementation, the Contractor shall appoint a dedicated Project Manager/Scrum Master responsible for day-to-day coordination with the beneficiary institutions, sprint management, implementation tracking, and facilitation of communication between all parties involved.

The Contractor is expected to maintain close and continuous coordination with the CNDDCM and MLSP teams throughout the implementation process, based on principles of transparency, active communication, operational collaboration, and continuous oversight of the development activities.

4. Technological requirements

All functionalities and improvements developed under the scope of this TOR shall be implemented using the existing SIDDCM technology stack and shall ensure full compatibility with the current system architecture, deployment model, and operational environment.

Where applicable, all frameworks, libraries, runtime environments, and supporting technologies used for the implementation shall be based on actively supported Long-Term Support (LTS) versions to ensure maintainability, security updates, and long-term operational sustainability.

The Contractor shall develop, configure, test, and deploy all components in accordance with the existing technological standards and architectural principles applied within SIDDCM and the broader eSocial ecosystem. Any proposed deviations, upgrades, or additional components shall be discussed and agreed in advance with the MLSP and CNDDCM technical teams.

The existing SIDDCM technology stack includes:

- **Backend: .NET (ASP.NET Core), Entity Framework Core**
- **Database: PostgreSQL**
- **Frontend: Angular**
- **Object storage: MinIO**
- **Search and indexing: Elasticsearch**
- **Structured logging and centralized monitoring: JSON-based application logs compatible with centralized monitoring and log aggregation mechanisms**
- **Event streaming (real-time notifications, Audit Log, real-time Dashboard): Apache Kafka**
- **Containerization: Docker / Kubernetes**
- **Real-time Dashboard: WebSocket or Server-Sent Events for automatic updates**

- **CI/CD Integration: GitLab**
- **Deployment configurations and infrastructure provisioning scripts should follow Infrastructure as Code (IaC) principles where applicable**

The system runs centrally on hardware infrastructure designed for 99.9% availability and is hosted on the Common Government Technology Platform (MCloud).

Where authentication, authorization, interoperability, notification, payment, or digital signature capabilities are required, the solution shall integrate with the governmental shared services ecosystem, including MPass, MConnect, MSign, MPay, and MNotify, where applicable.

5. Main stakeholders

The delivery and operational functioning of SIDDCM depends on close coordination between policy owners, operational institutions, technical platform operators, integration partners, and end users. In accordance with Chapter IV (Organizational Structure) of the Concept approved through Government Decision No. 50/2022, the following stakeholders participate in the lifecycle and operation of the system:

- System Owner. The owner of the SIA DDCM system is the State of the Republic of Moldova, exercising ownership, management, and data governance rights through the Government of the Republic of Moldova.
- System Holder and Possessor: National Council for Determination of Disability and Work Capacity (CNDDCM) acts as the official holder and possessor of the informational resource. CNDDCM has full responsibilities related to the creation, management, operational administration, use, and continuous development of the system.
- Technical Administrator: Information Technology and Cybersecurity Service (STISC) ensures technical hosting of the system on the governmental shared technology platform MCloud. STISC is responsible for infrastructure maintenance, network availability, and compliance with cybersecurity standards and operational security requirements.
- Data Providers: The following public institutions provide automated official data to SIA DDCM through interoperability mechanisms and state registers:
    - Medical and Healthcare Institutions (IMS): Provide clinical data and electronic medical referrals, including Form 088/e.
    - Public Services Agency (ASP): Provides identity and civil status data through the State Population Register.
    - National House of Social Insurance (CNAS): Provides information regarding social insurance status and disability-related benefits.
    - State Tax Service (SFS): Provides income-related and fiscal information regarding applicants.
    - National Employment Agency (ANOFM): Provides information regarding unemployment status and labour market participation.
- System Users: System users are assigned secure role-based access according to their operational responsibilities:
    - CNDDCM Specialists and Experts: Back-office users responsible for examination of electronic case files, assessment of eligibility criteria, and registration of disability determination decisions.
    - Referring Medical Personnel: Authorized medical staff responsible for preparing and submitting medical referrals directly from connected medical systems.

- Social Assistance Territorial Structures (STAS/ATAS): Use the final outputs and decisions generated by the system for implementation of social inclusion and social assistance programmes.
- Citizens and Applicants: Final users and beneficiaries who may access selected services through the Citizen Portal, including viewing case status, accessing historical information, submitting appeals, and monitoring the processing stages of their personal files.

6. Deliverables

The implementation of SIDDCM functionalities is organised into 6 monthly work packages, each corresponding to a calendar interval of approximately one month. The organisation reflects the capacity and allocation of the development team and ensures the incremental delivery of priority functionalities, with the possibility of feedback and adjustment at the end of each month.

No.	Description	Functional modules	Functional requirements	Delivery timeframe
Deliverable 1 — Basic Automations, Audit & Data Integrity				
D1	Automatic questionnaire selection (C.1), Mandatory referral fields (C.7), Valid certificate check on case file creation (C.20), Automatic referral deactivation after 45 days (C.3), Quick filter My Case Files (C.10) Audit Log per case file (C.4), Document integrity upon report modification (C.5), Hide Tasks Created by Me (C.13), Case File column with hyperlink in Tasks (C.12).	C.1, C.3, C.7, C.10, C.20, C.4, C.5, C.12, C.13	*FRQ001-009, FRQ034-036, FRQ049-052, FRQ058-061, FRQ085-090*	1 month from contract date
Deliverable 2 — User & Administrator Dashboard				
D2	User Dashboard — Assigned Case Files, Execution Status, Pending Case Files TSS (C.6.1-C.6.6), Read/Unread notification filtering (C.2), Expert notification upon control distribution (C.8). Administrator Dashboard — Real-Time Case File Status (C.6.7): the 5 panels — KPI Cards, Status per TSS, Urgent Case Files, User Activity, Trend Charts.	C.2, C.6.1-C.6.6, C.8, C.6.7	*FRQ004-006, FRQ022-033, FRQ037-039, FRQ091-103*	2 months from contract date
Deliverable 3 — PIRIS by Roles, Per-Case File Communication & Recommendations				

D3	PIRIS — role-based editing, blocking after signing, automatic display (C.17), Notify Completion button (C.18), BUG PIRIS Issuance (C.19), Textual recommendations with notification (C.15). Automatic transfer of recommendations to Report Details (C.14), Automatic return of case file to determination service (C.16), Per-case file communication mechanism Discussions (C.9).	C.9, C.14, C.15, C.16, C.17, C.18, C.19	*FRQ040-048, FRQ062-068, FRQ069-073, FRQ074-084*	3 months from contract date
Deliverable 4 — LD& Alerts and Case File Completeness Validations				
D4	LD& Alerts Module — Automatic legal deadline management (C.21): LDconfiguration per request type/stage, continuous monitoring, cascading alert system (75%/90%/100%), LDsuspension/resumption, compliance reporting. Automatic case file completeness validations — Completion phase (C.22): configurable rules engine, real-time validation, progress indicator, forwarding block, completeness report, format/consistency validations.	C.21, C.22	*FRQ104-117, FRQ118-129*	3.5 months from contract date
Deliverable 5 — PIRIS Chapter 3 — Transport Service Need Reporting, Request Pre-filling & Reporting				
D5	PIRIS Chapter 3 — Transport Service Need Reporting (C.23). Automatic pre-filling of Examination Type and Document Delivery Method fields at Step 2 of the Disability Determination request, from the associated referral data (C.24). Automatic operational reporting and statistics per user (C.11) — partial implementation; final templates will be defined together with CNDDCM.	C.11, C.23, C.24	*FRQ053-057, FRQ130-140, FRQ141-145*	4 months from contract date
Deliverable 6 — Final Integration, Testing & Go-Live				
D6	Full integration of all modules delivered in months 1-5, end-to-	All modules C.1-C.25	*FRQ001-157*	

	end regression testing, post-feedback defect remediation, performance optimisations, user acceptance testing with CNDDCM users (UAT), updated technical documentation and user manuals per role, CNDDCM team training, final production deployment. Interoperability API Development C.25			5 months from contract date
Warranty — 12 months from the date of final delivery into production				
D7	12-month warranty period from the date of final acceptance into production. The Company will remediate any identified defects at no additional cost. Incidents reported by CNDDCM will be resolved in accordance with the support and warranty requirements.			12 months from delivery of D6

**The implementation timeline and sprint structure will be finalized during the project inception phase in coordination with the beneficiary institutions and the development team.*

7. Regulatory framework

The Contractor shall design, build, test, deploy, and operate SIDDCM functionalities 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.

8. Estimated Workload and Key Personnel

The table below provides an indicative estimation of the workload required for the implementation of the activities under the current TOR. The estimated quantities are provided for planning and estimation purposes only and shall not be interpreted as fixed staffing requirements or mandatory implementation effort for bidding purposes.

The key personnel roles listed below represent the mandatory minimum roles required for the assignment. Bidders are expected to propose the most appropriate implementation methodology, workload distribution, and delivery approach. Additional supplementary personnel may be proposed, provided that their responsibilities and reporting lines are clearly described in the technical proposal.

UNDP anticipates the full-time involvement of a specified number of key 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 ToR outputs.

Activity Description	**Unit of Measurement**	**Indicative estimated quantity**
Key Personnel 1: IT Project Manager (Scrum Master)	Working Days	30
Key Personnel 2: Senior Backend Developer	Working Days	68
Key Personnel 3: Middle Backend Developer	Working Days	34
Key Personnel 4: Senior Frontend Developer	Working Days	80
Key Personnel 5: DevOps Engineer	Working Days	8
Key Personnel 6: QA Engineer	Working Days	55

II FUNCTIONAL REQUIREMENTS

The functional requirements described in this chapter define the minimum mandatory functionalities and operational capabilities to be implemented under the scope of the current TOR. The requirements are based on the analysis of existing operational workflows, feedback received from beneficiary institutions and system users, and the Ministry's objectives related to the digitalization and operational modernization of disability and work capacity determination services.

Bidders are expected to propose a comprehensive implementation approach for each requirement, ensuring full compatibility with the existing SIDDCM architecture, applicable interoperability standards, and the operational workflows of the beneficiary institutions.

C.1. Questionnaires Module — Automatic Selection

C.1.1. Functional Description

When adding a new questionnaire to a case file, the system automatically determines the appropriate questionnaire type based on the age of the applicant, eliminating manual selection and the risk of human error.

C.1.2. Actors Involved

- Territorial Structure Specialist (TSS)
- CNDDCM Expert / Case Manager

C.1.3. Functional Requirements

Requirement	Actor	Description
FRQ001	System	When the Add Questionnaire button is pressed, the system automatically determines the applicant's age from the case file data and pre-selects the appropriate questionnaire type: Child questionnaire 0–18 years for ages 0–17 years and 364 days; Employed adult questionnaire or Unemployed adult questionnaire for ages 18+, based on employment status. For minor applicants who reach the age of majority (18 years) within the interval of the application date + 30 working days, the case file shall be examined as for adults.
FRQ002	System	The Questionnaire field will be pre-filled automatically, eliminating the need for manual selection from the dropdown.
FRQ003	Expert / Case Manager	The user may modify the automatic selection in exceptional cases; the modification will be recorded in the Audit Log.

Note: For data regarding the applicant's employment status (employed/unemployed), occupation, position, and education, the system shall analyse the possibility of automatic data extraction through interoperability, using the MConnect platform. Data sources: IRM19 — for employment status verification; interoperability services — for education diploma data consumption.

C.2. Notifications Module — Read/Unread Filtering

C.2.1. Functional Requirements

Requirement	Actor	Description
FRQ004	User	As a user, I can filter notifications by read status: All / Read / Unread.

FRQ005	System	The read/unread filter works cumulatively with the existing filters (Name, Message, Date).
FRQ006	System	Notifications regarding case file distribution are automatically marked as read upon completion/closure of the corresponding stage.

C.3. Referral Management — Automatic Deactivation

C.3.1. Functional Requirements

Requirement	Actor	Description
FRQ007	System	Upon reaching the 45-day deadline from the date of issuance, the system automatically deactivates the respective referral.
FRQ008	System	Deactivated referrals no longer appear in the active Referrals section.
FRQ009	Administrator	Deactivated referrals are accessible under Administration → Deactivations → Referrals.

C.4. Audit Log per Case File

C.4.1. Functional Description

A new Audit Log tab inside each case file, accessible based on roles, containing a complete record of all actions from creation to the current date.

C.4.2. Audit Log Table Structure

Field	Description
Date and Time	The exact timestamp of the event
Stage	The case file stage in which the event occurred
Case File Status	The status of the case file at the time of the event
Event	Detailed description of the action taken
Full Name	The user who triggered the event, or System if the event was automatically generated

C.4.3. Functional Requirements

Requirement	Actor	Description
FRQ010	System	The system records all transitions of the case file between stages and status changes within a stage.
FRQ011	System	The system records document events: issuance, signing, cancellation, and deletion of documents.
FRQ012	System	The system records all case file distribution/assignment events.

FRQ013	System	Messages from the Discussions tab are recorded in the Audit Log as a separate event type.
FRQ014	Authorized User	The Audit Log tab is accessible exclusively based on the configured roles.
FRQ015	Authorized User	The information in the Audit Log can be downloaded, with filtering by period, event type, and actor.

C.5. Integrity of Issued Documents upon Report Modification

C.5.1. Functional Requirements

Requirement	Actor	Description
FRQ016	System	Upon saving a report, the system automatically checks whether any documents have been issued based on the previous version (Certificate of inclusion/non-inclusion in a disability degree, Decision, PIRIS, Transport conclusion, Certificate of percentage of work capacity loss).
FRQ017	System	If no documents have been issued, the report is saved without a warning.
FRQ018	System	If documents have been issued, the system displays a warning that explicitly lists the documents requiring re-issuance (name, date of issuance).
FRQ019	System	Upon initiating the signing of a document, the system checks whether the report has been modified after the document was issued.
FRQ020	System	If the report has not been modified after issuance, signing is permitted.
FRQ021	System	If the report has been modified after issuance, the system blocks signing and requires mandatory re-issuance of the document before signing.
FRQ021a	System	If the 30 working days deadline is exceeded, the system shall not permit editing of the report.

C.6. Dashboard for Case File Management

C.6.1. Functional Description

A dashboard dedicated to case file management will be implemented, structured around two major components: (1) User Dashboard — for experts, case managers, and TSS specialists, and (2) Administrator Dashboard — Real-Time Case File Status, providing a panoramic overview of the entire system. The dashboard is the first page displayed after login and the first item in the left-side menu. The functionalities apply to the Determination and Control (internal and external) stages.

C.6.2. Actors Involved

- Experts, Case Managers, Expert Social Workers, Rehabilitation Specialists, Psycho-pedagogues

- Territorial Structure (TSS) Specialists
- Service Heads / Supervisors
- System Administrator

C.6.3. Assigned Case Files Table — Users

Column	Description
Case File No.	Direct hyperlink to the case file
Current Stage	The stage in which the case file is located
Case File Status	Current status within the stage
Distribution Date	The date on which the case file was assigned to the user
Role in Case File	Case Manager, Expert Social Worker, Rehabilitation Specialist, Psycho-pedagogue, etc.
Days Remaining	Days remaining until the legal examination deadline expires
Comments	Existing notes; allows adding new notes directly from the table
Execution Status	To Work / In Progress / Blocked / Completed — details in C.6.4
PIRIS Issuance	Completion status of PIRIS sections per roles in the expert panel

C.6.4. Logic of the Execution Status Column

Status	Colour	Setting Method
To Work	Grey	Default upon case file distribution
In Progress	Yellow	Automatically upon report creation (the report may be in any status)
Blocked	Red	Manually by the user — a comment/note is mandatory
Completed	Green	Automatically upon pressing the Complete Stage button

C.6.5. Pending Case Files Table — TSS Specialists

TSS Specialists see an additional table listing case files in the Completion stage with status In Completion for more than 3 working days. Columns: Case File No. (hyperlink), Stage, Status, Days Waiting.

C.6.6. Functional Requirements — User Dashboard

Requirement	Actor	Description
FRQ022	System	The dashboard is the first page displayed after login and the first item in the left-side menu.
FRQ023	User	The Assigned Case Files table lists the case files assigned to the logged-in user with all columns defined in C.6.3.

FRQ024	System	Rows of case files that have reached the threshold Legal Deadline –(minus) 5 working days are automatically highlighted with a red background.
FRQ025	System	The To Work status (grey) is set automatically upon case file distribution.
FRQ026	System	The In Progress status (yellow) is set automatically upon report creation.
FRQ027	User	The Blocked status (red) is set manually and requires a mandatory comment/note.
FRQ028	System	The Completed status (green) is set automatically upon pressing Complete Stage.
FRQ029	System	Case files with Completed status remain displayed in the table until the next automatic reassignment.
FRQ030	System	Notifications about case file distribution are automatically marked as read upon completion/closure of the stage.
FRQ031	System / TSS Specialist	TSS Specialists see the Pending Case Files table with case files in the Completion stage for more than 3 working days.
FRQ032	User	The PIRIS Issuance column displays the cumulative completion status per role in the expert panel.
FRQ033	System	Case files with unread messages in Discussions display a visual badge on the Case File No. hyperlink.

C.6.7. Administrator Dashboard — Real-Time Case File Status

Functional Description

The system administrator will have access to a dedicated Real-Time Case File Status dashboard, providing a panoramic and centralized view of the volume and status of all case files in the system, at the national level and per territorial structure. Unlike the user dashboard (which displays only the case files assigned to the logged-in user), the administrator dashboard aggregates data from all territorial structures, all stages, and all users, with real-time updates.

Administrator Dashboard Structure — 5 Panels

Panel 1 — Key Indicators (KPI Cards):

Immediate visualisation of the system's global status through key indicator cards, updated in real time:

- Total active case files in the system (case files not in completion or archived)
- Case files that have exceeded the legal examination deadline
- Blocked case files (status Blocked from the user dashboard)
- Case files without an assigned person (undistributed)
- Distribution of active case files per stage (Completion, Determination, Internal Control, External Control)
- Number of case files created today / in the last week / in the last month

Panel 2 — Status per Territorial Structure:

A table or visualisation displaying, for each territorial structure, the following data updated in real time:

- Number of active case files
- Case files within deadline
- Expired case files (exceeded legal deadline)
- Blocked case files
- Undistributed case files

Panel 3 — Case Files Requiring Urgent Attention Table:

A live table, automatically updated, with case files meeting at least one of the urgency criteria:

- Exceeded the legal examination deadline
- Status Blocked — with display of the comment/reason for blocking
- Undistributed for more than X days (threshold configurable by administrator)
- In the Completion stage for more than 3 working days

Table columns: Case File No. (hyperlink), Territorial structure, Stage, Status, Urgency reason, Days exceeded / waiting, Responsible user.

Panel 4 — User Activity:

Visualisation of user activity for the current day:

- Users active in the system on the current day
- Users with assigned case files but no activity on the last working day
- Top users by number of actions / case files processed on the current day
- Users with blocked case files (unresolved Blocked status)

Panel 5 — Charts and Trends:

Graphical visualisations for trend and system performance analysis:

- Evolution of the volume of created case files over time (daily, weekly, monthly)
- Average examination time per case manager and per stage
- Legal deadline compliance rate per case manager
- Distribution of case files by request type / age category
- Trend of case files examined to date, examined within deadline, and with expired examination deadline (trend chart)

Real-Time Updates

The administrator dashboard updates automatically without requiring a manual page refresh, ensuring that the displayed information reflects the current state of the system with a maximum delay of 60 seconds.

Filters and Navigation

The administrator can filter the data displayed on the dashboard by: territorial structure, case file stage, time period (today, this week, this month, custom interval), request type. When clicking on any element on the dashboard (number of case files, table row, chart segment), the administrator is automatically redirected to the corresponding filtered list of case files.

Data Export

The data displayed on the administrator dashboard can be exported in PDF and Excel (XLSX) format for institutional reporting.

C.6.8. Functional Requirements — Administrator Dashboard

Requirement	Actor	Description
FRQ091	Administrator	As an administrator, I see a dedicated Real-Time Case File Status dashboard, distinct from the user dashboard, accessible from the main menu.
FRQ092	System	The administrator dashboard displays KPI Cards updated in real time: total active case files, expired case files, blocked case files, undistributed case files, distribution per stage, case files created today/week/month.
FRQ093	System	The Status per Territorial Structure panel displays for each structure: active, within-deadline, expired, blocked, undistributed case files, and users active on the current day.
FRQ094	System	The Case Files Requiring Urgent Attention table lists in real time all expired, blocked, undistributed case files for more than X days (configurable threshold), and those in the Completion stage for more than 3 working days.
FRQ095	System	The urgency table contains the columns: Case File No. (hyperlink), Territorial structure, Stage, Status, Urgency reason, Days exceeded/waiting, Responsible user.
FRQ096	System	The User Activity panel displays: users active on the current day, users with assigned case files and no activity on the last working day, top users by examined case files, users with unresolved blocked case files.
FRQ097	System	The Charts and Trends panel displays: evolution of case file volume over time, average examination time per case manager/stage, legal deadline compliance rate, distribution by request type/age category, case file trend.
FRQ098	System	The dashboard updates automatically, without a manual page refresh, with a maximum delay of 60 seconds from the current state of the system.
FRQ099	Administrator	The administrator can filter the displayed data by: territorial structure, case file stage, period (today, week, month, custom interval), and request type.
FRQ100	System	When clicking on any element on the dashboard (number of case files, table row, chart segment), the administrator is automatically redirected to the corresponding filtered list of case files or the targeted case file.
FRQ101	Administrator	Data from the administrator dashboard can be exported in PDF and Excel (XLSX) format.
FRQ102	System	The threshold for undistributed for more than X days in the urgency table is configurable by the administrator from the system settings.

FRQ103	System	The administrator dashboard is accessible exclusively to the Administrator role. Service heads and supervisors see a limited version, filtered to their team.

C.7. Mandatory Data in Referrals by Age Category

C.7.1. Functional Requirements

Requirement	Actor	Description
FRQ034	System	For the adult category (18+ years), the fields Occupation and Position become mandatory in the referral's general data.
FRQ035	System	The system does not allow saving the referral without Occupation and Position for adults, displaying a validation message.
FRQ036	System	For the child category (0–17 years and 364 days), the Occupation and Position fields remain optional.

C.8. Expert Notification upon Case File Distribution for Control

C.8.1. Functional Requirements

Requirement	Actor	Description
FRQ037	System	Upon distribution for Control, the system automatically identifies the last 3 experts from the determination service who examined the case file. For applicants aged 18+ who are enrolled in an educational process, the distribution is extended to 4 experts, with the addition of the Expert Psycho-pedagogue role.
FRQ038	System	The system automatically notifies each identified expert that the case file they examined has been distributed for control.
FRQ039	System	If there were fewer than 3 experts or 4 experts in the case of applicants aged 18+ enrolled in education), the system notifies all available experts. This applies to cases where users have been deactivated from the system.

C.9. Per-Case File Communication Mechanism Discussions

C.9.1. Functional Description

A dedicated Discussions tab inside each case file, accessible to the expert panel members and supervisors (Service Head), to eliminate physical travel between offices and create a documented history of communications.

C.9.2. Actors and Accesss Rights

Role	Access
Assigned expert panel members	Read + write messages
Case Manager	Read + write messages
Service Head / Supervisor	Read (monitoring)
Other users	No access

C.9.3. Functional Requirements

Requirement	Actor	Description
FRQ040	Expert panel members	Assigned members can send and receive real-time text messages in the Discussions tab, visible exclusively to the expert panel members and supervisors.
FRQ041	System	Each message displays: the sender's name, role in the case file, date and time of sending, and the message itself.
FRQ042	System	Upon receiving a new message, the assigned member receives a visually distinct system notification, with a message preview and a direct link.
FRQ043	User	The expert can mention a colleague using @FirstNameLastName, generating a priority notification.
FRQ044	User	Files can be attached and report sections or case file documents can be referenced via internal link.
FRQ045	System	All messages are permanently retained in chronological order for the entire lifetime of the case file.
FRQ046	System	The conversation history is recorded in the Audit Log as a separate event type.
FRQ047	System	The system displays visual read indicators (to inform the sender that the message has been read by the recipient(s)) and a typing... indicator when a colleague is composing a message.
FRQ048	User	The system offers predefined replies (quick templates) for frequent situations.

C.10. Quick Filter My Case Files

C.10.1. Functional Requirements

Requirement	Actor	Description
FRQ049	User	On the Case Files and Historical Case Files pages, a My Case Files quick-filter button is added, visible in the filter area.
FRQ050	System	When activated, the system displays only the case files in which the logged-in user has been mentioned in distributions, regardless of role.
FRQ051	System	The quick filter works cumulatively with the other filters. The active/inactive state is visually differentiated.
FRQ052	System	When deactivated, the list returns to the standard view according to the role.

C.11. Automatic Operational Reporting and Statistics per User

C.11.1. Functional Description

An automatic operational reporting module that generates statistics on user activity based on data existing in the system, eliminating manual paper-based reports.

C.11.2. Functional Requirements

Requirement	Actor	Description
FRQ053	User / Expert	Each user sees their own statistics: case files examined, in progress, completed, reports drawn up, documents issued/signed, questionnaires completed, average examination time, blocked case files, legal deadline compliance rate.
FRQ054	Administrator / Service Head	The administrator sees a consolidated view of all users, with the ability to filter per user, compare, and identify bottlenecks.
FRQ055	User	Filtering by: period (daily, weekly, monthly, custom interval), stage, and case file type.
FRQ056	System	The system automatically generates a daily activity summary for each expert, downloadable as PDF — the digital equivalent of the paper-based report.
FRQ057	User	The report contains: the case files worked on, the actions per case file, and the current status of each case file worked on.

*Standard report templates will be annexed to the requirement.

C.12. Case File Column with Hyperlink in the Tasks Table

C.12.1. Functional Requirements

Requirement	Actor	Description

FRQ058	System	In the Tasks table, a Case File column is added with the case file number as a direct hyperlink. Reduces the navigation workflow from 8 actions to 1 click.
FRQ059	System	If the task is not associated with a case file, the column displays —.

C.13. Hiding the Tasks Created by Me Section

C.13.1. Functional Requirements

Requirement	Actor	Description
FRQ060	System	The Tasks Created by Me section in the menu is visible exclusively to users with task creation rights.
FRQ061	System	Users without task creation rights do not see the section — it is completely hidden from the menu.

C.14. Automatic Transfer of Recommendations into Report Details

C.14.1. Functional Requirements

Requirement	Actor	Description
FRQ062	System	The recommendations entered by the Expert Social Worker, Rehabilitation Specialist, and Psycho-pedagogue are automatically retrieved and populated into the corresponding fields in the Case Manager's Report Details.
FRQ063	Case Manager / System	Upon report issuance, all recommendations are correctly included without manual intervention, and the Case Manager has the option to edit the recommendation text prior to generating the PDF file.
FRQ064	System	If a recommendation is modified after retrieval, the system alerts the Case Manager and offers the option to update it.

C.15. Textual Recommendations per Case File with Case Manager Notification

C.15.1. Functional Requirements

Requirement	Actor	Description
FRQ065	Expert Social Worker / Rehabilitation Specialist / Psycho-pedagogue	Expert panel members can enter textual recommendations per case file from the field dedicated to their role.
FRQ066	System	Each recommendation displays: the author's role, name, date and time of entry/modification.

FRQ067	System	Upon entering or modifying a recommendation, the system automatically notifies the Case Manager with: author, case file number, preview, and a direct link.
FRQ068	System	The recommendations are the same ones automatically retrieved into Report Details as per C.14.

C.16. Automatic Return of the Case File to the Determination Service

C.16.1. Functional Description

In accordance with Government Decision No. 357, the control service does not issue or modify documents (PIRIS, certificates, etc.). Upon a decision modification, the case file is automatically returned to the first case manager in the determination service, with notification of all parties involved.

C.16.2. Functional Requirements

Requirement	Actor	Description
FRQ069	System	Upon registration of a non-upholding decision by the control service, the system automatically detects the divergence from the determination service's decision.
FRQ070	System	The case file is automatically assigned to the first case manager in the determination service who handled the case file.
FRQ071	System	The system automatically notifies: the Case Manager (case file returned), the Head of the Control Service, and the Head of the Determination Service.
FRQ072	Case Manager (Determination Service)	The Case Manager carries out the necessary modifications (PIRIS, certificates) in accordance with the decision of the control service.
FRQ073	System	All actions related to the return and execution are recorded in the Audit Log.

C.17. PIRIS Editing by Roles, Blocking after Signing, and Automatic Display

C.17.1. Functional Requirements

Requirement	Actor	Description
FRQ074	System	Each role edits exclusively their own section of the PIRIS: Case Manager, Rehabilitation Specialist, Expert Social Worker, Psycho-pedagogue — each their respective section.
FRQ075	System	The sections of the other members are visible but non-editable.
FRQ076	System	The PIRIS cannot be edited after signing. An explicit message is displayed stating that the signature must be revoked.

FRQ077	System	Editing becomes possible exclusively after the signature is revoked by the authorised person.
FRQ078	System	The PIRIS form is automatically displayed and generated in Issued Documents → PIRIS based on age: 0–17 years → Child PIRIS; 18+ → Adult PIRIS. The manual selection step is eliminated.

C.18. Restricting the Notify Completion Need Button in PIRIS

C.18.1. Functional Requirements

Requirement	Actor	Description
FRQ079	System	The Notify Completion Need button is visible exclusively to: Case Manager, Service Head, Administrator.
FRQ080	System	The button is completely hidden for: Expert Social Worker, Rehabilitation Specialist, Psycho-pedagogue.

C.19. Logic of the Issue PIRIS / Re-issue PIRIS Button — BUG Investigation

The Expert Social Worker's modifications do not reach the Case Manager after the first click on Issue PIRIS, requiring an additional click on Re-issue PIRIS. Requires investigation and remediation.

C.19.1. Functional Requirements

Requirement	Actor	Description
FRQ081	Development Team	The PIRIS issuance workflow is to be investigated to identify the reason why modifications do not propagate after the first click on Issue PIRIS — behaviour reported as occurring intermittently.
FRQ082	System	The Issue PIRIS / Re-issue PIRIS button is active exclusively when the PIRIS contains modifications compared to the last issued version.
FRQ083	System	With no modifications compared to the last issuance — the button remains inactive, preventing redundant issuances.
FRQ084	System	Upon any modification in the user's own PIRIS section, the issuance button becomes automatically active for that user.

C.20. Automatic Verification of Valid Certificate upon Case File Creation

C.20.1. Functional Requirements

Requirement	Actor	Description
FRQ085	System	Upon entering the applicant's data, the system automatically checks for the existence of a valid disability certificate.
FRQ086	System	Valid certificate with no expiry → explicit warning with certificate number and date of issuance.

FRQ087	System	Valid certificate with more than 30 days remaining → warning with certificate number, date of issuance, and expiry date.
FRQ088	System	Expired certificate or no certificate → the process continues normally, without a warning.
FRQ089	System	The message contains: certificate number, date of issuance, expiry date or no expiry, and the explicit information text — Warning: Are you sure it is necessary to create a new case file for this applicant?
FRQ090	System	Warning for minor cases with an age of over 17 years and 11 months. If a minor applicant reaches the age of 18 within the interval of the application date + 30 working days, the case file shall be examined as for adults.
FRQ090a	System	The system shall provide an alerting mechanism at the territorial structure level, allowing the TSS specialist to view all disability certificates expiring in the following month. The information shall be displayed per territorial structure.

C.21. Automatic Legal Deadlines Management Module LD

C.21.1. Functional Description

A dedicated module for the automatic management of legal deadlines will be implemented for all case files being processed in SIDDCM. Legal examination deadlines are currently tracked manually by each expert individually, which leads to undetected overruns, administrative sanctions, and harm to applicants. The module completely eliminates manual deadline tracking, replacing it with an automated mechanism for continuous monitoring, cascading alerts, and hierarchical escalation.

C.21.2. Actors Involved

- Administrator
- Expert / Case Manager / Specialist ST
- Service Head / Supervisor
- System

C.21.3. Main Module Components

1. Legal Deadlines Configuration

The administrator defines and manages legal deadlines from the administration interface, without code modifications:

- Legal deadline per request type (e.g. Application for classification by disability degree, Duplicate issuance request, Appeal request, etc.)
- Legal deadline per case file stage (e.g. Completion: 5 working days; Determination: 30 calendar days; Control: 15 calendar days)
- Type of days used in the calculation: calendar or working days, configurable per stage
- Configurable alert thresholds: default 75%, 90% and 100% of the legal deadline consumed
- Alert recipients per threshold and per role: expert, service head, administrator

- Possibility of defining different deadlines per service.

2. Automatic Monitoring and LD Calculation

The system continuously calculates, for each active case file, the time consumed and remaining from the legal deadline:

- The LDtimer starts automatically upon the case file entering the respective stage
- The system calculates in real time: days consumed, days remaining, percentage of the deadline consumed
- The LDprogress visual indicator is displayed on the case file and in the dashboard (User Dashboard C.6 and Administrator Dashboard C.6.7)
- The Days Remaining column in the dashboard always reflects the value calculated by the LD module

3. Cascading Alert System

Upon reaching the configured thresholds, the system automatically triggers progressive alerts:

Threshold	Colour indicator	Alert Recipients	System Action
Sub 75%	Green	—	Display LDprogress indicator on the case file and in the dashboard
75% – 89%	Yellow	Expert / Case Manager responsabil	System notification + visual row highlighting in the dashboard
90% – 99%	Orange	Expert + Service Head	Urgent system notification for both recipients + orange-coloured row in the dashboard
100%+ (exceeded)	Red	Expert + Service Head + Administrator	Critical system alert + email (if configured) + red-coloured row in the dashboard and in the urgency table of the administrator dashboard

4. LD Suspension and Resumption

The legal deadline is automatically suspended in situations where the case file cannot progress for reasons beyond the expert's control.

5. LD Reporting

The module generates LD compliance reports, available to service heads and administrators:

- Overall legal deadline compliance rate per service, case manager, and period
- Distribution of case files by LD threshold (within deadline, at the limit, exceeded)
- Top case files with the greatest deadline overruns
- Evolution of the LD compliance rate over time (trend chart)
- Individual report per user — deadline compliance across managed case files
- Export to PDF and Excel (XLSX) for institutional reporting

C.21.4. Integration with Existing Modules

- User Dashboard (C.6) — the Days Remaining column is fed directly by the LD module; rows are coloured according to LD thresholds
- Administrator Dashboard (C.6.7) — KPI Cards and the urgency table reflect in real time the case files at the 90%+ threshold and exceeded case files
- Audit Log (C.4) — all LD events (alert triggered, suspension, resumption, deadline exceeded) are automatically recorded
- Notifications (C.2) — LDalerts generate visually distinct notifications compared to system notifications, with badge and priority
- Operational Reporting (C.11) — the legal deadline compliance indicator in the per-user statistics is calculated by the LD module

C.21.5. Functional Requirements

Requirement	Actor	Description
FRQ104	Administrator	As an administrator, I can define and manage legal deadlines per request type and per stage, including the type of days (calendar/working days), without code modifications.
FRQ105	Administrator	I can configure the alert thresholds (default 75%, 90%, 100%) and alert recipients per threshold and per role.
FRQ106	System	The LDtimer starts automatically upon the case file entering the respective stage and stops upon stage completion.
FRQ107	System	The system calculates in real time for each active case file: days consumed, days remaining, and the percentage of the deadline consumed.
FRQ108	System	The LDprogress visual indicator (colour green/yellow/orange/red) is displayed on the case file and in the relevant columns of the dashboard.
FRQ109	System	Upon reaching the 75% threshold, the system automatically sends a system notification to the responsible expert/case manager and visually highlights the row in the dashboard.
FRQ110	System	Upon reaching the 90% threshold, the system automatically sends urgent notifications to both the responsible expert and the service head, with an orange-coloured row in the dashboard.
FRQ111	System	Upon exceeding the legal deadline (100%+), the system triggers a critical alert for the expert, the service head, and the administrator, with a red row in the dashboard and automatic inclusion in the urgency table of the administrator dashboard.
FRQ112	System	The LDdeadline is automatically suspended upon deactivation of the case file.

FRQ113	System	Upon return of the case file to the determination service (C.16), the LD is automatically recalculated according to the deadline of the decision execution stage.
FRQ114	System	All LD events (alert triggered, suspension, resumption, deadline exceeded) are automatically recorded in the Audit Log with the reason and duration.
FRQ115	Service Head / Administrator	The module generates LD compliance reports: overall rate per case manager/period, distribution by threshold, top overruns, compliance trend, individual report per user.
FRQ116	Service Head / Administrator	LD reports can be exported in PDF and Excel (XLSX) format.
FRQ117	Administrator	The LDalert thresholds and recipients are configurable from the administration interface, without technical intervention.

C.22. Automatic Case File Completeness Validations — Completion Phase

C.22.1. Functional Description

An automatic case file completeness validation engine will be implemented during the Completion phase, which checks the presence and correctness of all mandatory data and documents before allowing the case file to advance to the next stage. Currently, case files can be forwarded with incomplete data, with gaps discovered only in the Determination or Control stages, leading to returns, delays, and inefficient time consumption for all actors involved. The module eliminates this problem through systematic verification and clear feedback at the time of case file completion.

C.22.2. Actors Involved

- Administrator (validation rules configuration per request type)
- Territorial Structure Specialist — TSS (validation feedback recipient)
- System (automatic validation engine)

C.22.3. Main Components of the Validation Engine

1. Validation Rules Engine — Configurable per Request Type

The administrator defines from the administration interface the set of validation rules applicable per request type (e.g. Application for classification by disability degree, Appeal request, Duplicate issuance request, etc.), without code modifications. The rules are organised by category:

Validation Category	Example Items Checked
Mandatory Personal Data	First name, last name, date of birth, home address, contact details, citizenship, legal representative (if applicable)
Medical Data	Primary diagnosis (ICD code), secondary diagnoses, issuing medical institution, attending physician, date of last medical examination
Mandatory Documents	Signed application, identity card/passport, medical record extract, referral from physician, other documents specific to the request type — verification of attached file presence

Occupational Data (adults)	Occupation and Position completed (cf. C.7) for adult applicants
Questionnaires	Questionnaire corresponding to the age category added and completed (cf. C.1)
Signatures and Confirmations	Confirmation that the entered data is correct, applicant's consent (if applicable)

2. Real-Time Validation during Completion

As the TSS specialist completes the case file, the system automatically checks the completed fields and displays the validation status:

- Mandatory unfilled fields are visually marked (e.g. red border, warning icon)
- A case file completeness progress indicator (e.g. Case file completed 7/10 mandatory requirements) is permanently displayed in the case file header during the Completion phase
- Upon adding or completing a mandatory item, the indicator is automatically updated
- Already validated items are marked with a green indicator for visual confirmation

3. Forwarding Block and Completeness Report

When the case file forwarding button is pressed during the Completion stage:

- The system runs a full validation of all configured rules for the respective request type
- If all validations are met — the case file is forwarded without additional intervention
- If there are unmet validations — the system blocks forwarding and displays a Completeness Report that explicitly lists each missing or incorrect item, organised by category, indicating the exact field/document and the action required for remediation
- The TSS specialist can remediate missing items directly from the completeness report (direct links to the relevant section of the case file)

4. Format and Consistency Validations

In addition to checking data presence, the system also verifies format correctness and logical consistency:

- IDNP — valid format (13 digits, correct check digit)
- Date of birth — consistent with the IDNP and calculated age
- ICD diagnosis code — valid according to the ICD-10/ICD-11 classifier active in the system
- Attached documents — accepted file format (PDF, JPG, PNG), maximum size respected, file not corrupted
- Age–questionnaire consistency — the selected questionnaire corresponds to the age category (cf. C.1)
- Age–occupational fields consistency — Occupation/Position fields completed for adults (cf. C.7)

5. Validation Log in Audit Log

All validation events are recorded in the Audit Log (cf. C.4):

- Forwarding attempt blocked — with the list of failed validations
- Missing item remediation after blocking
- Successful forwarding after completion

C.22.4. Functional Requirements

Requirement	Actor	Description
FRQ118	Administrator	As an administrator, I can define and manage completeness validation rules per request type, organised by category (personal data, medical, documents, occupational, questionnaires, confirmations), without code modifications.
FRQ119	Administrator	I can mark each rule as Mandatory (blocks forwarding) or Recommended (warning without blocking), for flexibility in exceptional cases.
FRQ120	System	During case file completion, the system checks in real time the completed fields and visually marks mandatory unfilled or incorrect items.
FRQ121	System	Un completeness progress indicator (e.g. 7/10 mandatory requirements met) is permanently displayed in the case file header during the Completion phase and updates automatically.
FRQ122	System	When the forwarding button is pressed, the system runs a full validation of all mandatory rules configured for the respective request type.
FRQ123	System	If all mandatory validations are met, the case file is forwarded without additional intervention.
FRQ124	System	If there are unmet mandatory validations, the system blocks forwarding and displays a Completeness Report that explicitly lists each missing/incorrect item, organised by category, indicating the exact field/document and the required action.
FRQ125	Specialist ST	From the Completeness Report, the TSS specialist can navigate directly (one click) to the section of the case file where the missing item must be remediated.
FRQ126	System	The system validates the format and logical consistency of the entered data: IDNP format, date of birth–IDNP–age consistency, valid ICD code, format and integrity of attached files, age–questionnaire consistency, age–occupational fields consistency.
FRQ127	System	If there are unmet Recommended validations (but not Mandatory ones), the system displays a warning upon forwarding, allowing the TSS specialist to continue or remediate.
FRQ128	System	All validation events contain informative messages.
FRQ129	System	Validation rules are versioned — the administrator can update the rules without affecting already-forwarded case files, and the system applies the rules active at the time of case file forwarding.

C.23. PIRIS Chapter 3 — Transport Service Need Reporting

C.23.1. Functional Description

For the purpose of building quantitative reports over a time period regarding recommendations on the need for transport service, the system shall use the issued Conclusions on the need for transport service. Additionally, in PIRIS, case managers shall no longer enter the comment «Transport compensation» or any other phrase containing the word «compensation». The correct wording shall be: «Conclusion on the need for transport service».

The system shall generate quantitative reports on transport service need recommendations using the Conclusions on the need for transport service that have been issued within the selected time period.

C.23.2. Actors Involved

- Case Manager / Expert (PIRIS completion)
- Social Worker (completion of own PIRIS section)
- System (quantitative reporting based on issued Conclusions on the need for transport service)

C.23.3. Detailed Functional Logic

Use of Issued Transport Service Need Conclusions

For quantitative reporting on transport service need recommendations, the system shall use the Conclusions on the need for transport service issued within the selected reporting period

- In PIRIS, case managers shall use the wording «Conclusion on the need for transport service» instead of «Transport compensation» or any phrase containing the word «compensation»
- The system shall validate that PIRIS entries do not contain the word «compensation» in the transport-related context, displaying a warning if detected

Terminology Rules for PIRIS Entries

The following terminology rules apply to PIRIS entries related to transport service needs:

- Case managers shall not enter «Transport compensation» or any phrase containing «compensation» in PIRIS entries related to transport service needs
- The correct and mandatory wording is: «Conclusion on the need for transport service»
- The system shall display a validation warning if a user attempts to save PIRIS content containing the word «compensation» in the transport-related context
- Terminology corrections applied by the system are recorded in the Audit Log

Quantitative Reporting Based on Issued Conclusions

For quantitative reporting, the following logic applies:

- Reports on the need for transport service shall be generated based on the Conclusions on the need for transport service issued within the selected time period
- The reporting module shall allow filtering by time period, territorial structure, and case manager
- The reports shall provide quantitative data on the number and details of transport service need conclusions issued
- Reports shall be exportable in PDF and Excel (XLSX) format

C.23.4. Functional Requirements

Requirement	Actor	Description
FRQ130	System	The system shall generate quantitative reports on transport service need recommendations based on the issued Conclusions on the need for transport service within a selected time period.
FRQ131	Case Manager / Asistent social	In PIRIS, case managers shall use the wording «Conclusion on the need for transport service» instead of «Transport compensation» or any other phrase containing the word «compensation».
FRQ132	System	The system shall display a validation warning if a user attempts to save PIRIS content containing the word «compensation» in the transport-related context, prompting the user to use the correct terminology.
FRQ133	System	The quantitative report on transport service needs shall allow filtering by time period, territorial structure, and case manager.
FRQ134	System	The quantitative report shall include: number of issued Conclusions on the need for transport service, breakdown by territorial structure, and breakdown by time period.
FRQ135	Case Manager / Asistent social	The quantitative report shall be exportable in PDF and Excel (XLSX) format.
FRQ136	System	All terminology validation events (warnings about the use of «compensation» in PIRIS entries) are recorded in the Audit Log with timestamp and reference to the related case file.
FRQ137	System	The PIRIS entry rules defined in C.17 regarding role-based editing and post-signing blocking continue to apply to all transport service need entries.
FRQ138	System	The report generation module shall be integrated with the existing operational reporting framework (C.11) and the administrator dashboard (C.6.7).
FRQ139	System	The system shall maintain a registry of all issued Conclusions on the need for transport service, accessible for reporting purposes.
FRQ140	System	The system shall display an informative message to case managers when entering transport-related data in PIRIS, indicating that the correct wording is «Conclusion on the need for transport service».

C.24. Automatic Pre-filling of Request Fields — Step 2

C.24.1. Functional Description

When creating a request, step 2 of the form contains the fields Examination Type and Document Delivery Method, which are currently filled in manually by the user for each new request. This data is already available in the case file and/or the associated referral, making manual completion redundant and a potential source of inconsistencies between the referral data and the data entered in the request.

The automatic pre-filling of the Examination Type and Document Delivery Method fields at Step 2 of the request will be implemented, with the corresponding values from the case file or referral, at the moment the respective step is opened. The user will retain the ability to modify the pre-filled values if circumstances require it.

C.24.2. Actors Involved

- Territorial Structure Specialist — TSS (request creation)
- System (automatic field pre-filling)

C.24.3. Field Mapping — Data Source

The table below defines the data source for each automatically pre-filled field and the system behaviour in the event that source data is missing:

Request Field (Step 2)	Data Source (Case File / Referral)	Behaviour if Source is Missing
Examination Type	The Examination Type field from the active referral associated with the case file	The field remains empty and editable — the user fills it in manually
Document Delivery Method	The Delivery Method field from the general data of the referral / case file	The field remains empty and editable — the user fills it in manually

C.24.4. Detailed Functional Logic

<u>Pre-filling upon Opening Step 2</u>

- When the user navigates to Step 2 of the Disability Determination request, the system automatically reads the values of the Examination Type and Document Delivery Method fields from the active referral associated with the current case file
- The identified values are automatically populated in the corresponding fields on Step 2, before the user interacts with the form
- Pre-filled fields are visually distinguished from manually completed fields (e.g. icon or text-hint Pre-filled from referral), to inform the user about the data source

<u>User Modification Possibility</u>

- Pre-filled fields remain editable — the user can modify the values if the circumstances of the request differ from the referral data (e.g. changing the delivery method at the beneficiary's request)
- Modifying a pre-filled field does not affect the data in the source referral or case file — only the value in the current request is modified
- If the user modifies a pre-filled field, the visual indicator Pre-filled from referral disappears, reflecting that the value was manually modified

<u>Behaviour when Source Fields in the Referral are not Completed</u>

- Since a case file cannot exist without an associated referral, the data source is always available

- If the Examination Type or Document Delivery Method fields are not completed in the referral, the corresponding fields on Step 2 remain empty and editable, with the user completing them manually

C.24.5. Functional Requirements

Requirement	Actor	Description
FRQ141	System	Upon opening Step 2 of the Disability Determination request, the system automatically reads the values of the Examination Type and Document Delivery Method fields from the active referral associated with the current case file.
FRQ142	System	The identified values are automatically populated in the corresponding fields on Step 2 before the user interacts with the form.
FRQ143	Specialist ST / Case Manager	The pre-filled fields remain editable — the user can modify the values if the request circumstances differ from the referral data (e.g. changing the delivery method at the beneficiary's request)
FRQ144	System	If the user modifies the values of the Examination Type and/or Document Delivery Method fields on Step 2, the modified values are automatically updated in the case file/associated referral as well, ensuring data consistency between the request and its source.

C.25. SIDDCM Interoperability API — eSocial Platform (Disability Module)

C.25.1. Functional Description and Context

The eSocial platform is the unified information system of the Ministry of Labour and Social Protection, designed for the digitalisation and integration of social services at the national level. As part of the eSocial platform expansion plan, a dedicated Disability module is to be developed, which will consume data from SIDDCM to provide integrated capabilities to citizens, managers, and partner institutions.

This requirement defines the Company's obligation to design and implement in SIDDCM a REST API layer (set of endpoints) that will allow the eSocial platform to securely and in a controlled manner access the relevant data and functionalities from SIDDCM, without directly accessing the system's database.

Architectural Principle: The eSocial platform will consume data from SIDDCM exclusively through the exposed API, not via direct database access. This principle ensures architectural decoupling, access control, complete auditability, and the possibility of independent evolution of the two systems.

C.25.2. Capabilities of the eSocial Disability Module

The Disability module of the eSocial platform will expose to its users (citizens, managers, institutions) 6 main capabilities, all fed with data from SIDDCM via API:

1. Document Workflow
Issued documents (disability certificates, PIRIS, decisions) are reflected in eSocial per case file, with complete tracking of each stage and a full history of modifications.

2. Management Dashboard
Management sees in real time: how many case files are active, which are delayed, team performance, and legal deadline compliance.

3. Interoperability with Social Services
The Disability module communicates within the platform with integrated social services — the disability case file is visible and correlated with the beneficiary's other social services.

4. Risk Monitoring
The system automatically flags anomalies: exceeded deadlines, blocked case files, repeated appeals, procedural deviations — before they become problems.

5. Automatic Reporting
Operational and statistical reports are generated automatically from system data. No parallel Excel tables, no manual consolidation.

6. Applicant Portal (Front Office)
Citizens submit applications, track the case file status, and receive decisions directly in their personal portal — without visiting a service desk. Automatic notifications via SMS, email, and portal. Citizens can access the issued PIRIS document. The system generates recommendations in accordance with the PIRIS.

C.25.3. Actors Involved

- SIDDCM Development Team (the Company) — API design and implementation
- eSocial Development Team — consumer of the API exposed by SIDDCM
- CNDDCM — owner of data and access policies
- STISC / EGA — infrastructure and compliance with e-Government standards
- Citizens — indirect beneficiaries via the Applicant Portal

C.25.4. Proposed API Endpoints per Capability

The table below defines the minimum set of REST endpoints that must be implemented in SIDDCM to cover the capabilities of the eSocial Disability Module. The endpoints will be versioned (prefix /api/v1/) and documented in accordance with the OpenAPI 3.1 standard.

Method	Endpoint	eSocial Module	Description
GET	/api/v1/dosare/{id}/acte	Document Workflow	Returns the list of issued documents per case file (certificates, PIRIS, decisions) with the status and history of each
GET	/api/v1/dosare/{id}/acte/{actId}	Document Workflow	Returns the details of a specific document, including the signed PDF download URL
GET	/api/v1/dosare/{id}/istoric	Document Workflow	Returns the complete history of modifications and transitions of the case file (Audit Log per case file)
GET	/api/v1/dashboard/kpi	Management Dashboard	Returns the real-time aggregated KPI indicators: active, expired, blocked, undistributed case files, per stage and territorial structure
GET	/api/v1/dashboard/dosare-urgente	Management Dashboard	Returns the list of case files requiring urgent attention (expired, blocked, LD exceeded)
GET	/api/v1/dashboard/utilizatori/activitate	Management Dashboard	Returns user activity: actions per day, case files managed, legal deadline compliance
GET	/api/v1/beneficiari/{idnp}/dosar	Interoperability	Returns the active case file of a beneficiary identified by IDNP, for correlation with other social services in eSocial
GET	/api/v1/beneficiari/{idnp}/certificate	Interoperability	Returns the valid disability certificates of a beneficiary (number, date of issuance, expiry date, degree)
GET	/api/v1/beneficiari/{idnp}/piris	Interoperability	Returns the beneficiary's active PIRIS with the associated recommendations, for correlation with social services

GET	/api/v1/riscuri/termene-depasite	Risk Monitoring	Returns case files with exceeded legal deadlines, with details about the duration of the overrun and the responsible case officer
GET	/api/v1/riscuri/dosare-blocate	Risk Monitoring	Returns case files with Blocked status, the reason for blocking, and the duration since blocking
GET	/api/v1/riscuri/contestatii	Risk Monitoring	Returns case files with repeated appeals or identified procedural deviations
GET	/api/v1/riscuri/sla-status	Risk Monitoring	Returns the LDstatus per active case file: percentage of deadline consumed, threshold reached (75%/90%/100%+)
GET	/api/v1/rapoarte/operational	Automatic Reporting	Generates and returns the operational report per period (daily, weekly, monthly) with statistics per user and structure
GET	/api/v1/rapoarte/sla-conformitate	Automatic Reporting	Returns the LD compliance report: overall rate, distribution by threshold, trend, per territorial structure
GET	/api/v1/rapoarte/statistici	Automatic Reporting	Returns aggregated statistics: case file volume per request type, average examination time, deadline compliance rate, per period
GET	/api/v1/portal/dosar/{idnp}	Applicant Portal	Returns the status of the active case file of the applicant identified by IDNP, for display in the eSocial personal portal
GET	/api/v1/portal/notificari/{idnp}	Applicant Portal	Returns the list of notifications addressed to the applicant (stage completed, document issued, decision adopted)
GET	/api/v1/portal/piris/{idnp}/pdf	Applicant Portal	Returns the secure download URL of the signed PIRIS, accessible to the applicant in their personal portal
POST	/api/v1/portal/cerere	Applicant Portal	Allows the electronic submission of a new application from the eSocial portal, with attachment of digital documents

C.25.5. Non-Functional Requirements of the API

Security and Authentication

- All API endpoints are protected via OAuth 2.0 / JWT Token, in accordance with national MPass and e-Government standards
- Each API call is authenticated and authorised — the eSocial platform will hold client_credentials or authorization_code type credentials, as applicable
- Access control is granular per endpoint: not all eSocial capabilities will have access to all endpoints — rights are configured per client
- Personal data (IDNP, medical data, diagnoses) are transmitted exclusively via HTTPS/TLS 1.2+ connections and are not logged in clear-text

Auditability

- Each API call received by SIDDCM from the eSocial platform is recorded in the Audit Log (C.4) with: timestamp, called endpoint, identity of the eSocial client, anonymised input parameters, response status
- API calls are visible in the case file's Audit Log when they refer to a specific case file

Performance and Availability

- Maximum response time per API call: 2 seconds for GET endpoints with pre-aggregated data; 5 seconds for endpoints involving PDF generation or complex aggregation
- The API observes SIDDCM's 99.9% availability, with configurable rate limiting mechanisms to prevent overload of the system by external consumers
- KPI and Dashboard endpoints will use caching (DragonflyDB / Redis) to avoid recalculation on every call

Documentation and Versioning

- The API will be documented in accordance with the OpenAPI 3.1 (Swagger) standard, with interactive documentation accessible to the eSocial team
- Mandatory versioning via the /api/v1/ prefix — breaking changes will generate a new version (/api/v2/) without interrupting the previous version for a minimum of 6 months
- The eSocial team will have access to a sandbox (staging) environment of the SIDDCM API for integration testing before production

C.25.6. Functional Requirements

Requirement	Actor	Description
FRQ145	Company (Backend)	A versioned REST API layer (/api/v1/), documented in accordance with OpenAPI 3.1, will be designed and implemented in SIDDCM, exposing the SIDDCM data and functionalities required by the eSocial platform's Disability Module.
FRQ146	System	The eSocial platform will access SIDDCM data exclusively via REST API — direct database access is prohibited. The principle of architectural decoupling is mandatory.
FRQ147	System	All API endpoints are protected via OAuth 2.0 / JWT, in accordance with MPass standards. Each call is authenticated, authorised, and recorded in the Audit Log.
FRQ148	System	The API exposes endpoints for the Document Workflow capability: list of documents per case file, individual document details with signed PDF URL, complete case file history.
FRQ149	System	The API exposes endpoints for the Management Dashboard capability: real-time KPIs, urgent case files, user activity per territorial structure.
FRQ150	System	The API exposes endpoints for the Interoperability capability: active case file per IDNP, valid certificates per IDNP, active PIRIS with recommendations per IDNP.
FRQ151	System	The API exposes endpoints for the Risk Monitoring capability: exceeded deadlines, blocked case files, repeated appeals, LDstatus per active case file.
FRQ152	System	The API exposes endpoints for the Automatic Reporting capability: operational report per period, LDcompliance report, aggregated statistics per structure and period.

FRQ153	System	The API exposes endpoints for the Applicant Portal capability: case file status per IDNP, notifications per applicant, signed PIRIS download URL, new electronic application submission.
FRQ154	System	KPI and Dashboard endpoints use caching to prevent recalculation on every call. Maximum response time: 2 seconds for standard GET, 5 seconds for PDF generation/complex aggregation.
FRQ155	System	The API implements configurable rate limiting per client, to prevent overload of SIDDCM by external consumers.
FRQ156	Company (Backend)	The Company will provide a sandbox (staging) environment of the SIDDCM API for integration testing by the eSocial team, with anonymised data.
FRQ157	Company (Backend)	The OpenAPI 3.1 (Swagger) documentation of all endpoints will be delivered as part of the final technical documentation, including request/response examples for each endpoint.

SIDDCM API Mapping — Existing vs. Required Endpoints for the eSocial Disability Module

This chapter analyses the existing SIDDCM API (668 endpoints documented in swagger.json) and maps the relevant endpoints against the needs of the 6 capabilities of the eSocial platform's Disability Module. For each need, the status is indicated: AVAILABLE (endpoint directly available), PARTIAL (endpoint exists but requires adaptation/specific filtering for eSocial), or NEW (new endpoint to be implemented).

1. Document Workflow — Issued Documents, Signed Acts, Case File History				
eSocial Need	**HTTP**	**Existing SIDDCM Endpoint**	**Status**	**Observations / Actions Required**
List of issued documents per case file (certificates, PIRIS, decisions)	**/api/dossiers/{dossierId}/certificates**	GET	**AVAILABLE**	*Returns certificates per case file. Directly available.*
List of decisions per case file	**/api/dossiers/{dossierId}/decisions**	GET	**AVAILABLE**	*Returns decisions per case file. Directly available.*
List of PIRIS documents per case file	**/api/dossiers/{dossierId}/pirisses**	GET	**AVAILABLE**	*Returns PIRIS documents per case file. Directly available.*
Individual certificate details with PDF	**/api/documents-generator/certificate/{certificateId}**	GET	**PARTIAL**	*Generates PDF certificate. Requires a secured endpoint with a temporary URL for eSocial.*
Decision details with PDF	**/api/documents-generator/decision/{decisionId}**	GET	**PARTIAL**	*Generates PDF decision. Same — temporary URL for eSocial access.*
PIRIS details with PDF	**/api/documents-generator/pirisses/{dossierPirisId}**	GET	**PARTIAL**	*Generates PDF PIRIS. Requires a secured download URL for the citizen portal.*
Complete case file history (Audit Log)	**/api/dossiers/{dossierId}/audits**	GET	**AVAILABLE**	*Returns audit log per case file. Directly available.*

Case file stage history	**/api/dossiers/{dossierId}/history-stages**	GET	**AVAILABLE**	*Returns stage transitions. Directly available.*
Signature status per case file	**/api/dossier-sign/get-sign-detail-info/{dossierId}**	GET	**PARTIAL**	*Available. Requires filtering of sensitive data before exposure to eSocial.*
Document dispatch (delivery method)	**/api/dossiers/{dossierId}/document-dispatches**	GET	**AVAILABLE**	*Returns the list of document deliveries per case file.*
2. Management Dashboard — Real-Time Case File Status, Team Performance				
eSocial Need	**HTTP**	**Existing SIDDCM Endpoint**	**Status**	**Observations / Actions Required**
List of active case files with filtering	**/api/dossiers**	GET	**PARTIAL**	*General endpoint available. Requires new parameters: filtering per stage, LDstatus, territorial structure, KPI aggregates.*
Aggregated real-time KPIs (total active, expired, blocked)	**— missing —**	GET	**NEW**	*No aggregated KPI endpoint exists.*
Expired case files (LDexceeded)	**— missing —**	GET	**NEW**	*LDlogic is not implemented. Requires creation of LDmodule (C.21) + dedicated eSocial endpoint.*
Blocked case files (Blocked status)	**/api/dossiers**	GET	**PARTIAL**	*General list available. Requires a specific filter on Blocked status + blocking reason for eSocial.*
Status per territorial structure	**/api/dossiers**	GET	**PARTIAL**	*Territorial filtering parameter available. Requires aggregation by territory and a dedicated eSocial endpoint.*
User activity (actions per day)	**— missing —**	GET	**NEW**	*Does not exist.*
Case file distributions and assignments	**/api/dossiers/{dossierId}/distributions**	GET	**AVAILABLE**	*Returns the distribution history per case file. Directly available.*
Current stage of the case file	**/api/dossiers/{dossierId}/current-stages**	GET	**AVAILABLE**	*Returns the current stages of the case file. Directly available.*
3. Interoperability with Social Services — Beneficiary Data Correlated Cross-System				
eSocial Need	**HTTP**	**Existing SIDDCM Endpoint**	**Status**	**Observations / Actions Required**
Beneficiary personal data by IDNP	**/api/persons/getPersonInfoByIdentityId/{idnp}**	GET	**AVAILABLE**	*Returns personal data by IDNP. Directly available. Requires eSocial access restriction.*
Active case file of the beneficiary by IDNP	**/api/dossiers/dossiers-by-idnp**	GET	**PARTIAL**	*Available. Requires explicit IDNP parameter + filtering of returned data for eSocial (without sensitive medical data).*
Valid certificates of the beneficiary by IDNP	**/api/certificates**	GET	**PARTIAL**	*General certificate list available. Requires filtering by IDNP and active valid status for eSocial.*
Active PIRIS with recommendations per IDNP	**/api/dossiers/{dossierId}/pirisses**	GET	**PARTIAL**	*Available per case file. Requires a new endpoint accepting IDNP directly.*

Valid certificate existence check (for C.20)	**/api/requests/is-allowed-new-determination-dis-request/{idnp}/{requestType}**	GET	**AVAILABLE**	*Checks whether a new application can be created. Includes valid certificate logic. Directly available.*
Disability details via public hash	**/api/certificates/disability/{hash}**	GET	**AVAILABLE**	*Special endpoint for public verification via hash. Ideal for the eSocial portal. Directly available.*
Referral (sending) associated with the case file	**/api/sendings/{sendingId}**	GET	**AVAILABLE**	*Returns the referral details. Directly available.*
4. Risk Monitoring — Anomalies, Exceeded Deadlines, Repeated Appeals				
eSocial Need	**HTTP**	**Existing SIDDCM Endpoint**	**Status**	**Observations / Actions Required**
Exceeded legal deadlines (LDexpired)	**— missing —**	GET	**NEW**	*No LDlogic exists in the system. Requires implementation of C.21 + endpoint.*
Blocked case files with reason and duration	**— missing —**	GET	**NEW**	*No dedicated endpoint for blocked case files. Requires creation.*
Appeals and procedural deviations	**/api/dossiers/{dossierId}/consult-solicitations**	GET	**PARTIAL**	*Consultation requests available. Requires aggregation of repeated appeals per case file — new logic.*
LDstatus per case file (% of deadline consumed)	**— missing —**	GET	**NEW**	*Does not exist. Requires implementation of C.21 + endpoint.*
System notifications and alerts per user	**/api/Events/GetEventList**	GET	**PARTIAL**	*Events/notifications list available. Requires specific filtering by risk alert type for eSocial.*
Audit trail per case file (report modifications, documents)	**/api/dossiers/{dossierId}/audits**	GET	**AVAILABLE**	*Audit log per case file available. Can be used directly for change monitoring.*
Aggravating situations per case file	**/api/dossier-special-actions/get-worsening-situations/{dossierId}**	GET	**AVAILABLE**	*Returns aggravating situations per case file. Directly available.*
5. Automatic Reporting — Operational Statistics, LDReports, No Manual Excel				
eSocial Need	**HTTP**	**Existing SIDDCM Endpoint**	**Status**	**Observations / Actions Required**
Operational report per period (daily/monthly)	**— missing —**	GET	**NEW**	*Does not exist. Requires implementation of C.11 + endpoint.*
Aggregated case file statistics per structure/period	**/api/statistic-reports/{statisticReportId}**	GET	**PARTIAL**	*Statistical report definitions available. Requires extension with an execution endpoint and JSON data return for eSocial.*
LDcompliance report (deadline compliance rate)	**— missing —**	GET	**NEW**	*Does not exist. Requires implementation of C.21 + endpoint.*

System-calculated data from medical report	**/api/reports/system-calculated-data**	GET	**AVAILABLE**	*Returns data automatically calculated by the system from the report. Directly available.*
Manager data from report	**/api/reports/manager-system-data**	GET	**AVAILABLE**	*Returns data entered by the manager in the report. Directly available.*
Recommendations from the report per case file	**/api/reports/{reportId}/report-recommendations**	GET	**AVAILABLE**	*Returns the list of recommendations from the medical report. Directly available.*
Case file registry document generation	**/api/documents-generator/dossiers/registry**	GET	**AVAILABLE**	*Generates the case file register as a document. Directly available.*
Certificate registry generation	**/api/documents-generator/certificates/registry**	GET	**AVAILABLE**	*Generates the certificate register. Directly available.*
6. Applicant Portal (Front Office) — Citizens: Applications, Status, PIRIS, Notifications				
eSocial Need	**HTTP**	**Existing SIDDCM Endpoint**	**Status**	**Observations / Actions Required**
Active case file status per applicant (IDNP)	**/api/requests/CheckRequestStatus**	GET	**PARTIAL**	*Checks the application status. Requires extension for returning the status of the associated case file and current stage.*
New determination application submission	**/api/requests**	POST	**PARTIAL**	*Application creation endpoint available. Requires validation that it is called authenticated via MPass + C.20 validations (valid certificate).*
New application creation permission check	**/api/requests/is-allowed-new-determination-dis-request/{idnp}/{requestType}**	GET	**AVAILABLE**	*Checks whether the IDNP can submit a new application (includes valid certificate check). Directly available.*
Notifications per applicant	**/api/Events/GetEventList**	GET	**PARTIAL**	*General events list available. Requires filtering by applicant IDNP + types relevant to the citizen.*
Number of unread notifications	**/api/Events/CountUnreadEvents**	GET	**PARTIAL**	*Available. Requires filtering on the citizen's account authenticated via MPass in eSocial.*
Signed PIRIS download URL for the citizen	**— missing —**	GET	**NEW**	*No secured endpoint with temporary URL exists for PIRIS download by the citizen.*
External data request (citizen questionnaires)	**/api/external-data-solicitations/{externalDataSolicitationId}**	GET	**AVAILABLE**	*External data request endpoint available. Can be adapted for the eSocial portal.*
Citizen questionnaire request creation	**/api/external-data-solicitations/create-survey-solicitation**	POST	**PARTIAL**	*Available. Requires MPass citizen authentication + validation that the request refers to their own case file.*
Own personal data (authenticated citizen)	**/api/persons/getPersonInfoByIdentityId/{idnp}**	GET	**PARTIAL**	*Available. Requires validation that the authenticated citizen can access only their own IDNP.*

The analysis below maps the existing SIDDCM API capabilities against the operational and interoperability requirements of the Disability Module under the eSocial platform. The assessment is based on the currently documented SIDDCM API structure and identifies, for each required capability, whether the corresponding functionality is already available, partially available and requiring adaptation, or requires the development of new endpoints and logic.

The purpose of this mapping is to provide a high-level technical overview of the current SIDDCM integration readiness, support implementation planning, and estimate the scope of development activities necessary to operationalize the eSocial Disability Module functionalities through secured API-based interoperability mechanisms.

eSocial Capability	**AVAILABLE**	**PARTIAL**	**NEW to be created**
1. Document Workflow	**4**	**4**	**0**
2. Management Dashboard	**3**	**3**	**2**
3. Service Interoperability	**3**	**3**	**1**
4. Risk Monitoring	**2**	**2**	**3**
5. Automatic Reporting	**4**	**2**	**2**
6. Applicant Portal	**2**	**5**	**1**
TOTAL	**18**	**19**	**9**

IV NONFUNCTIONAL REQUIREMENTS

The SIDDCM functionalities and integrations developed under the current TOR shall be implemented as part of the broader eSocial ecosystem of the Republic of Moldova, ensuring compliance with the applicable technical, architectural, interoperability, cybersecurity, performance, and operational requirements established for governmental information systems and digital public infrastructure.

1. Architecture and integration

Requirement	Explanation
NFR-1.1: System Architecture	The functionalities shall be developed using the existing SIDDCM technology stack and architecture principles, ensuring compatibility with the eSocial ecosystem and interoperability through standardized REST APIs.
NFR-1.2: Integration with Government Services	The system shall support integration with governmental digital platforms and services, including MPass, MConnect, MSign, MPay, MNotify, and other systems required under the eSocial ecosystem.
NFR-1.3: Containerization and Deployment	The solution shall support deployment within the governmental MCloud infrastructure using Docker and Kubernetes, with separate DEV, TEST, and PROD environments.
NFR-1.4: Interoperability	All integrations and exposed APIs shall follow interoperability and secure communication standards applicable to governmental information systems.

2. Performance requirements

Requirement	Explanation
NFR-2.1: Response Time	Standard operational actions and workflows shall maintain response times under 3 seconds under normal operational conditions.
NFR-2.2: Concurrent Usage	The solution shall support simultaneous access by operational users, experts, administrators, and integrated services without degradation of performance.
NFR-2.3: Dashboard Refresh	Dashboards, monitoring views, and operational indicators shall support near real-time refresh with a maximum delay of 60 seconds.
NFR-2.4: Notification Delivery	Real-time notifications, alerts, and communication mechanisms shall be delivered with a maximum delay of 5 seconds.
NFR-2.5: Scalability	The implemented functionalities shall support horizontal scalability and stable performance under increased operational load.

3. Security requirements

Requirement	Explanation
NFR-3.1: Secure Development	Development shall follow secure coding practices, including input validation, code reviews, dependency management, and security testing.
NFR-3.2: Data Protection	Personal and sensitive data shall be protected in accordance with applicable national legislation and data protection requirements.
NFR-3.3: Authentication and Authorization	The system shall implement secure authentication and role-based access control mechanisms for all user categories and integrated services.
NFR-3.4: Audit and Monitoring	All critical actions, modifications, and integrations shall be logged and traceable through centralized audit and monitoring mechanisms.
NFR-3.5: Secure APIs	All APIs and exposed services shall implement secured access, validation, authorization, and controlled exposure mechanisms.

4. Availability and recovery

Requirement	Explanation
NFR-4.1: Availability	The solution shall ensure high operational availability and compatibility with MCloud operational requirements.
NFR-4.2: Backup and Recovery	Backup and recovery mechanisms shall be implemented in accordance with governmental infrastructure standards and operational continuity requirements.
NFR-4.3: Redundancy	The solution shall support redundancy and failover mechanisms to ensure operational continuity and resilience.

5. User interface and user experience

Requirement	Explanation
NFR-5.1: UI/UX Consistency	All newly developed functionalities shall follow the existing SIDDCM frontend architecture, design principles, and operational workflows and, where applicable, align with the Unified Design System (MUD) of the Electronic Governance Agency (AGE).
NFR-5.2: User-Friendly Validation	The system shall provide clear, descriptive, and operationally meaningful validation, warning, and error messages.
NFR-5.3: Browser Compatibility	The user interface shall support responsive behavior and compatibility with commonly used modern web browsers.
NFR-5.4: Workflow Optimization	Operational workflows shall minimize redundant manual actions and support efficient navigation and usability for end users.
NFR-5.1: UI/UX Consistency	All newly developed functionalities shall follow the existing SIDDCM frontend architecture, design principles, and operational workflows.

6. Monitoring, support, and maintenance

Requirement	Explanation
NFR-6.1: Continuous Monitoring	The system shall support continuous monitoring of performance, availability, and operational status using centralized monitoring tools and logging mechanisms.
NFR-6.2: Preventive Maintenance	The solution shall support preventive maintenance procedures, security updates, and operational monitoring activities.
NFR-6.3: Technical Support	The Contractor shall provide technical support and issue resolution during the implementation and maintenance periods.

7. Documentation, testing, and knowledge transfer

Requirement	Explanation
NFR-7.1: Technical Documentation	Complete technical documentation shall be provided for all implemented functionalities, APIs, integrations, and configurations.
NFR-7.2: User Documentation	User manuals and operational documentation shall be updated for all affected user roles and workflows.
NFR-7.3: Source Code Documentation	All source code shall be properly structured, documented, and maintained within the project repository.
NFR-7.4: Testing and Validation	All functionalities shall undergo testing and validation prior to production deployment, including functional, integration, and security testing.
NFR-7.5: Knowledge Transfer	The Contractor shall ensure sufficient knowledge transfer and technical handover to the beneficiary institutions and designated technical teams.

VI INSTITUTIONAL ARRANGEMENTS

The Company will work under the overall supervision of the UNDP Project Manager and in close coordination with the National Council for Determination of Disability and Work Capacity (CNDDCM), STISC, and other relevant institutions involved in the implementation and operation of the SIDDCM and eSocial ecosystems.

The Company will operate under the guidance of the CNDDCM Project Manager for the content aspects of the assignment and under the direct supervision of the CNDDCM Technical Lead for administrative aspects.

The Company will collaborate closely with the CNDDCM technical team, STISC, and other involved agencies, for the purpose of the technical implementation of the solution.

Before submitting the final deliverables, the Company will discuss the draft documents with all parties involved, so that the final products reflect their comments. All Company deliverables will be coordinated with CNDDCM.

All source code, deployment configurations, CI/CD pipelines, scripts, technical documentation, and related technical artefacts developed under the assignment shall be transferred to the beneficiary institution upon final acceptance of the deliverables.

Payments will be made in several instalments, upon presentation and approval of the deliverables and the activity report. The offer will be exclusive of VAT.

VII CONFIDENTIALITY STATEMENT

All data and information provided by CNDDCM in the course of this assignment must be treated with confidentiality and used exclusively for the purposes of the activities stipulated by this TOR. The source code, technical documentation, specifications, and any other material produced under the contract become the exclusive property of CNDDCM upon delivery and acceptance of each deliverable by UNDP and transfer to the beneficiary (CNDDC). The content of materials obtained and used during the contractual period may not be disclosed to any third party without the written consent of UNDP and beneficiary (CNDDCM).

VIII SUMMARY OF FUNCTIONAL REQUIREMENTS

The table below presents the summary of all functional requirements of this ToR.

Section	Module	Requirements	No.
C.1	Questionnaires Module — Automatic Selection	FRQ001 – FRQ003	**3**
C.2	Notifications — Read/Unread Filtering	FRQ004 – FRQ006	**3**
C.3	Referrals — Automatic Deactivation after 45 Days	FRQ007 – FRQ009	**3**
C.4	Audit Log per Case File	FRQ010 – FRQ015	**6**
C.5	Document Integrity upon Report Modification	FRQ016 – FRQ021	**6**
C.6	Dashboard — User Dashboard	FRQ022 – FRQ033	**12**
C.6.7	Administrator Dashboard — Real-Time Case File Status	FRQ091 – FRQ103	**13**
C.7	Mandatory Referral Data by Age Category	FRQ034 – FRQ036	**3**
C.8	Expert Notification upon Control Distribution	FRQ037 – FRQ039	**3**
C.9	Per-Case File Communication Discussions	FRQ040 – FRQ048	**9**
C.10	Quick Filter My Case Files	FRQ049 – FRQ052	**4**
C.11	Automatic Operational Reporting	FRQ053 – FRQ057	**5**
C.12	Case File Column in Tasks	FRQ058 – FRQ059	**2**
C.13	Hiding Tasks Created by Me	FRQ060 – FRQ061	**2**
C.14	Automatic Transfer of Recommendations into Report	FRQ062 – FRQ064	**3**
C.15	Textual Recommendations with Notification	FRQ065 – FRQ068	**4**
C.16	Automatic Return of Case File to Determination	FRQ069 – FRQ073	**5**
C.17	PIRIS — Role-Based Editing, Blocking, Auto-Display	FRQ074 – FRQ078	**5**
C.18	Notify Completion Button in PIRIS	FRQ079 – FRQ080	**2**
C.19	BUG + PIRIS Issuance Button Logic	FRQ081 – FRQ084	**4**
C.20	Valid Certificate Check upon Case File Creation	FRQ085 – FRQ090	**6**
C.21	Module Management Automat Module (LD& Alerts)	FRQ104 – FRQ117	**14**
C.22	Automatic Case File Completeness Validations — Completion Phase	FRQ118 – FRQ129	**12**
C.23	PIRIS Chapter 3 — Transport Service Need Reporting	FRQ130 – FRQ140	**11**
C.24	Data Pre-filling upon Request Creation	FRQ141 – FRQ144	**4**
C.25	SIDDCM Interoperability API	FRQ145 - FRQ157	**12**

Total functional requirements: *157*

SECTION 6: PROPOSAL FORMS

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

FORM A: PROPOSAL CONFIRMATION

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

To: Insert name of contact person

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

From: Insert name of proposer

Subject RFP reference **RfP26/03281**

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	☐
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:	**RfP26/03281**		

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	**RfP26/03281**
Legal name of Proposer	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of registration	Click or tap here to enter text.
Proposer's Authorized Representative information	Name and Title: Click or tap here to enter text. Telephone numbers: Click or tap here to enter text. Email: Click or tap here to enter text.
Legal structure	Choose an item.
No. of full-time employees	Click or tap here to enter number.
No. of staff involved in similar contracts	Click or tap here to enter number.
Are you a UNGM registered vendor?	☐ 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? *(If yes, provide a Copy of the valid Certificate):*	Tick all that apply and **provide supporting documentation**: ☐ Corporate Environmental Policy ☐ ISO 14001 ☐ ISO 14064

	☐ 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? • **Environmental: prevention of pollution, sustainable resources; climate change and mitigation and the protection of the environment, biodiversity.** • **Social: human rights and labour issues, gender equality, sustainable consumption, and social health and wellbeing.** • **Economic: whole life cycle costing, local communities and small or medium enterprises, and supply chain sustainability.**	Attach a formal statement that outlines your organisation's commitment to sustainability, where possible providing evidence of tangible results that demonstrate progress such as: Tick all that are attached: ☐ Formal statement ☐ Sustainability report ☐ UN Global Compact Communication on Progress ☐ 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? *(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. If yes, please provide link to Global Compact profile: Click or tap here to enter text.
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.
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. Telephone numbers: Click or tap here to enter text. 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:	**RfP26/03281**		

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

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

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

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

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

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

Name of partner:
____

Signature: ________________________________

Date: _____________________________________

Name of partner:
____

Signature: ________________________________

Date: _____________________________________

Name of partner:
____

Signature: ________________________________

Date: _____________________________________

Name of partner:
____

Signature: ________________________________

Date: _____________________________________

FORM F: ELIGIBILITY AND QUALIFICATION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	**RfP26/03281**		

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: Address of Client: 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: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the **last 3 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 2025**	Currency: USD	Amount

	Year 2024	Currency: USD	Amount
	Year 2023	Currency: USD	Amount
Latest Credit Rating (if any), indicate the source and date.			

Financial information (state currency)	**Historic information for the last 3 years**		
	2023	**2024**	**2025**
	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:	**RfP26/03281**		

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:	**RfP26/03281**		

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:	**RfP26/03281**		

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:	RfP26/03281		

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:	**RfP26/03281**		

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

UNDP anticipates the full-time involvement of a specified number of key 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 ToR outputs

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: Basic Automations, Audit & Data Integrity	1 (one) IT Project Manager		5		Travel				
	1 (one) Senior Backend Developer		10		Subsistence allowance				
	1 (one) Middle Backend Developers		6		Local transportation costs				
	1 (one) Senior Frontend Developer		15		Communication				
	1 (one) DevOps Engineer		2		Other costs (specify)				
	1 (one) QA Engineer		10						
	Other experts (if any) *[Please list]*								
		Sub-total 1					**Sub-total 2**		
								Total:	

Deliverable 2: User & Administrator Dashboard	1 (one) IT Project Manager		5		Travel				
	1 (one) Senior Backend Developer		10		Subsistence allowance				
	1 (one) Middle Backend Developers		6		Local transportation costs				
	1 (one) Senior Frontend Developer		15		Communication				
	1 (one) DevOps Engineer		1		Other costs (specify)				
	1 (one) QA Engineer		10						
	Other experts (if any) *[Please list]*								
			Sub-total 1				**Sub-total 2**		
								Total:	
Deliverable 3: PIRIS by Roles, Per-Case File Communication & Recommendations	1 (one) IT Project Manager		5		Travel				
	1 (one) Senior Backend Developer		12		Subsistence allowance				
	1 (one) Middle Backend Developers		6		Local transportation costs				
	1 (one) Senior Frontend Developer		15		Communication				
	1 (one) DevOps Engineer		1		Other costs (specify)				
	1 (one) QA Engineer		10						
	Other experts (if any) *[Please list]*								
			Sub-total 1				**Sub-total 2**		
								Total:	
Deliverable 4: LD& Alerts and Case File Completeness Validations	1 (one) IT Project Manager		5		Travel				
	1 (one) Senior Backend Developer		12		Subsistence allowance				
	1 (one) Middle Backend Developers		5		Local transportation costs				
	1 (one) Senior Frontend Developer		15		Communication				
	1 (one) DevOps Engineer		1		Other costs (specify)				
	1 (one) QA Engineer		10						

	Other experts (if any) *[Please list]*								
			Sub-total 1				**Sub-total 2**		
								Total:	
Deliverable 5: PIRIS Disaggregation, Request Pre-filling & Reporting	1 (one) IT Project Manager		5		Travel				
	1 (one) Senior Backend Developer		12		Subsistence allowance				
	1 (one) Middle Backend Developers		5		Local transportation costs				
	1 (one) Senior Frontend Developer		15		Communication				
	1 (one) DevOps Engineer		1		Other costs (specify)				
	1 (one) QA Engineer		10						
	Other experts (if any) *[Please list]*								
			Sub-total 1				**Sub-total 2**		
								Total:	
Deliverable 6: Final Integration, Testing & Go-Live	1 (one) IT Project Manager		4		Travel				
	1 (one) Senior Backend Developer		11		Subsistence allowance				
	1 (one) Middle Backend Developers		5		Local transportation costs				
	1 (one) Senior Frontend Developer		15		Communication				
	1 (one) DevOps Engineer		1		Other costs (specify)				
	1 (one) QA Engineer		4						
	Other experts (if any) *[Please list]*								
			Sub-total 1				**Sub-total 2**		
								Total:	
Deliverable 7: Warranty — 12 months from the date of final delivery into production	1 (one) IT Project Manager		1		Travel				
	1 (one) Senior Backend Developer		1		Subsistence allowance				
	1 (one) Middle Backend Developers		1		Local transportation costs				

	1 (one) Senior Frontend Developer		1		Communication				
	1 (one) DevOps Engineer		1		Other costs (specify)				
	1 (one) QA Engineer		1						
	Other experts (if any) *[Please list]*								
			Sub-total 1				**Sub-total 2**		
								Total:	
								Total Amount of Financial Proposal *[Please specify currency]*	