REQUEST FOR PROPOSAL (RFP)

Procurement of Software Development Services for the Design, Development and Implementation of the "Employment and Unemployment Insurance" Information System Component for the National Employment Agency (ANOFM) within the Integrated eSocial Information System

RFP Reference No.:	**RfP26/03296**
Country:	Republic of Moldova

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SECTION 1: LETTER OF INVITATION

United Nations Development Programme, hereinafter referred to as UNDP, **through the "Promoting agricultural development and quality employment for the most vulnerable" Project**, hereby invites prospective proposers to submit a proposal for the **Procurement of Software Development Services for the Design, Development and Implementation of the "Employment and Unemployment Insurance" Information System Component for the National Employment Agency (ANOFM) within the Integrated eSocial Information System**in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

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

Section 1: This Letter of Invitation
Section 2: Instruction to Proposers
Section 3: Data Sheet
Section 4: Evaluation Criteria
Section 5: Terms of Reference
- Annex 1: Detailed 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
    - Annex 2 to the Form G: Offer compliance checklist matrix
- Form H: Format for CV of Proposed Key Personnel
- Form I: Statement of Exclusivity and Availability
- Form J: Financial Proposal Submission
- Form K: Format for Financial Proposal
- Form L: Proposal Security

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

Should you be interested to submit a proposal, please log in to the Quantum ERP 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-01037.** 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 ERP supplier portal.

Offers must be submitted directly in the Quantum ERP 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.undp.org/procurement/doing-business-undp/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 proposal submission: - 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 authorities and 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 Data Sheet; • 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 notdone); 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 evaluationcriteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction onthe 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 onon-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 wherebusiness 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 correctarithmetical 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	Prior to the expiration of the period of proposal validity, UNDP will notify the successful

award	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 breachof 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: https://www.undp.org/procurement/doing-business-undp/procurement-protest-and-vendor-sanctions

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://docs.un.org/en/st/SGB/2006/15

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 **RfP26/03296:** The services include the **design, development, implementation and integration of the "Employment and Unemployment Insurance" Information System Component for the National Employment Agency (ANOFM) within the governmental eSocial Information System. The assignment also includes the delivery of the complete and fully documented source code, technical, operational and user documentation, as well as the preparation and delivery of training materials and training activities for users from the beneficiary institutions,** as further described in Section 5 of this RFP.
2.	Eligible proposers	Proposers from all countries are eligible to participate in this proposal process.
3.	Clarification of solicitation documents	Any request for clarification of solicitation documents must be sent directly in the system through **Quantum message functionality**. **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	Not allowed
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
7.	Duties and taxes	All prices shall: **Be exclusive of VAT and other applicable indirect taxes.**
8.	Proposal validity period	90 days
9.	Proposal security	**Required in the amount of 10,000 USD (ten thousand US dollars)**

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		☒ The Proposal security will be in the same currency as stipulated in Article 6: Currencies. Acceptable forms of proposal security: ☒ Proposal security form template (bank guarantee) set out in Section 7: Proposal Forms **Important Remarks:** The Proposal Security shall be valid up to **30 days after the final date of validity of bids**. A copy of the full Proposal Security documentation must be submitted through the Quantum system as part of the online bid. The original hard copy of the Proposal Security must then be physically received by UNDP no later than ten (10) calendar days after the deadline for submission of offers indicated in the Quantum system. **If Proposal security is not submitted as stipulated above, proposal shall be disqualified.** The address for submitting the original Proposal Security documentation is as follows: **UNDP Moldova, #131, 31 August 1989 Street,** **MD-2012, Chisinau, Republic of Moldova** The closed envelope with original Proposal Security shall be marked as *"Proposal Security - RfP26/03296".*
10.	Alternative proposals	Shall not be considered.
11.	Pre-proposal conference	Will be conducted **Time and time zone: 13:00 GMT+3 / Moldova time** **Date: 24/07/2026** **Venue: Zoom** Interested bidders should register for the conference. To facilitate the registration, prospective bidders are required to send the names and email addresses of their authorized representatives using the "Messages" section in Quantum no later than 23/07/2026. In case bidders face any technical difficulties with Quantum platform, they shall send the above-mentioned information to the following email address: sc.md@undp.org. Please ensure that the subject of the email message is marked as 'PRE-BID CONFERENCE FOR RfP26/03296'. The Pre-bid conference is not mandatory but highly recommended. **Minutes of the Pre-proposal conference** will be disseminated by: **Direct communication to prospective Bidders by email and posting directly in Quantum and on the below tender websites: UNDP Moldova tenders, UNDP Procurement Notices and UNGM.**
12.	Site inspection	A site inspection will not be held.

Ref. Article in Section 2	Data	Specific Instructions / Requirements
13.	Instructions for proposal submission	Proposals must be **submitted directly in Quantum**. 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.** ▪ Documents which are required in original (e.g. proposal security) should be sent to the below address with a PDF copy submitted as part of the electronic submission: **UNDP Moldova, #131, 31 August 1989 Street,** **MD-2012, Chisinau, Republic of Moldova** **to the attention of Procurement Unit**
14.	Deadline for proposal submission	Deadline for proposal submission is **indicated in the portal**. In case of discrepancies between the deadline in the system and deadline indicated elsewhere, the one in the system prevails. **Note that system time zone is in EST/EDT (New York) time zone.**
15.	Proposal Opening	Public proposal opening will **NOT** be held
16.	Evaluation of technical and financial proposals	Evaluation will be based on: ☒ Combined scoring method using a distribution of 70%-30% Technical proposal - financial proposal The maximum number of technical points is detailed in Section 4: Evaluation Criteria To be substantially compliant, Proposers must obtain a minimum threshold of 70% of maximum points from technical evaluation.
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**
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.

Ref. Article in Section 2	Data	Specific Instructions / Requirements
20.	Expected date for commencement of contract	September 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	**Required in the amount of 10% of the total contract value** Performance Security shall be provided by the selected bidder within ten (10) days upon issuance of letter of intent/contract and before issuance of the notice to proceed. The Performance Security shall cover the actual development and maintenance period of the contract excluding the warranty period (24 months). The performance security will be in the same currency as stipulated in Article 6: Currencies. The Performance Security shall be in the form of a Bank Guarantee as set out in Section 6.
23.	Advance payment	Not Allowed
24.	Liquidated damages	Will be imposed as follows: 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 ▪ List of Shareholders and Other Entities Financially Interested in the Firm owning 5% or more of the stocks and other interests, or its equivalent if Bidder is not a corporation including the Certificate from State Register ▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder ▪ 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

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		beginning and the ending dates, constraints, the reporting manner. The Work Packages to be subcontracted shall be signed and submitted by both the Offeror and the proposed Subcontractor as part of their Proposal. ▪ 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. ▪ Dully filled Annex 2 to the Form G: Offer compliance checklist matrix ▪ Copies of contracts to prove that Offeror meets the similar experience requirement (stated under Section 4: Evaluation Criteria) ▪ 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 ▪ Environmental Compliance Certificates, Accreditations, Markings/Labels, and other evidence of the Proposer's practices which contributes to the ecological sustainability of reduction of environment impact (e.g., use of non-toxic substances, recycled raw materials, energy-efficient equipment, reduced carbon emission, etc.) ▪ **Dully filled in Proposal Forms A-K (as per Section 7: Proposal Forms). Forms A-I, representing the Technical Proposal, shall be submitted directly in the system in the "Technical section" of the requirements** ▪ **Forms J and K, representing the Financial Proposal shall be submitted directly in the system only in the "Commercial section" of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received** ▪ **Proposal Security (as per Form L) –a copy of full Proposal Security documentation must be submitted through Quantum system as part of the online bid and the Original Proposal Security documentation must be physically received by UNDP (10) ten calendar days after the deadline for submission of offers indicated in the Quantum system the latest.**

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.
Proposal Security with compliant validity period	Duly signed and stamped compliant to validity Form L: Proposal Security has been provided.
Appropriate signatures	Proposal Forms have been duly signed and stamped.
Power of Attorney [if applicable]	Certified Letter of Appointment and/or power of attorney authorizing the representative of the Bidder to sign bids has been provided.

Minimum Eligibility and Qualification Criteria

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

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

Eligibility Criteria	Documents to establish compliance
Legal Status: Bidder is a legally registered entity that can ensure rapid response with the Republic of Moldova (including physical presence of staff in Moldova) to any of the contract related requests (whether through a local branch or office in Moldova, or through a local consortium partner – all relationships to be documented through official documents and valid contracts submitted with the Bid).	Form D: Proposer Information Certificate of registration Consortium/partnership agreement
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 5 (five) years of experience in development of software products / systems. *(For JV/Consortium/Association, **Lead Entity** should meet the requirement).*	Form F: Eligibility and Qualification
Minimum 3 (three) successfully implemented contracts involving the design, development and deployment of enterprise information systems, each featuring implementing a multi-tier custom architecture (separated frontend and /backend layers) with an integrated relational database and at least 3 distinct core functional modules, completed within the past 5 (five) years prior to the proposal submission deadline with one contract of at least 600,000 USD. All 3 contracts must have been delivered using an Agile development framework (Scrum, Kanban, or equivalent iterative cycles). At least 1 (one) of these projects must demonstrate proven experience in custom software development involving integration with external systems and governmental digital infrastructure, including the use of specific integration technologies such as MPass, MPay, MConnect, Mcloud, or equivalent interoperability platforms. *Note:* For each reference contract submitted to demonstrate compliance with the qualification requirements, the Proposer shall provide sufficient detail to enable the Evaluation Committee to assess the project's relevance and compliance with the respective criterion. Failure to provide sufficient information and supporting evidence may result in the reference project not being considered for evaluation purposes. *(For JV/Consortium/Association, **Lead Entity** 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 13 key positions across development, quality assurance, design, and project management functions. **Total Minimum Personnel Required: 13 positions**	Duly signed CVs and Statements of Exclusivity and Availability, including any other supporting documents, attached to Form G: Format for Technical Proposal.

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

Management & Analysis: • 1 (one) IT Project Manager / Scrum Master • 1 (one) IT Business Analyst • 1 (one) Solution Architect / Technical Lead **Backend Development:** • 1 (one) Senior Backend Developer • 1 (one) Middle Backend Developer **Frontend Development:** • 1 (one) Senior Frontend Developer • 1 (one) Middle Frontend Developer **Full Stack Developer** • 1 (one) Full Stack Developer **DevOps & Infrastructure:** • 1 (one) DevOps Engineer • 1 (one) Data Engineer **Quality Assurance:** • 1 (one) QA Engineer • 1 (one) Tester **Design:** • 1 (one) Designer (UI/UX) 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).*	
Financial Standing	
Liquidity: 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. *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
Turnover: Proposers should have minimum average sales turnover of USD 1,000,000 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	270
2.	Proposed methodology, approach and implementation plan	400
3.	Management structure and key personnel	330
	Total	**1000**

Section 1. Proposer's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing 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 – up to 25 pts: • Average sales turnover for the last three years of 1,000,000 USD to 1,200,000 USD – 10 pts.; turnover of 1,200,001 USD to 1,500,000 USD – 15 pts.; more than 1,500,001 USD – 25 pts.	50
1.2	General Organizational Capability which is likely to affect implementation: • Years in business (5 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 (minimum 5 years – 30 pts., each additional year – 5 pts. up to max 40 pts); • Contracts demonstrating design, development and deployment of enterprise information systems with a multi-tier custom architecture (separated frontend and backend layers), integrated relational database, and at least three (3) core functional modules, each with a cumulative value of 600,0000 USD, successfully completed within the past 5 (five) years and delivered using Agile methodology (Scrum, Kanban or equivalent iterative approach) At least one (1) of the submitted contracts must be a custom software development project implemented for a public sector entity (Government Ministry, Agency or other public institution) in the Republic of Moldova (3 contracts – 30 pts., each additional contract – 5 pts., up to max 60 pts.); • Demonstrated experience of working with Moldovan public institutions (1 assignment – 20 pts., each additional assignment – 10 pts., up to 30 pts.);	160

	• Demonstrated experience in the development of software products related to the thematic areas of social protection, labour or employment would be an advantage (no – 0 pts., yes – 10 pts.); • Working experience with UN Agencies and/or other international organizations will be an advantage (no – 0 pts., yes – 20 pts.).	
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 or marginalized groups are part of the team, demonstrated experience in applying the Human Rights Based Approach and Gender Mainstreaming in the area (if relevant) (no – 0 pts., yes – 5 pts.).	15
	Total Section 1	**270**

Section 2. Proposed methodology approach and implementation plan		**Points obtainable**
2.1	To what degree does the Proposer understand the assignment? • 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: 80 pts. • Good Understanding. The proposer demonstrates good understanding of the assignment and provided good evidence of ability to support the ToR requirements: 72 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: 56 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: 32 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: 8 pts. • No submission. Information has not been submitted or is unacceptable: 0 pts	80
2.2	Is the conceptual framework adopted appropriate for the assignment? • Excellent. The conceptual framework is fully appropriate for the assignment, all aspects are excellently described, and requirements fully addressed: 70 pts • Good. The conceptual framework is appropriate, minor refinements may be possible, but unnecessary, and overall meets requirements well: 63 pts. • Satisfactory. The conceptual framework is appropriate but may require some adjustments to fully incorporate all aspects and requirements: 49 pts • Poor. The conceptual framework requires significant adjustments to address most aspects and requirements: 28 pts. • Very poor. The conceptual framework is largely inadequate, missing critical elements, and does not meet requirements: 7 pts. • No submission. No conceptual framework provided or completely unacceptable: 0 pts.	70

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: 60 pts. • Good. The proposed plan is clear and structured, resources mostly sufficient for efficient implementation: 54 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: 42 pts. • Poor. The proposed plan is partially structured, with significant gaps in activity sequence and resource allocation: 24 pts. • Very poor. The proposed plan is not well-structured, lacks clarity in sequence, and resources are largely missing: 6 pts • No Submission. No plan provided or completely unacceptable: 0 pts.	60
2.4	To what extent have quality assurance procedures and risk mitigation measures been established? • Excellent. Quality assurance procedures and risk mitigation measures establish a clearly described mechanism that incorporates all aspects and requirements of the assignment: 40 pts. • Good. Mechanism is clear and comprehensive, covers most aspects effectively. 36 pts • Satisfactory. Procedures and measures may require some adjustments to fully incorporate all aspects and requirements: 28 pts. • Poor. Procedures and measures require major adjustments to address most aspects and requirements: 16 pts. • Very Poor. Mechanism is largely inadequate, missing critical elements and does not meet requirements: 4 pts • No Submission. No mechanism provided or completely unacceptable: 0 pts	40
2.5	The proposed technical solution is adequate and is compliant with the National Employment Agency Module's functional and non-functional requirements. • Excellent: The proposed technical solution demonstrates a very strong and relevant approach and the Technical Responsiveness Checklist is dully completed and fully responds to the State Registry of Voters requirements: 150 pts. • Good: The proposed technical solution demonstrates a sound and relevant approach and the Technical Responsiveness Checklist is dully completed and responds to the Financial Control requirements:135 pts. • Satisfactory: The proposed technical solution demonstrates an acceptable and relevant approach and the Technical Responsiveness Checklist is completed and responds to some extent to the State Registry of Voters requirements: 105 pts. • Poor: The proposed technical solution demonstrates a weak and partially relevant approach and the Technical Responsiveness Checklist is not fully completed and partially responds to the State Registry of Voters requirements: 60 pts. • Very Poor: The proposed technical solution does not demonstrate a relevant approach and the Technical Responsiveness Checklist not completed and does not respond to the State Registry of Voters requirements: 15 pts. • No Submission. No technical solution provided or completely unacceptable: 0 pts	150
	Total Section 2	**400**

Section 3. Management Structure and Key Personnel	**Points obtainable**

3.1	**IT Project Manager/Scrum Master**		34
	Years of experience working as a project manager in software development projects *(5 years – 10 pts., each additional year – 1 pt., up to a max. of 12 pts.)*	12	
	Number of assignments with Agile methodologies *(3 assignments – 5 pts., each additional assignment – 1 pt., up to a max. of 8 pts.)*	8	
	Number of assignments working with software development teams using modern JavaScript frameworks *(1 assignment – 2 pts., each additional project – 1 pt., up to 6 pts.)*	6	
	Number of previous assignments working with public institutions *(1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)*	4	
	Language proficiency: English and Romanian (both mandatory) – 1.5 pts each; Russian – 1 pt.)	4	
3.2	**IT Business Analyst**		32
	Number of years' experience in software development projects *(5 years – 7 pts., each additional year – 1 pt., up to a max. of 10 pts.)*	10	
	Number of assignments in multi-stakeholder projects focused on improving existing business processes *(1 assignment – 6 pts., each additional project – 1 pt., up to 8 pts.)*	8	
	Number of previous assignments with Agile and Scrum methodologies *(1 assignment – 3 pts., each additional project – 1 pt., up to 6 pts.)*	6	
	Number of previous assignments working with public institutions *(1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)*	4	
	Language proficiency: English and Romanian (both mandatory) – 1.5 pts each; Russian – 1 pt.	4	
3.3	**Solution Architect / Technical Lead**		
	Number of years' experience in solution architecture and technical design of complex information systems *(3 years – 8 pts., each additional year – 1 pt., up to a max. of 10 pts.)*	10	25
	Number of previous assignments using architecture, process modelling, or system design tools (e.g., UML, BPMN, ArchiMate, Enterprise Architect, Microsoft Visio, draw.io, Lucidchart, or similar) *(1 assignment – 4 pts., each additional assignment – 1 pt., up to a max. of 6 pts.)*	6	
	Number of previous assignments involving security architecture, access control, audit trails, logging, RBAC, secure APIs, or personal data protection by design *(1 assignment – 1 pt., each additional project – 1 pt., up to 3 pts.)*	3	
	Number of previous assignments involving API design, interoperability, and integration with external systems or government platforms (e.g., MConnect, MPass, MSign, MNotify, MLog, MPay, or similar) *(1 assignment – 2 pts., each additional project – 1 pt., up to 6 pts.)*	6	
3.4	**Senior Backend Developer**		34
	Number of years' experience in .NET development (5 years – 9 pts., each additional year – 1 pt., up to a max. of 13 pts.)	13	
	Number of assignments with Angular, React, Vue, or other modern JavaScript frameworks (2 assignments – 6 pts., each additional assignment – 1 pt., up to a max. of 8 pts.)	8	
	Number of previous assignments with cloud platforms (e.g., Azure, AWS) and microservices architecture (1 assignment – 4 pts., each additional project – 1 pt., up to 7 pts.)	7	

	Number of previous assignments working with a public institution (1 assignment – 2 pts., each additional project – 1 pt., up to 6 pts.)	6	
3.5	**Middle Backend Developer**		20
	Number of years' experience in .NET development *(5 years –6 pts., each additional year – 1 pt., up to a max. of 7 pts.)*	7	
	Number of assignments with Angular, React, Vue, or other modern JavaScript frameworks *(2 assignments – 4 pts., each additional assignment – 1 pt., up to a max. of 6 pts.)*	6	
	Number of previous assignments with cloud platforms (e.g., Azure, AWS) and microservices architecture *(1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)*	4	
	Number of previous assignments working with a public institution *(1 assignment – 1 pts., each additional project – 1 pt., up to 3 pts.)*	3	
3.6	**Senior Frontend Developer**		25
	Number of years' experience in software development *(4 years – 4 pts., each additional year – 1 pt., up to a max. of 8 pts.)*	8	
	Number of assignments in Angular, React, Vue, or other modern JavaScript frameworks *(3 assignments – 4 pts., each additional assignment – 1 pt., up to a max. of 7 pts.)*	7	
	Number of previous assignments with Docker and Kubernetes for development and deployment processes *(1 assignment – 2 pts., each additional project – 1 pt., up to 5 pts.)*	5	
	Number of previous assignments working with a public institution (*1 assignment – 2 pts., each additional project – 1 pt., up to 5 pts.)*	5	
3.7	**Middle Frontend Developer**		17
	Number of years' experience in software development *(4 years – 3 pts., each additional year – 1 pt., up to a max. of 6 pts.)*	6	
	Number of assignments in Angular, React, Vue, or other modern JavaScript frameworks *(3 assignments – 3 pts., each additional assignment – 1 pt., up to a max. of 5 pts.)*	5	
	Number of previous assignments with Docker and Kubernetes for development and deployment processes *(1 assignment – 1 pts., each additional project – 1 pt., up to 3 pts.)*	3	
	Number of previous assignments working with a public institution *(1 assignment – 1 pts., each additional project – 1 pt., up to 3 pts.)*	3	
3.8	**Full Stack Developer**		25
	Number of years' experience in full stack software development using .NET / ASP.NET Core and modern web technologies (3 years – 6 pts., each additional year – 1 pt., up to a max. of 10 pts.)	10	
	Number of assignments in Angular, React, Vue, or other modern JavaScript frameworks, including development of responsive web interfaces and integration with backend APIs (1 assignment – 4 pts., each additional assignment – 1 pt., up to a max. of 7 pts.)	7	
	Number of previous assignments using Docker and Kubernetes, including containerization of applications, deployment configuration, and work with CI/CD environments (1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)	4	
	Number of previous assignments working with a public institution or public-sector digital system, including integration with government services, registries, authentication, electronic signature, notifications,	4	

	logging, or similar platforms (1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)		
3.9	**DevOps Engineer**		34
	Number of years' experience in DevOps *(5 years – 8 pts., each additional year – 1 pt., up to a max. of 12 pts.)*	12	
	Number of assignments with CI/CD tools (GitHub Actions, GitLab CI, Azure DevOps, etc.) *(2 assignments – 8 pts., each additional assignment – 1 pt., up to a max. of 10 pts.)*	10	
	Number of previous assignments with cloud services (AWS, Azure, etc.) *(1 assignment – 5 pts., each additional project – 1 pt., up to 8 pts.)*	8	
	Number of previous assignments working with a public institution *(1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)*	4	
3.10	**QA Engineer**		20
	Number of years' experience in QA engineering *(5 years – 4 pts., each additional year – 1 pt., up to a max. of 6 pts.)*	6	
	Number of assignments using Agile and Scrum methodologies *(2 assignments – 2 pts., each additional assignment – 1 pt., up to a max. of 5 pts.)*	5	
	Number of previous assignments in designing, executing, and documenting manual test cases *(1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)*	4	
	Number of previous assignments working with a public institution *(1 assignment – 2 pts., each additional project – 1 pt., up to 3 pts.)*	3	
	Language proficiency: English and Romanian (both mandatory) – 1 pts each	2	
3.11	**Tester**		13
	Number of years' experience in software testing *(3 years – 3 pts., each additional year – 1 pt., up to a maximum of 6 pts.)*	6	
	Number of previous assignments involving execution of manual test cases, defect reporting, and test result documentation *(2 assignments – 2 pts., each additional assignment – 1 pt., up to a maximum of 4 pts.)*	4	
	Number of previous assignments involving testing of information systems for public institutions *(1 assignment – 2 pts., each additional assignment – 1 pt., up to a maximum of 2 pts.)*	2	
	Language proficiency: English and Romanian (both mandatory) – 0.5 pts each	1	
3.12	**Data engineer**		20
	Number of years' experience in data engineering, database development, data modelling, ETL/ELT processes, and data migration (2 years – 4 pts., each additional year – 1 pt., up to a max. of 7 pts.)	7	
	Number of assignments with SQL databases, data warehouses, reporting datasets, or analytical data models, including MS SQL Server, PostgreSQL, MySQL, Oracle, or similar technologies (1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)	4	
	Number of previous assignments in designing, executing, and documenting data migration, data cleansing, data validation, or legacy database consolidation processes (1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)	4	
	Number of previous assignments working with a public institution or public-sector information system involving data exchange, registers,	3	

	interoperability, reporting, or statistical datasets *(*1 assignment – 1 pts., each additional project – 1 pt., up to 3 pts.)		
	Language proficiency: English and Romanian (both mandatory) – 1 pts each;	2	
3.13	**Designer (UI/UX)**		31
	Bachelor's degree in Graphic Design, UX/UI Design, Human-Computer Interaction, Visual Communication, Product Design, or equivalent (Bachelor's degree – 5 pts, Master's degree or higher – 10 pts.)	10	
	Number of years' experience in UI/UX Design (5 years – 5 pts., each additional year – 1 pt., up to a max. of 9 pts.)	9	
	Number of assignments of user-centred design (UCD) development (1 assignment – 3 pts., each additional project – 1 pt., up to 6 pts.)	6	
	Number of previous assignments collaborating within design systems and maintaining design documentation within a public institution (1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)	4	
	Language proficiency: English and Romanian (both mandatory) – 1 pt each;	2	
		Total Section 3	**330**

Design, Development and Implementation of the “Employment and Unemployment Insurance” Information System Component for the National Employment Agency (ANOFM) within the Integrated eSocial Information System

I. PROJECT OVERVIEW

Amid Moldova's evolving socio-economic landscape, the Ministry of Labour and Social Protection (MLSP), with support from UNDP under the EU-funded *"Promoting Agricultural Development and Quality Employment for the Most Vulnerable"* project, is advancing a comprehensive reform of labour market governance and employment service delivery. The reform responds to persistent structural challenges, including low labour force participation and employment rate, and significant barriers faced by youth, women with care responsibilities, returning migrants, persons with disabilities, rural populations, and refugees. These challenges are further compounded by fragmented institutional systems, limited interoperability across platforms, and insufficient analytical and digital capacities for evidence-based labour market planning and monitoring.

Within this context, the Government of the Republic of Moldova is developing an integrated digital service delivery model through the eSocial ecosystem, based on the principle of Integrated Case Management across social protection and employment services. This model aims to ensure coordinated, person-centred service delivery, improved referral mechanisms, and continuous monitoring of individual service pathways across institutions.

As part of this transformation, MLSP and the National Employment Agency (ANOFM) are implementing a new integrated Employment Services Information System (ANOFM Module), which will serve as the core digital platform for employment service delivery and active labour market measures. The system will support the full employment service lifecycle, including jobseeker registration, profiling, case management, counselling, vacancy management, job matching, and administration of Active Labour Market Programmes (ALMPs), ensuring a unified and data-driven approach to labour market activation.

A central dimension of the reform is the strengthening of labour market intelligence and analytical capacity through the digitalisation and harmonisation of occupational and labour market data, the development of territorial labour market profiles, and improved forecasting capabilities at national and local levels. In this context, the alignment of the national Classification of Occupations of the Republic of Moldova (CORM) with ESCO (European Skills, Competences, Qualifications and Occupations) is a key enabling reform supporting interoperability, high-quality labour market analytics, and gradual alignment with EU standards.

The system will also lay the foundation for future integration with European labour mobility frameworks, including potential interoperability with the EURES Job Mobility Portal upon EU accession. Through these reforms, the eEmployment system will contribute to a more efficient, inclusive, and data-driven employment services ecosystem, strengthening both institutional capacity and labour market outcomes.

1. Acronyms

#	Acronym	Description
1.	ANOFM	National Employment Agency
2.	AGE	E-Government Agency
3.	API	Application Programming Interface
4.	ALMP	Active Labour Market Programme
5.	ASP	Public Services Agency
6.	CNAS	National Office of Social Insurance
7.	CNDDCM	National Council for the Assessment of Disability and Work Capacity
8.	CORM	Classification of occupations of the Republic of Moldova
9.	CREPOR	Republican Experimental Center for Prosthetics, Orthopedics, and Rehabilitation
10.	Dashboard	Visual interface for monitoring operational indicators, reports, and statistics
11.	DDCM	Registry of Information on the Degree of Disability and Work Capacity
12.	DevOps	Development + Operations (a methodology for collaboration between development and operations)
13.	Docker	Application containerization platform
14.	Digital File	A structured set of data, documents, and records related to a beneficiary or entities in the system
15.	eSocial	Integrated Government Social and Employment Information System Ecosystem
16.	ESCO	European Skills, Competences, Qualifications and Occupations
17.	FRQ	Functional requirement
18.	IDNO	State Identification Number of the Legal Entity (legal person)
19.	IDNP	State Identification Number of the Person
20.	IGM	General Inspectorate for Migration
21.	Kubernetes	Container orchestration system
22.	Matching Engine	Automated engine for matching job supply and demand
23.	MLSP	Ministry of Labour and Social Protection
24.	MCloud	Shared government information infrastructure
25.	MPay	Government Electronic Payment System

26.	MPass	Government Authentication System
27.	MConnect	Government Interoperability Platform
28.	MSign	Government electronic signature service
29.	MLog	Government electronic logging service (audit trail service for recording access and actions in government information systems)
30.	MNotify	Government electronic notification service (SMS/email)
31.	.NET	Software platform and framework developed by Microsoft for enterprise application development
32.	RBAC	Role-Based Access Control – a role-based access control model
33.	RSCA	State Registry of Drivers
34.	RSP	State Population Registry
35.	NFR	Non-functional requirement
36.	SFS	State Fiscal Service
37.	STOFM	Territorial Structure of National Employment Agency
38.	STISC	Information Technology and Cyber Security Service
39.	Scoring	Automated mechanism for calculating and classifying the degree of match between the beneficiary and the job
40.	SFS	State Tax Service
41.	SQL	Structured Query Language – a standard language for managing and querying relational databases

2. Background

The Republic of Moldova's employment services system is a key pillar of active labour market policies, aimed at supporting unemployed persons in accessing sustainable employment, reducing unemployment and inactivity, and helping employers to identify suitable workforce. The system is implemented through the National Employment Agency (ANOFM) and its territorial structures (STOFM), which provide employment intermediation, counselling, and active labour market measures.

In recent years, the labour market has been affected by multiple external shocks, including the COVID-19 pandemic, inflationary pressures, rising energy costs, and regional disruptions linked to the war in Ukraine. These developments have disproportionately impacted on youth, low-skilled workers, persons with disabilities, and long-term unemployed persons, while employers continue to face structural skills shortages and persistent labour mismatches.

Despite ongoing digitalization efforts, the employment services ecosystem remains fragmented across multiple systems and tools, limiting ANOFM's capacity to deliver fully integrated, data-driven, and personalized services. Existing systems do not ensure seamless case management of unemployed, real-time labour market matching, or advanced profiling and segmentation, resulting in reduced efficiency, higher administrative burden, and limited evidence-based policy making. This fragmentation leads to duplication of data entry, lack of unified case histories, limited visibility over individual employment pathways, and weak analytical capacity for forecasting and service planning.

To address these challenges, the Ministry of Labour and Social Protection (MLSP), with support from UNDP, is advancing the digital transformation of employment services through the development of a new integrated ANOFM Module within the national eSocial ecosystem. The system will enable end-to-end digital management of employment service delivery, fully aligned with the Government's digital architecture and interoperability framework.

The system will be integrated into the broader eSocial ecosystem and will interoperate with key government platforms and registries, including the Public Services Agency (ASP), National Social Insurance House (CNAS), State Fiscal Service (SFS), MPay for payment processing, MPass for secure authentication, and MConnect as the national interoperability layer for secure data exchange with government information systems. This will ensure automated verification, real-time data exchange, and streamlined service delivery, while maintaining ANOFM's core mandate focused on labour market activation and employment services.

The new system will enable integrated management of the full jobseeker and employer lifecycle, including profiling, counselling, vacancy management, job matching, and active labour market programme (ALMP) administration. It will strengthen labour market analytics and forecasting capacity, improve labour market intermediation, and support evidence-based policy design. At the same time, it will enhance interoperability with European labour market systems, including future integration with the EURES Job Mobility Portal upon EU accession, ensuring alignment with European standards for skills classification, labour mobility, and data exchange frameworks.

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

This document describes below the terms of reference for the development of the "National Employment Service" module as part of the governmental Informational System eSocial.

3. Objectives

The objective of the services is to design, develop, implement, integrate and operationalize the **"Employment and Unemployment Insurance" Information System Component for the National Employment Agency (ANOFM)** within the **eSocial Government Information System**. The assignment aims to digitize, modernize and consolidate the core operational processes of ANOFM and its Territorial Employment Offices into a unified, interoperable, secure, scalable and user-centred digital environment.

The Information System Component shall support the end-to-end digital management of employment and unemployment insurance services and processes, including the registration of jobseekers and unemployed persons; digital case and beneficiary file management; profiling and preparation of individual employment plans; provision, administration and monitoring of employment services and active labour market measures; declaration and management of job vacancies; labour intermediation and candidate matching; vocational training; interaction with employers and service providers; administration of labour migration processes; management of unemployment benefits and related payments; generation of reports, statistics and dashboards; and interoperability with relevant governmental platforms, information systems and state registers.

The specific objectives of the new module are:

1. **End-to-end digital management of employment services:** Provide a complete digital flow for the submission, processing, validation, approval, monitoring and closure of requests related to employment services and active labour market measures, including registration, case assessment, service assignment, implementation tracking, decision issuance and electronic communication with beneficiaries and institutional users.

2. **Unified digital dossier for beneficiaries and institutional actors:** Develop and implement a consolidated digital dossier for unemployed persons, jobseekers, employers, service providers, private employment agencies and

relevant ANOFM/STOFM users, ensuring structured storage and management of applications, services, measures, profiling results, individual employment plans, appointments, documents, decisions, notifications, payments, employment outcomes and other relevant interactions. The dossier shall support automatic data pre-filling from government registers, management of vulnerability categories, document metadata, historical versioning and full traceability of all updates and actions throughout the service lifecycle.

3. **Digital case management and profiling:** Equip ANOFM and STOFM staff with role-based tools for managing beneficiary cases, performing profiling, assessing employability and vulnerability, defining intervention pathways and monitoring progress throughout the employment support process. The solution shall support standardized profiling methodologies, evidence-based decision-making and the timely identification of appropriate services and active labour market measures.

4. **Individual employment planning and monitoring:** Enable the creation, validation, signing, implementation and monitoring of Individual Employment Plans, including employment objectives, planned interventions, responsibilities, timelines and outcomes. The system shall support continuous follow-up, plan adjustments, progress tracking and full traceability of actions undertaken throughout the beneficiary support process.

5. **Automation of eligibility checks and operational validations:** Implement automated validation mechanisms and configurable business rules for checking beneficiary status, eligibility conditions, completeness of applications, compliance with legal requirements and consistency of data, using interoperability with relevant state registers and governmental services.

6. **Vacancy declaration, validation and labour intermediation:** Provide digital tools for employers to declare and manage vacancies, for ANOFM/STOFM to validate and publish vacancies, and for the system to support matching, candidate referral, vacancy lifecycle management and communication between jobseekers, employers and employment offices.

7. **Modernization and integration of public employment digital services:** Modernize and integrate the public-facing components, including angajat.md and related digital services, into the eSocial ecosystem, ensuring a coherent user experience for jobseekers, unemployed persons, employers, service providers and the public.

8. **Interoperability with governmental platforms and registers:** Ensure secure, standardized and auditable data exchange with relevant governmental services and registers, including MPass, MSign, MNotify, MLog, MPay, MConnect, MCloud and other national registers required for identity validation, data verification, notifications, payments, logging and service delivery.

9. **Secure and role-based institutional back-office:** Provide ANOFM and STOFM staff with a unified operational back-office, based on role-based access control, allowing the processing of applications, management of cases, validation of data, issuance of decisions, generation of documents, task management, monitoring of workflows and coordination of institutional activities.

10. **Electronic documents, decisions and notifications:** Support the generation, management, signing and transmission of electronic documents, decisions, confirmations, notifications and operational messages, ensuring legal validity, transparency, traceability and timely communication with all categories of users.

11. **Improved service accessibility and user experience:** Provide accessible, multilingual and user-friendly digital services for beneficiaries, employers and institutional users, reducing the need for physical visits, simplifying interaction with ANOFM/STOFM and increasing the adoption of digital employment services.

12. **Reduction of processing time and administrative burden:** Optimize operational workflows, reduce repetitive manual tasks, shorten processing times for employment-related requests and improve the efficiency of service delivery from initial application to final decision, implementation and monitoring.

To ensure the achievement of the objectives set for the development of the ANOFM modules within the eSocial Government Information System, the following general principles shall be considered when designing, developing and implementing the solution:

- **Principle of legality:** The modules shall be designed and operated in compliance with the national legal framework governing employment services, active labour market measures, personal data protection, interoperability, electronic identification, electronic signature and public sector information systems.

- **Principle of stakeholder-oriented design:** The solution shall address the operational needs of all relevant stakeholders, including jobseekers, unemployed persons, employers, service providers, private employment agencies, ANOFM, STOFM, MLSP and other competent institutions involved in employment service delivery.

- **Principle of end-to-end digitalization:** The modules shall support the complete digital management of employment-related processes, from registration and request submission to validation, case management, service delivery, decision-making, monitoring, reporting and closure of cases.

- **Principle of modular and layered architecture:** The solution shall be designed as a modular system with clear separation between presentation, business logic, data, integration and security layers, ensuring maintainability, scalability and controlled evolution of the platform.

- **Principle of microservice-oriented architecture:** Functional components shall be structured as reusable and loosely coupled services, able to interact through secure, documented and standards-based interfaces, without rigid dependencies between modules.

- **Principle of reuse of existing capabilities:** The development shall reuse, where applicable, existing governmental and institutional ICT capabilities, including shared government platforms and existing ANOFM digital assets, while developing new capabilities only where they are necessary and not already available.
- **Principle of integration within the eSocial ecosystem:** The ANOFM modules shall be fully aligned with the overall eSocial architecture and shall interact with other eSocial components, governmental platforms, national registers and relevant institutional systems through standardized and secure data exchange mechanisms.

- **Principle of interoperability:** The solution shall ensure automated, secure and standardized data exchange with relevant systems and services, including MPass, MSign, MNotify, MLog, MPay, MConnect, MCloud and other registers or platforms required for the provision of employment services.

- **Principle of open and documented data model:** The data model shall be clearly documented, consistent and aligned with national and institutional taxonomies, classifications and semantics, allowing data reuse, reporting, integration and future extension.

- **Principle of security by design:** Cybersecurity and personal data protection requirements shall be incorporated from the design stage, ensuring controlled access, confidentiality, integrity, accountability and protection of sensitive personal and institutional data.

- **Principle of role-based access control:** Access to functionalities and data shall be granted based on clearly defined roles, responsibilities and institutional mandates, ensuring separation of duties and the principle of minimum necessary access.

- **Principle of data integrity, completeness and accuracy:** The modules shall include mechanisms for validation, consistency checks, audit trails and controlled data updates, ensuring that information used in operational and decision-making processes is accurate, complete and reliable.

- **Principle of traceability and auditability:** All relevant user actions, system operations, decisions, data changes and access events shall be logged and auditable, supporting institutional accountability, supervision, compliance and control.

- **Principle of scalability and performance:** The solution shall maintain stable performance as the number of users, data volume, transactions and integrated services increases, while allowing future expansion of functionalities and institutional coverage.

- **Principle of extensibility:** The modules shall allow future development, improvement and integration of new services, measures, workflows, reports, registers and public-facing functionalities without requiring fundamental redesign of the system.

- **Principle of operational continuity:** The implementation shall ensure gradual transition from existing ANOFM systems and processes to the new eSocial modules, minimizing disruption of services and preserving business continuity during migration and rollout.

- **Principle of usability and accessibility:** The solution shall be intuitive, accessible, multilingual and user-friendly for both public users and institutional staff, reducing administrative burden and facilitating the adoption of digital employment services.

Disclaimer: The requirements presented in the sections below shall be read in conjunction with Annex 1, which forms an integral part of these Terms of Reference. Together, they constitute the complete scope and requirements of the assignment and shall be considered in their entirety by the Bidder.

4. Institutional Arrangements

The Contractor shall work under the overall supervision of UNDP and in close coordination with the Ministry of Labour and Social Protection (MLSP), the National Employment Agency (ANOFM), its Territorial Employment Offices (STOFM), and other institutions designated by the Beneficiary.

The Contractor shall designate an IT Project Manager / Scrum Master as the single point of contact responsible for contractual coordination, implementation management, reporting, risk management, quality assurance coordination and communication with UNDP and the Beneficiary.

The Contractor shall ensure effective collaboration with the Product Owner representatives designated by MLSP and ANOFM, participate in regular planning, review and coordination meetings, and maintain all project documentation, reports and implementation artefacts required under the contract.

All deliverables, technical documentation, source code, test results and implementation outputs shall be subject to review and acceptance by UNDP and the designated Beneficiary representatives in accordance with the agreed acceptance procedures.

5. Scope of Work and development approach

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

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

The Contractor shall maintain the complete source code in a version-controlled repository agreed with UNDP, MLSP and ANOFM. The repository shall include all application source code, configuration files, database migration scripts, deployment scripts, API definitions, automated tests and documentation necessary to build, deploy, operate, maintain and further develop the solution. Source code shall be regularly committed, properly structured, commented where relevant, and made available for review throughout implementation. All source code, configuration files, database scripts, technical documentation, APIs, deployment artefacts and other software assets developed under the contract shall be delivered to UNDP and the beneficiary institution upon completion of the project. The final delivery shall include all materials required to build, deploy, maintain and further develop the solution independently.

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

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

The UNDP Project Manager will constantly ensure:

- Maintenance of product backlog up to date - so it reflects prioritized list of desired functionalities of the beneficiary.
- Answering questions coming from the Contractor – at all times available to the contracted company for answering their eventual clarification questions, thus avoiding complex and formal communication within the project. This is essential to ensure the team has all the information on time to deliver a working product at the end of the sprint.
- Acceptance of working packages – delivered working packages are presented to UNDP for acceptance at the end of each sprint. UNDP shall accept the working package or notify the contracted company of any defects during the following sprint.
- Coordinate closely with the representatives of MLSP and ANOFM to ensure all delivered working packages are compliant with the beneficiary's requirements. Any deviations identified during backlog and sprint reviews, or acceptance testing will be recorded in a change-control log with agreed corrective actions, timelines, and UNDP – MLSP and ANOFM sign-off.
- UNDP project Manager will have access to the progress, repositories, issue tracking and testing environments and will thus be able to monitor in real time the progress of the work and the quality of the implementations. This transparency also extends to all Agile ceremonies, where MLSP and ANOFM representatives will actively participate, not just as observers, but as partners to UNDP in the planning and evaluation process.

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

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

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

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

The Contractor shall remain fully responsible for the performance, quality, timeliness and contractual compliance of all activities performed by consortium members and/or subcontractors.

The Contractor shall clearly identify in the Technical Proposal any activities proposed for subcontracting, including the corresponding work packages, responsibilities, deliverables, reporting arrangements and quality assurance mechanisms.

Subcontracting arrangements shall not relieve the Bidder of any contractual obligations towards UNDP.

The Contractor shall ensure that all proposed subcontractors possess the necessary qualifications, experience and resources required for the activities assigned to them.

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

- **WP1. Inception, governance and implementation planning:**
  Joint inception, governance setup, Agile/Scrum approach, Operational RACI matrix covering sprint acceptance, formal deliverable acceptance, architecture approvals, and issue escalation with roles, defined response timeframes, and clear single points of accountability, communication rules, change control decisions, acceptance criteria and RTM structured around FRQ/NFR. The work package shall also cover alignment of the RFP implementation approach with the updated ToR structure, including validation of the latest FRQ/NFR numbering, the AGE compliance matrix, the acceptance checklist, and the requirements traceability approach. **Relevant requirements: all FRQ/NFR**.

- **WP2. Business analysis and solution design:**
  Detailed analysis of ANOFM/STOFM processes, target architecture, workflows, data model, APIs, integrations, security model and implementation roadmap. The Contractor shall define the source code management approach, including repository structure, branching strategy, versioning, access rights, code review procedures, release tagging, backup arrangements and handover process. The analysis shall also cover the AS-IS and TO-BE transition from existing ANOFM platforms into the eSocial ecosystem, including eSocial/ANOFM, eSocial Digital Front-Office, angajat.md, voucher.anofm.md, labor migration components, career guidance components, reporting, interoperability and data migration. **Relevant requirements: all FRQ/NFR.**

- **WP3. eSocial/ANOFM and ANOFM/STOFM back-office development:**
  Development of the internal operational core for ANOFM/STOFM: users, roles, dossiers, applications, case management, decisions, payments, reports, registries and audit logs. This WP shall also cover the eSocial/ANOFM operational component described in the ToR, including digital files, applications, case management, employment services, decisions, payments, reporting, audit, business rules and operational workflows.
  - User access, authentication and role management: FRQ-ESC-002 – FRQ-ESC-010; FRQ-ANG-001;
  - Appointment scheduling and beneficiary interaction: FRQ-ESC-016;
  - Unified digital dossier and file management: FRQ-ESC-017 – FRQ-ESC-019; FRQ-ESC-019.1; FRQ-ESC-047 – FRQ-ESC-048;
  - Unified application for registration of persons: Section 7.1.4 – Unified Application for Individual Registration; FRQ-ESC-003; FRQ-ESC-018; FRQ-ESC-044 – FRQ-ESC-045;
  - Case management, profiling and individual employment plan: FRQ-ESC-020 – FRQ-ESC-021;
  - Employment services and beneficiary support: FRQ-ESC-024 – FRQ-ESC-033;

- Intermediation, matching, referral and placement: FRQ-ESC-022 – FRQ-ESC-023; FRQ-ESC-034; FRQ-ESC-042 – FRQ-ESC-043;
- Back-office requests, decisions and documents: FRQ-ESC-044 – FRQ-ESC-048;
- Payments and financial operations: FRQ-ESC-046;
- Statistics, reports, registries and activity logs: FRQ-ESC-011 – FRQ-ESC-015; FRQ-ESC-050 – FRQ-ESC-052.
- **Relevant requirements: all FRQ/NFR**.

- **WP4. Employer, private employment agency and service provider management:**
  Development of workflows for employers, private employment agencies and service providers, including access, profiles, requests, roles and communication with ANOFM/STOFM. This WP shall also cover NGO/partner organization registration, multi-role legal entity profiles, role activation, role switching, role-based permissions and prevention of duplicate institutional profiles.

  - Employer authentication and service access: FRQ-ESC-004; FRQ-ESC-010;
  - NGO / partner organization registration and accreditation: FRQ-ESC-005;
  - Private employment agency authentication and role management: FRQ-ESC-006 – FRQ-ESC-007;
  - Service provider authentication and role management: FRQ-ESC-008 – FRQ-ESC-010;
  - Multi-role institutional account management, including role switching, role-based permissions and prevention of duplicate institutional profiles: FRQ-ESC-007; FRQ-ESC-009;
  - Employer dossier and communication settings: FRQ-ESC-035 – FRQ-ESC-036;
  - **Relevant requirements: all FRQ/NFR.**

- **WP5. Vacancy declaration, validation, publication and lifecycle management:**
  Development of the full lifecycle for job vacancies, from employer declaration and ANOFM/STOFM validation to publication, distribution, update, suspension, closure and reporting.
  - Vacancy declaration by employer: FRQ-ESC-037;
  - Vacancy validation by ANOFM/STOFM: FRQ-ESC-038; FRQ-ANG-002;
  - Automatic publication and distribution: FRQ-ANG-003;
  - Vacancy lifecycle management: FRQ-ANG-004;
  - Vacancy display, search, filtering and detailed page: FRQ-ANG-005 – FRQ-ANG-007;
  - **Relevant requirements: all FRQ/NFR.**

- **WP6. Digital CV, applications, matching and recruitment:**
  Development of the end-to-end digital recruitment flow, including CV creation, employer access to CVs, applications, matching, recommendation, communication, job placement forms, employer feedback and tracking of candidate progression.
  - Digital CV creation: FRQ-ESC-039 – FRQ-ESC-040;
  - Employer access to CVs: FRQ-ESC-041;
  - Job applications, matching and jobseeker interaction: Section 7.1.7 – Applying for a Job Opening; FRQ-ESC-022 – FRQ-ESC-023; FRQ-ANG-008;
  - Import of vacancies from external platforms: FRQ-ANG-009;
  - Communication between employer, jobseeker and ANOFM: FRQ-ANG-010; FRQ-ESC-035;
  - Recruitment lifecycle management, including referrals, interview scheduling, employer feedback, matching history and candidate progression tracking: FRQ-ESC-022 – FRQ-ESC-023; FRQ-ESC-034; FRQ-ESC-042 – FRQ-ESC-043;
  - **Relevant requirements: all FRQ/NFR.**

- **WP7. Public Labour Market Portal — angajat.md:**

Re-engineering, modernization and integration of the angajat.md public portal into the eSocial ecosystem, including MUD-compliant redesign, responsive public interface, vacancy browsing, candidate interaction, employer/jobseeker communication, public information components, NGO programs, emigration information, useful information, online job fair and virtual assistant.

- Public vacancy browsing and search: FRQ-ANG-003 – FRQ-ANG-007;
- Vacancy interaction and communication: FRQ-ANG-008 – FRQ-ANG-010;
- Public information components: FRQ-ANG-011 – FRQ-ANG-013;
- Online job fair and virtual assistant: FRQ-ANG-014 – "Online Job Fair" Component; FRQ-ANG-014 – "Virtual Assistant" Component;
- **Relevant requirements: all FRQ/NFR.**

- **WP8. Career guidance and occupation catalogue:**
  Development of the career guidance module, electronic occupation catalogue, occupation exploration, occupation-vacancy correlation, personalized recommendations, comparison, favorites, notifications, public dashboard, feedback management, self-assessment tests and promoted occupations.
  - Occupation catalogue: FRQ-OCU-001;
  - Occupation exploration and detailed pages: FRQ-OCU-002 – FRQ-OCU-003;
  - Occupation-vacancy correlation and recommendations: FRQ-OCU-004 – FRQ-OCU-005;
  - Comparison, favourites and notifications: FRQ-OCU-006 – FRQ-OCU-007;
  - Public dashboard, feedback management and continuous content improvement: FRQ-OCU-009 – FRQ-OCU-010;
  - Self-assessment of personal skills and online tests: FRQ-OCU-011; FRQ-OCU-011.1 – FRQ-OCU-011.9;
  - Management of promoted occupations: FRQ-OCU-012;
  - **Relevant requirements: all FRQ/NFR.**

- **WP9. Professional training and voucher-based workflows:**
  Development of full vocational training through voucher-based courses module, including public page, provider and course registration, approval, recommendation of unemployed persons, voucher issuance, provider selection, contracts, groups, enrolment, attendance, graduation, documents, payments, reporting, integrations, notifications and administration.
  - Public page and provider/course registration: FRQ-VCH-001 – FRQ-VCH-002;
  - Provider and course approval: FRQ-VCH-003;
  - Recommended unemployed persons and voucher issuance: FRQ-VCH-004 – FRQ-VCH-006;
  - Provider selection and provider response: FRQ-VCH-007 – FRQ-VCH-008;
  - Contracts, study groups and enrolment: FRQ-VCH-009 – FRQ-VCH-011;
  - Training implementation and completion: FRQ-VCH-012 – FRQ-VCH-014;
  - Payments, dossier, integrations, notifications and reporting: FRQ-VCH-015 – FRQ-VCH-019;
  - Roles, access and parameters administration: FRQ-VCH-020;
  - **Relevant requirements: all FRQ/NFR.**

- **WP10. Active labour market measures and employment support schemes:**
  Development of digital workflows for active labour market measures and employment support schemes, including applications, eligibility verification, approvals, contracts, monitoring, provider/employer interaction, beneficiary follow-up, payments, closure and reporting.
  - Labour mobility stimulation: FRQ-SMO-001;
  - On-the-job training within the organization: FRQ-SMO-002;
  - Professional internship: FRQ-SMO-003;
  - Certification of competences: FRQ-SMO-004;

- Subsidized employment and workplace adaptation: FRQ-SMO-005 – FRQ-SMO-006;
- Entrepreneurship support and local initiatives: FRQ-SMO-008 – FRQ-SMO-009;
- Transport subsidy for persons with disabilities: FRQ-SMO-010;
- Unemployment benefits and financial support: FRQ-SMO-011 – FRQ-SMO-013; FRQ-ESC-046;
- Recognition and certification of professional experience: FRQ-SMO-014;
- End-to-end management of active labour market measures, including applications, eligibility verification, referrals, contracts, monitoring, provider interactions, beneficiary follow-up, payment administration and closure of support schemes: FRQ-ESC-032; FRQ-VCH-001 – FRQ-VCH-020; FRQ-SMO-001; FRQ-SMO-002; FRQ-SMO-003; FRQ-SMO-004; FRQ-SMO-005; FRQ-SMO-006; FRQ-SMO-008; FRQ-SMO-009; FRQ-SMO-010; FRQ-SMO-011; FRQ-SMO-012; FRQ-SMO-013; FRQ-SMO-014;
- **Relevant requirements: all FRQ/NFR.**

- **WP11. Labour migration and employment abroad:**
  Development of the labour migration module, including registration of contracts submitted by private employment agencies, reporting of agency activity, employment abroad under bilateral treaties, petitions and requests, and integration of Moldovan citizens returning from abroad.
  - Registration and management of individual employment contracts: FRQ-MFM-001;
  - Reporting of private employment agency activity: FRQ-MFM-002;
  - Employment abroad under bilateral treaties: FRQ-MFM-003;
  - Petitions and requests related to employment abroad: FRQ-MFM-004;
  - Reintegration of returning Moldovan citizens: FRQ-MFM-005;
  - **Relevant requirements: all FRQ/NFR.**

- **WP12. Systems integration and interoperability:**
  - Implementation of integrations with governmental services, registers and external systems: MPass, MSign, MNotify, MLog, MPay, MConnect, MCloud and other relevant platforms. Relevant requirements: FRQ-ESC-002 – FRQ-ESC-010; FRQ-ESC-018; FRQ-ESC-019.1; FRQ-ESC-022; FRQ-ESC-044 – FRQ-ESC-046; FRQ-VCH-017; FRQ-SMO-001; FRQ-SMO-002; FRQ-SMO-003; FRQ-SMO-004; FRQ-SMO-005; FRQ-SMO-006; FRQ-SMO-008; FRQ-SMO-009; FRQ-SMO-010; FRQ-SMO-011; FRQ-SMO-012; FRQ-SMO-013; FRQ-SMO-014; FRQ-MFM-001 – FRQ-MFM-005;
  - Automated verification and business validation services, including identity validation, eligibility checks, employment status verification, disability-related information retrieval, payment-related controls and data synchronization with external registers: FRQ-ESC-018; FRQ-ESC-020; FRQ-ESC-032; FRQ-ESC-044 – FRQ-ESC-046;
  - The Contractor shall ensure interoperability with relevant government and external registers, including, where applicable, RSP, RSUD, ASP, CNAS, SFS, CNDDCM, CORM/ESCO, RSCA, educational registers, MCabinet/EVO and other systems identified during analysis, subject to legal and technical availability;
  - **Relevant requirements: all FRQ/NFR.**

- **WP13. Data migration and transition:**
  - Migration and validation of data from existing ANOFM platforms, including SI ISS, angajat.md, voucher.anofm.md, SI PFM "Jobless", SI Labor Migration and cariera.anofm.md.
  - The Contractor shall perform AS-IS data assessment, data mapping, data cleansing, deduplication, migration planning, trial migration, migration validation, reconciliation, rollback planning and transition support.
  - SI PPM shall be treated only to the extent required for analysis, future integration planning or data exchange interfaces, because the updated ToR states that SI PPM is not subject to direct

intervention under this procurement and will be addressed through a separate future procurement;
    - **Relevant requirements: all FRQ/NFR.**

- **WP14. Reporting, analytics and dashboards:**
    - Development of operational, statistical, managerial and public dashboards, reports, registries and analytical views: FRQ-ESC-011 – FRQ-ESC-015; FRQ-ESC-050 – FRQ-ESC-052; FRQ-OCU-009; FRQ-VCH-019; FRQ-SMO-001; FRQ-SMO-002; FRQ-SMO-003; FRQ-SMO-004; FRQ-SMO-005; FRQ-SMO-006; FRQ-SMO-008; FRQ-SMO-009; FRQ-SMO-010; FRQ-SMO-011; FRQ-SMO-012; FRQ-SMO-013; FRQ-SMO-014; FRQ-MFM-001 – FRQ-MFM-005.
    - The reporting scope shall include operational dashboards for STOFM, strategic dashboards for ANOFM, executive dashboards for management/MMPS, graphical visualizations, public occupation dashboards, voucher monitoring dashboards, active measure reporting, labour migration reporting, registries and activity logs;
    - **Relevant requirements: all FRQ/NFR.**

- **WP15. Testing, quality assurance and acceptance:**
    - Functional, integration, regression, performance, security, usability, accessibility, pilot and acceptance testing: all FRQ/NFR;
    - Verification of compliance with all Functional Requirements (FRQ) and Non-Functional Requirements (NFR) through the Requirements Traceability Matrix and the AGE Compliance Matrix and Acceptance Checklist, including end-to-end business process validation and user acceptance testing: all FRQ/NFR;
    - The Contractor shall support technical acceptance, final acceptance, pilot validation, independent deployment testing, vulnerability remediation verification, penetration testing evidence where applicable, accessibility validation, MUD compliance verification, and closure of critical and major nonconformities before production launch;
    - **Relevant requirements: all FRQ/NFR.**

- **WP16. Documentation, training and knowledge transfer:**
  Preparation of technical documentation, user manuals, administrator manuals, API documentation, deployment guides and training sessions. The Contractor shall also deliver technical deliverables required for independent operation and maintenance, including source code, configuration files, build/deploy scripts, API specifications, architecture documentation, database/data model documentation, integration documentation, CI/CD documentation, operational procedures, backup and restore procedures, security evidence, SBOM/component inventory, release notes, access handover records and knowledge transfer materials. **Relevant requirements: all FRQ/NFR.**

- **WP17. Go-live, stabilization and post-implementation support:**
  Production launch, stabilization, incident resolution, warranty, corrective maintenance and user support. The Contractor shall support production readiness, go-live planning, deployment execution, post-deployment checks, stabilization, incident management, user support, warranty services and corrective maintenance. The warranty period shall be aligned with the ToR requirement of 24 months, including resolution of critical errors within the agreed SLA and resolution of less serious errors within the timeframe specified in the ToR/contract.

The scope will NOT include:

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

Note: The Contractor shall not plan, forecast, or request payments on the basis of working packages, sprints, or interim deployments. All payments are tied exclusively to the Deliverables defined in the chapter “Deliverables” (Chapter 8 below) and are due only after formal acceptance of those Deliverables. The financial proposals shall align with proposed technical approach, including a balanced distribution of costs between deliverables. UNDP reserves the right to readjust the final deliverables amounts in consultations with the awarded supplier.

5.1. Compliance matrix and implementation traceability

The Contractor shall submit, as part of the Technical Proposal, a completed Compliance Checklist Matrix (Annex 2). The Compliance Matrix shall serve as a traceability instrument between the TOR requirements, the proposed solution, implementation activities and acceptance testing.

6. Technological requirements

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

Platform Architecture Integration

All components work together in a distributed Microservices Architecture:

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

OWA Common (Shared Utilities/Models)

OWA Common provides shared infrastructure components:

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

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

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

- Authentication Integration: Integrates with MPass (Moldova's government authentication system) for secure user login
- Dynamic Role-Based Access Control: Flexible permission-based access management system:
  - Business Roles: Domain-specific roles aligned with organizational functions
    - SystemAdmin: Platform governance and system-wide operations
    - ModuleAdmin: Domain module ownership and configuration
    - Public: Anonymous users with public information access
  - Dynamic Permission Assignment: Granular permissions mapped to roles at runtime
    - Resource-based permissions: Fine-grained access to specific data and operations
    - Context-aware access: Permissions adjusted based on user context and business rules
  - Flexible Role Composition: Roles can inherit and combine permissions dynamically
- Session Management: Handles secure token-based authentication with configurable timeouts
- Database: Uses dedicated PostgreSQL instance (owa_identity) for user data storage

Notification Service (Email/SMS/WSS)

The Notification microservice handles all communication channels:

- Multi-Channel Support:
  - Email notifications via configured SMTP

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

Audit Service (Events + Activity)

The Audit microservice provides comprehensive system monitoring and compliance:

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

Kafka (Event Bus)

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

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

PostgreSQL (Database Instances)

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

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

Dragonfly (In-Memory Database with Redis-compatible API)

Redis provides high-performance caching and session management:

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

ObjectStorage Service (MinIO)

MinIO provides S3-compatible object storage for unstructured data:

- File Management: Stores user-uploaded documents, images, and other files

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

MConnect Service (Government Interoperability Wrapper)

MConnect wrapper service facilitates integration with government systems:

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

Reporting Service (Centralized Analytics and Business Intelligence)

The Reporting microservice provides comprehensive analytics and business intelligence capabilities:

Centralized Dashboard Management:

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

Metabase Integration:

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

Access Control & Security:

- Permission-Based Reporting: Reports and dashboards filtered by user permissions
- Data Privacy Compliance: Ensures GDPR and government data protection standards
- Audit Trail Integration: Tracks all report access and generation activities
- Row-Level Security: Data filtering based on user context and organizational hierarchy

Performance & Scalability:

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

Report Types & Features:

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

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

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

7. Main stakeholders

The successful delivery and operation of the National Employment Agency Module (MANOFM) depends on close coordination between policy owners, operational agencies, service providers, government platform operators, and the implementation team. The following stakeholders participate throughout the project lifecycle and subsequent operation of the system.

Jobseekers and unemployed persons: The primary beneficiaries of the system, who will access employment services, counselling, active labour market measures, vacancy matching, and other employment-related services through digital and assisted channels.

Employers: Key users of the system who will declare vacancies, search for candidates, interact with ANOFM, participate in employment programmes, and access labour market services.

Ministry of Labour and Social Protection (MLSP): The central authority responsible for employment policy and labour market governance. MLSP, as system owner, will oversee the strategic development of the system and use it for monitoring, analytics, reporting, policy design, and decision-making.

National Employment Agency (ANOFM): The primary institutional and operational user of the system, responsible for employment service delivery, labour market intermediation, administration of active labour market measures, labour market analysis, and management of interactions with jobseekers and employers.

Territorial Employment Offices (STOFM): The main operational users of the system, responsible for registration, case management, profiling, counselling, service provision, implementation of active labour market measures, employer services, and monitoring of employment outcomes.

Training providers and other service providers: Organizations delivering professional and non-formal training, retraining, entrepreneurship support and other services financed or coordinated through active labour market programmes.

National Social Insurance House (CNAS): Provider of social insurance and employment-related data required for eligibility verification, monitoring and reporting purposes.

Public Services Agency (ASP): Provider of civil status, identity and population data used for verification of beneficiaries and employers.

State Fiscal Service (SFS): Provider of income, employment and business-related information required for eligibility checks, programme administration and labour market analysis.

Electronic Governance Agency (AGE): Owner and custodian of the Government interoperability and digital service platforms, including MPass, MSign, MNotify, MConnect, MPay and other shared government digital infrastructure components with which MANOFM will integrate.

Information Technology and Cybersecurity Service (STISC): Provider of the MCloud infrastructure and the authority responsible for cybersecurity, operational resilience and compliance with government ICT security requirements.

National Bureau of Statistics (NBS): A key stakeholder for labour market data exchange, statistical reporting, labour market monitoring and the production of labour market intelligence.

Private Employment Agencies and Labour Market Intermediaries: External actors that may interact with the system for vacancy management, labour intermediation and cooperation with ANOFM in accordance with applicable legislation.

8. Deliverables

The selected vendor will submit the following deliverables:

Deliverable	Detailed Description	Delivery Deadline
The developed and deployed "National Employment Agency" Module within the eSocial information system, including the sub-deliverables below		
1. Project inception, implementation and acceptance action plan	Initial project package defining the implementation methodology, personalizing the governance structure, roles and responsibilities as per ToR and Technical Proposal, communication procedures, reporting mechanism, risk management approach, Work Package structure, delivery schedule, release strategy, validation process, deployment roadmap and acceptance criteria for all project components. The plan shall be agreed jointly by UNDP, MLSP, ANOFM and the Vendor.	Within 3 weeks from contract signature
2. Business analysis, AS-IS / TO-BE processes and functional design	Detailed analysis of existing ANOFM/STOFM processes, services, systems, data sources, user groups, operational workflows and institutional responsibilities. The deliverable shall include AS-IS process mapping, TO-BE process design, process re-engineering recommendations, functional decomposition, user journeys, business rules, status models, role matrix, functional specifications and dependencies between modules, legacy systems and external registers.	Within 10 weeks from contract signature
3. Solution architecture, data model and technical design package	Complete architecture and technical design package, including application architecture, functional architecture, integration architecture, data architecture, security architecture, deployment architecture, API architecture, interoperability model, access control model, environment structure, database design, data exchange flows and implementation roadmap aligned with MLSP, ANOFM, STISC and AGE requirements.	Within 12 weeks from contract signature
4. Legacy systems assessment and data migration package	Assessment of existing ANOFM systems, databases and datasets subject to migration or integration, including SI ISS, SI PIA "Jobless", angajat.md, voucher.anofm.md, SI PPM, labour migration records and other relevant data sources. The deliverable shall include data inventory, data quality assessment, migration strategy, mapping rules, cleansing rules, migration scripts, test migration, reconciliation reports, validation procedures, rollback approach, final migration execution and confirmation of data integrity, completeness and traceability.	Within 18 weeks from contract signature
5. Core platform foundation: users, access management, digital dossiers and document management	Development and configuration of the core platform foundation, including user registration, authentication, authorization, RBAC model, MPass integration, institutional users, external users, legal entity profiles, multi-role management, account lifecycle management, session management, digital dossier structure for all relevant stakeholder categories, document storage, document generation, metadata, status history, interaction history, audit trail and separation between Front-Office and Back-Office access.	Within 32 weeks from contract signature
6. Jobseeker and unemployed person registration, case management and	Development of the unified registration and case management functionalities for jobseekers and unemployed persons, including electronic application, IDNP-based verification, eligibility checks, pre-filling of data, declaration on own responsibility where applicable, creation of the digital dossier, beneficiary profiling,	Within 38 weeks from contract signature

individual employment plan	vulnerability and employability assessment, appointment scheduling, individual employment plan, service assignment, case monitoring, beneficiary obligations, status management, notifications and case closure.	
7. Employer, service provider and private employment agency management	Development of modules for employer registration and authentication, employer digital dossier, service provider registration and approval, private employment agency registration, licence/status verification, organizational profile management, multi-role management for legal entities, communication settings, document submission, approval workflows, interaction with ANOFM/STOFM and lifecycle management of institutional stakeholders.	Within 38 weeks from contract signature
8. Vacancy management, labour intermediation, CV and recruitment workflows	Development of the vacancy and recruitment components, including vacancy declaration by employers, ANOFM/STOFM validation, approval, publication, update, suspension and closure, vacancy history, search and filtering, digital CV creation and management, job applications, candidate-employer matching, scoring and recommendation mechanisms, referrals, fișa de repartizare, interview scheduling, employer feedback, candidate status tracking, communication workflows and integration with digital dossiers.	Within 46 weeks from contract signature
9. Public employment portal angajat.md and eSocial Digital Front-Office	Modernization, redesign and integration of the public employment portal and eSocial Digital Front-Office, including vacancy browsing, advanced search and filtering, job detail pages, saved jobs, public information services, online engagement tools, online job fairs, assistant/chatbot functionalities, user interaction with vacancies, responsive UX/UI, accessibility, SEO, Unified Design Model compliance, Cabinet Personal integration and integration with eSocial/ANOFM Back-Office services.	Within 48 weeks from contract signature
10. Career guidance and occupation catalogue	Development of the career guidance module and electronic occupation catalogue, including occupation profiles, CORM/ESCO-aligned skills and competencies, occupation search, career exploration tools, professional orientation support, occupation recommendations, comparison tools, links between occupations and vacancies, feedback mechanisms and labour market demand visualization.	Within 48 weeks from contract signature
11. Active Labour Market Programmes, training, voucher and benefits management	Development of modules for active labour market measures and training management, including training programmes, voucher issuance, provider registration and approval, beneficiary assignment, participation tracking, attendance monitoring, completion monitoring, certificates, contracts, subsidies, mobility support, internships, workplace training, certification of competences, disability-related employment support, local initiatives, unemployment benefits, reduced activity support and programme performance reporting.	Within 56 weeks from contract signature
12. Labour migration management	Development of the labour migration module, including registration of individual employment contracts submitted by private employment agencies, reporting of agency activity, employment abroad under bilateral agreements, petitions and requests related to work abroad, records of returned Moldovan citizens, migration-related case management, statistics, reports and integration with ANOFM/STOFM workflows.	Within 56 weeks from contract signature

13. Reporting, registers, dashboards, analytics and interoperability layer	Development of reporting, analytics and integration services, including operational dashboards, strategic dashboards, executive dashboards, electronic registers, configurable reports, statistical reports, KPI monitoring, filters, drill-down views, territorial and national views, export functions, and integrations with government platforms and external registers such as MSign, MNotify, MLog, MPay, MConnect, MCloud, ASP, CNAS, SFS and other relevant systems. The deliverable shall include API specifications, data exchange services, integration components, error handling, logging, security controls, test results and validation evidence.	Within 62 weeks from contract signature
14. Quality assurance, non-functional requirements, testing, UAT, pilot and go-live	The Contractor shall perform and document all required testing, including functional, integration, migration, performance, security, usability, accessibility and regression testing, and shall support UAT, pilot operation, production deployment and go-live. The deliverable shall include test plans, test reports, defect management records, acceptance protocols, release notes, rollback plan and evidence of compliance with non-functional requirements.	Within 70 weeks from contract signature
15. Source code, deployment artefacts and technical documentation	The Contractor shall submit the complete, versioned and structured source code for all developed modules, together with the necessary deployment artefacts, database scripts, configuration files, API definitions, integration components and CI/CD configuration. The deliverable shall also include the essential technical documentation required for independent operation, maintenance, and further development of the system by the Beneficiary.	Within 74 weeks from contract signature
16. Training, rollout and post-implementation support	Training programme including training-of-trainers (ToT) for ANOFM/STOFM staff, end-user training, administrator training, training materials and user guides. The Contractor shall deliver at least 10 structured training sessions and ensure the transfer of knowledge required for the operational use and administration of the system. The Contractor shall also provide rollout and go-live support, as well as post go-live helpdesk support for at least 6 months, with defined SLA for incident response, resolution and system adoption support.	Within 78 weeks from contract signature (approximately 19 months)
Maintenance and support for a 7-month period after the completion of the work	The Contractor shall provide a 7-month maintenance period starting from the date of Final Acceptance of the module, during which it shall resolve, at no additional cost, any defects, bugs, performance issues, or security vulnerabilities arising from the delivered product and perform service calls with physical presence if required by the beneficiary.	7 months after Final Acceptance

The anticipated duration of the assignment is 19 calendar months from the contract commencement date. The implementation period includes project inception, business analysis, solution architecture and design, software development, data migration, integration activities, testing, user acceptance testing, deployment, training, rollout and post-implementation support.

The Contractor shall maintain an implementation schedule aligned with the deliverables and milestones defined in these Terms of Reference and shall promptly identify and mitigate any risks that may affect the timely delivery of the assignment.

9. Estimated personnel and level of effort

The anticipated duration of the assignment is 19 calendar months from the contract commencement date. The estimated number of key personnel and corresponding working days set out in the table below are provided as a reference to guide bidders in understanding the expected level of effort. Bidders are encouraged to review these estimates and propose adjustments to the number of working days and personnel allocation, provided such adjustments are aligned with their technical approach and methodology, ensure timely delivery and quality of outputs, and cover all key personnel roles identified below.

The key personnel positions identified in these Terms of Reference shall be provided as distinct positions and may not be cumulated by the same individual.

Where subcontracting is proposed, the Contractor shall clearly identify which experts belong to the Contractor, consortium members and/or subcontractors. The roles, responsibilities, reporting arrangements and allocation of effort of all subcontracted personnel shall be clearly described in the Technical Proposal and corresponding Work Packages.

Key personnel	Estimated Number of personnel	Estimated quantity of working days needed
Key personnel 1: IT Project Manager / Scrum Master	1	350
Key personnel 2: IT Business Analyst	1	300
Key personnel 3: Solution Architect / Technical Lead	1	310
Key personnel 4: Senior Backend Developer	1	410
Key personnel 5: Middle Backend Developer	1	410
Key personnel 6: Senior Frontend Developer	1	391
Key personnel 7: Middle Frontend Developer	1	391
Key personnel 8: Full Stack Developer	1	220
Key personnel 9: UI/UX Designer	1	137
Key personnel 10: QA Engineer	1	265
Key personnel 11: Tester	1	265
Key personnel 12: DevOps Engineer	1	197
Key personnel 13: Data Engineer	1	188

10. Regulatory framework

The Contractor shall design, develop, test, deploy, and operate the National Employment Agency Module (MANOFM) in full compliance with the applicable legal, regulatory, cybersecurity, interoperability, and e-government frameworks of the Republic of Moldova, as well as with the standards governing the eSocial ecosystem and Government Digital Infrastructure. The Contractor shall ensure compliance, including but not limited to, with the following normative and regulatory acts:

Employment and sector-specific legislation

- Law No. 105/2018 on Employment Promotion and Unemployment Insurance;
- Government Decision No. 990/2018 on the organization and functioning of the National Employment Agency (ANOFM);
- Government Decision No. 39/2025 approving the Concept of the “eSocial” Information System;
- any secondary regulations, procedures, forms, classifications, methodological instructions and operational rules issued by MLSP, ANOFM or other competent authorities in relation to employment services,

unemployment status, active labour market measures, vocational training, labour migration and employment support schemes.

Data protection, interoperability and information systems

The Contractor shall ensure compliance with the applicable legal framework governing personal data protection, access to information, interoperability, public registers and state information systems, including, but not limited to:

- Law No. 133/2011 on Personal Data Protection;
- Law No. 142/2018 on Data Exchange and Interoperability;
- Law No. 148/2023 on Access to Information of Public Interest;
- Law No. 71/2007 on Registers, where applicable;
- Law No. 467/2003 on Informatization and State Information Resources, where applicable;
- Law No. 1069/2000 on Informatics, where applicable;
- Government Decision No. 562/2006 on the creation of state automated information systems and information resources;
- Government Decision No. 656/2012 approving the Interoperability Framework Programme;
- Government Decision No. 153/2021 on the Information System “Register of State Information Resources and Systems” and the procedures for their registration and management.

Electronic identification, trust services and digital government platforms

The Contractor shall ensure that all authentication, authorization, electronic signing, notification, payment, interoperability and logging mechanisms are implemented in accordance with the legal framework and technical requirements applicable to government digital services, including, but not limited to:

- Law No. 124/2022 on Electronic Identification and Trust Services;
- Government Decision No. 1090/2013 regarding the Government Authentication and Access Control Service (MPass);
- Government Decision No. 405/2014 regarding the Government Electronic Signature Service (MSign);
- Government Decision No. 708/2014 regarding the Government Access and Action Logging Service (MLog);
- Government Decision No. 211/2019 regarding the Government Interoperability Platform (MConnect);
- Government Decision No. 376/2020 regarding the Government Electronic Notification Service (MNotify);
- Government Decision No. 712/2020 regarding the Government Electronic Payment Service (MPay);
- Government Decision No. 1141/2017 on the use of electronic signatures by public officials in electronic document circulation;
- applicable technical, operational and integration requirements for other shared government services used or required by the eSocial ecosystem, including MCabinet, EVO, MEvents or other platforms, where applicable.

Government cloud, cybersecurity and ICT governance

The Contractor shall ensure that the solution is designed, developed, deployed and operated in compliance with the requirements applicable to state information systems, government cloud hosting, cybersecurity, resilience, technical governance and secure operation, including, but not limited to:

- Government Decision No. 128/2014 regarding the Common Government Technology Platform (MCloud);
- Government Decision No. 414/2018 regarding the consolidation of data centres in the public sector and the rationalization of state information systems administration;
- Government Decision No. 201/2017 on mandatory minimum cybersecurity requirements;
- Government Decision No. 737/2017 regarding the rules for the creation of network services and implementation timelines;
- applicable cybersecurity, resilience, backup, disaster recovery, monitoring, logging, auditability and operational continuity requirements issued by the competent authorities;
- applicable AGE and STISC requirements regarding hosting, interoperability, cybersecurity, technical architecture, deployment, maintenance and operation of government information systems.

Unified design model, accessibility and user experience

The Contractor shall ensure that all public and operational interfaces developed, modernized or integrated under the Contract comply with the requirements applicable to digital public services, including:

- Government Decision No. 677/2025 regarding the Unified Design Model applicable to state information resources and systems;
- AGE Director's Order No. 3005-094 of 29 October 2025 approving the methodology related to the Unified Design Model and coordination of the design of state information resources and systems;
- WCAG 2.1 Level AA accessibility requirements, where applicable to public and operational interfaces;
- government requirements regarding visual consistency, usability, accessibility, responsive design and user-centered digital service delivery.

Strategic and digital transformation framework

- Government Decision No. 650/2023 approving the Digital Transformation Strategy of the Republic of Moldova for 2023–2030;
- Government Decision No. 39/2025 approving the Concept of the "eSocial" Information System;
- the Government Technology Stack and applicable technical standards in force at the time of implementation;
- relevant national policies, standards, technical regulations, architectural guidelines, interoperability requirements, cybersecurity standards and implementation instructions issued by AGE, STISC, MLSP, ANOFM and other competent authorities.

The Contractor shall ensure that the solution is fully aligned with the architecture, interoperability principles, cybersecurity requirements, and technical standards applicable to the eSocial ecosystem, Government Shared Services (MPass, MSign, MConnect, MNotify, MPay, MLog, MCloud), and any other mandatory government digital infrastructure components in force at the time of implementation.

This list reflects the legal and regulatory framework known at the time of drafting and is provided for guidance purposes only. The Contractor shall verify and apply the latest versions of all applicable legal acts, regulations, technical standards, and implementation requirements in force throughout the duration of the contract and at the time of deployment.

II. FUNCTIONAL REQUIREMENTS

The functional requirements define the main business processes, digital services, workflows and system capabilities to be developed and implemented as part of the employment-related components of the integrated information system **"eSocial"**.

The functional requirements (FRQ) presented in this section shall be read in conjunction with the FRQs described in Annex 1 which together form an integral part of the Terms of Reference and shall be considered mandatory requirements. The detailed descriptions provided in Annex 1 to the RFP shall serve as the basis for solution design, implementation, testing, acceptance and traceability. The Bidder is expected to study the ToR in detail and reflect its requirements in the Technical Proposal (mainly Annex 2 to the Form G: Offer compliance checklist matrix).

For each functional area, the Bidder shall clearly describe the proposed implementation approach, including workflows, user roles, data flows, business rules, interoperability mechanisms, user interface approach, security and audit controls, error handling, testing approach and acceptance criteria.

For each functional requirement, the Bidder shall indicate how the requirement will be mapped to project deliverables, implementation stages, sprints or work packages, and shall specify the estimated effort by role and phase. The proposed solution shall ensure gradual, modular and interoperable implementation of the eSocial ecosystem, including the integration and modernization of existing ANOFM digital platforms and operational processes.

The Bidder shall ensure that all functional requirements are implemented in compliance with the detailed ToR, the applicable legal and regulatory framework, the business needs of ANOFM/STOFM, and the interoperability requirements of the Government of the Republic of Moldova. Proposals that fail to provide sufficient implementation details for the functional requirements may be deemed non-responsive.

Functional requirements are grouped by functional domain. Requirement identifiers are unique references used for traceability and do not necessarily represent process sequence or implementation order.

2.1. User registration, authentication and access management

Name of the procedure: User registration, authentication and access management

Description: This procedure covers the registration, authentication, authorization and access management mechanisms for all categories of users of the eSocial ecosystem, including visitors, individuals, job seekers, unemployed persons, employers, service providers, private employment agencies, NGOs/partner organizations, institutional users, system administrators and other authorized users.

The system shall ensure secure and differentiated access to the relevant components and functionalities based on user category, authentication level, role, institutional affiliation, legal entity status, territorial subdivision, operational responsibilities and validated permissions. Access management shall be implemented through secure authentication mechanisms, Role-Based Access Control (RBAC), user lifecycle management, audit logging and integration with applicable government services, including MPass, MConnect and relevant state registries, where applicable.

List of functional requirements:

Requirement	Description and key requirements
FRQ-ESC-001	**Home Page for beneficiaries.** Main requirements include: – public access without authentication to information, guides, FAQs, news, complaints and public sections; – personalized access after authentication for electronic services, applications, forms, profiles and the Personal Account; – access to the "Log In" functionality through approved mechanisms, including MPass, where applicable;

	– automatic identification of the user after authentication; – determination of the user role and creation or update of the relevant Personal Account; – access to accessibility features and multilingual public interface elements.
FRQ-ESC-002	**User management, authentication, and access control.** Main requirements include: – differentiated access management for external users and institutional users of the eSocial platform; – management of access for external users through the Personal Account and assigned roles; – management of institutional users from ANOFM/STOFM for Back Office operations; – authentication and authorization through secure mechanisms, including MPass for institutional users; – implementation of RBAC-based access control; – assignment of permissions based on user role, institutional level, territorial subdivision and operational responsibilities; – centralized administration of institutional user accounts; – creation, activation, suspension and deactivation of accounts; – assignment and modification of roles and access rights; – association of users with territorial subdivisions; – monitoring of user activities and audit logs; – administration of institutional users only by authorized administrator roles.
FRQ-ESC-003	**Authentication of the unemployed / job seeker.** Main requirements include: – authentication through secure electronic identification mechanisms available on the platform; – support for authentication through MPass, where applicable; – account creation and authentication through e-mail address and phone number for users without electronic signature, where applicable; – validation of the individual's identity based on IDNP; – automatic assignment of the user to the "Unemployed / Job Seeker" role; – automatic creation or update of the Digital Personal Account; – automatic redirection to the user profile after authentication; – secure access to available functionalities and services according to RBAC; – session management, including login, logout and automatic session expiration; – logging of authentication and system access events; – account lockout after consecutive failed login attempts; – password recovery functionality; – encrypted transmission of authentication data; – protection of personal data during authentication and access management.
FRQ-ESC-004	**Employer authentication.** Main requirements include: – authentication of employers through qualified electronic signature and/or MPass government services, where applicable; – identification of the legal entity based on IDNO; – validation of legal entity information through relevant state registries, including RSUD and ASP, where applicable; – automatic association of the authenticated user with the represented organization; – automatic creation and update of the Employer's Personal Account; – use of the Employer's Personal Account as the unique organizational profile of the authenticated legal entity; – access to employer services, including job vacancy reporting, recruitment processes, candidate management and active employment measures;

	– request and activation of additional roles, including vocational training provider or private employment agency, where applicable; – management of organization users and access rights; – role switching between validated roles; – clear separation of functionalities by role; – secure session management and logging of authentication, access, role modification and role switching activities.
FRQ-ESC-005	**Registration and accreditation of NGOs.** Main requirements include: – registration of the organization based on IDNO; – automatic query of the State Register of Legal Entities to retrieve official organization data; – validation of organization existence, active status and eligibility of organization type; – manual completion of data not available in the registry, including website, mission, contact person, email and phone; – adding NGO representatives/users based on IDNP; – automatic query of the State Population Registry for representative data; – creation of user accounts and association of users with the organization; – activation of user accounts through email or MPass, where applicable; – support for multiple users under the same organization; – modification or revocation of access for users associated with an NGO.
FRQ-ESC-006	**Authentication of private employment agencies.** Main requirements include: – authentication through approved secure mechanisms, including MPass/MCabinet government services, where applicable; – identification and validation of the legal entity based on IDNO; – validation of the existence and validity of the private employment agency licence through the relevant public registry, including ASP, where applicable; – restriction of access to agency-specific functionalities if the licence is expired, suspended, revoked or cannot be identified; – creation of the agency's institutional account upon first login; – association of the institutional account with the licensed legal entity; – designation of the initial account administrator; – management of internal users and operational responsibilities; – automatic completion of the agency profile with data retrieved from state registries; – validation of mandatory profile data before access to operational functionalities; – notification regarding licence expiration; – RBAC-based access control; – logging of authentication, account creation, profile changes and actions performed in the system.
FRQ-ESC-007	**Activation and management of the employer role for private employment agencies.** Main requirements include: – activation of an additional employer role for the same legal entity; – use of one institutional account for multiple business roles; – activation of the employer role upon first login or later from the entity profile; – automatic validation of eligibility for the employer role; – completion of missing employer-specific data before role activation; – automatic expansion of available functionalities after activation; – selection and switching of the active operating context; – clear separation of data, documents and processes by role; – management of internal users by role; – deactivation of the employer role where there are no active processes;

	– restriction of access in case of ineligibility; – automatic notifications related to role activation, rejection or data completion; – logging of role activation, validation, deactivation and role switching actions; – prevention of duplicate accounts for the same legal entity.
FRQ-ESC-008	**Authentication of vocational training service providers.** Main requirements include: – authentication of the provider as a legal entity through qualified electronic signature and/or MPass, where applicable; – identification and validation of the provider based on IDNO and relevant registry data; – automatic retrieval of provider data from public registries; – completion of the Provider Registration Form; – collection of legal, tax, banking, training field, authorization and supporting document data; – validation of mandatory fields and data formats; – creation or association of the provider's institutional profile; – access to registration, course programme and voucher-related workflows after validation; – management of internal users and access permissions; – restriction of access until mandatory profile and validation conditions are fulfilled; – logging of form creation, modification, validation and profile-related operations.
FRQ-ESC-009	**Activation and management of the employer role for vocational training providers.** Main requirements include: – possibility to activate an additional employer role for the same legal entity; – use of one institutional account for both vocational training provider and employer roles; – role activation upon first login or later from the entity profile; – automatic validation of the legal entity for the employer role; – completion or update of employer-specific data before activation; – separation of provider and employer functionalities, data and processes; – role-based access to each operational area; – management of internal users and permissions by role; – secure switching between roles; – deactivation of the employer role where conditions are met; – restriction of access in case of ineligibility; – automatic notifications related to role activation, rejection, data completion or status changes; – audit trail for role activation, changes and actions performed in each role; – avoidance of duplicate institutional accounts.
FRQ-ESC-010	**Registration and management of the Form for accessing employment measures by service providers and/or employers.** Main requirements include: – authentication of service providers and/or employers through approved mechanisms; – linking the user account to the relevant legal entity; – access only to application forms related to available and applicable measures; – configurable access forms per employment measure; – online completion, draft saving, electronic submission and electronic signing of the form; – automatic validation of completeness and consistency; – assignment of a unique registration number; – display of application status in the account; – approval, rejection or request for additional information by ANOFM;

	– activation of the provider and/or employer only for the measure for which it has been validated; – maintenance of electronic registers of service providers and/or employers per measure; – management of updates, suspensions, removals and history of changes; – automatic notifications for submitted, approved, rejected, returned or expired applications.
FRQ-ANG-001	**User authentication on the angajat.md public portal.** Main requirements include: – authentication of users accessing public portal functionalities requiring identification; – alignment with the authentication and access model used within the eSocial ecosystem; – access to personalized functionalities based on user category and assigned role; – secure access to vacancy-related, CV-related, employer-related and communication functionalities; – reuse of eSocial identity, access and role management mechanisms where applicable; – logging and traceability of authentication and access events.
FRQ-ESC-052	**Activity / System log and audit trail.** Main requirements include: – recording of authentication events; – logging of account creation, activation, suspension and deactivation; – logging of role and permission changes; – recording of actions performed by institutional and external users; – storage of user, entity, date, time and type of action; – access to logs only for authorized users; – logging of failed login attempts, session expiration and account blocking events; – monitoring of role switching and access to sensitive data or documents; – generation of audit evidence for administrative, security and operational review; – use of logs for audit, monitoring, security analysis and incident investigation.

2.2. Unified digital dossier, registration and case management of jobseekers and unemployed persons

Procedure name: Unified digital dossier, registration and case management of jobseekers and unemployed persons

Description: This procedure covers the end-to-end registration, creation, management, update, monitoring, use and closure of the unified digital dossier of jobseekers and unemployed persons within eSocial/ANOFM. The digital dossier shall represent the central operational record of the beneficiary and shall consolidate all relevant data, applications, documents, statuses, services, measures, appointments, profiling results, Individual Employment Plan, decisions, payments, interactions, referrals, notifications and activity history related to the beneficiary.

The dossier shall be created and managed primarily in the internal Back Office component of eSocial/ANOFM by authorized ANOFM/STOFM users. The beneficiary shall have restricted access through the Digital Personal Account to view relevant information, submit or update data, upload documents, schedule appointments, track requests, receive notifications, generate status confirmations and interact digitally with ANOFM/STOFM, subject to the access rights defined in the ToR and RBAC model.

List of functional requirements:

Requirement	Explanation
Section 7.1.4 / FRQ-ESC-018	**Unified application for individual registration and creation of the digital file.** Main requirements include: – implementation of a unified electronic registration mechanism for persons accessing ANOFM services; – authentication of the person and identification based on the IDNP associated with the authenticated account;

	– display of the option to check the person's registration status in the ANOFM information system; – informing the person, before any cross-system checks, that socioeconomic status and eligibility data will be verified automatically through public information systems; – continuation of the process only after the person confirms that they have been informed and agrees to continue with status verification; – automatic checks, subject to legal and technical availability, through relevant systems and registers, including EVO, MConnect/MCabinet, ASP, CNAS, SFS/FISC, CNDDCM, educational registers and other relevant public systems; – determination of whether the person is eligible for registration as unemployed, may be registered only as a job seeker, or must manually complete missing/inconsistent data and attach supporting documents; – verification of conditions such as age, employment status, fitness and availability to work, full-time education status, legal/economic status, pension age, disability status and other legal circumstances affecting unemployed status; – display of the verification result and the reason(s) for ineligibility, where applicable; – explicit confirmation by the person before assigning unemployed status; unemployed status shall not be assigned automatically based only on the verification result; – generation and pre-filling of the registration application with data from the user account, public registers and interconnected systems; – collection of identification data, domicile/residence data, contact data, education data, professional experience, skills, languages, requested occupations, job search area, documents and agreements/confirmations; – completion of the sworn statement only where the person is eligible and expressly confirms registration as unemployed; – creation of the electronic file of the unemployed person or job seeker based on the application, sworn statement, verification results and attached documents; – generation of the unique registration number, PDF application, PDF sworn statement where applicable, notifications to the person and STOFM, and assignment to the responsible STOFM; – management of application and file statuses, including Created, Saved/Draft, Under automatic verification, Eligible/Ineligible, requires additional information, Submitted, Forwarded to STOFM, Under review, Approved, Rejected and Closed; – logging of each status change, including date, time, user and reason, where applicable.
FRQ-ESC-016	**Scheduling a visit to STOFM (Electronic Calendar).** Main requirements include: – online appointment scheduling by unemployed persons through their account; – display of an electronic calendar showing available time slots for each STOFM; – selection of the STOFM office and desired appointment time slot; – calendar synchronization with staff availability, public holidays, leave and other availability constraints; – confirmation of the appointment and generation of a notification with visit details; – possibility to reschedule or cancel the appointment within configured limits; – automatic reminders by email, SMS and/or eSocial notification, including reminders 24 hours before the appointment; – recording of the appointment in the unemployed person's electronic file; – visibility of STOFM specialists' calendars for the STOFM Director or other authorized users.
FRQ-ESC-017	**File upload module for the unemployed.** Main requirements include: – upload of supporting documents by the beneficiary through the Digital Personal Account;

	– upload by document category, including applications, diplomas/educational certificates, medical certificates and supporting documents for active employment measures; – accepted file formats including PDF, XLSX, JPG, PNG and DOCX; – configurable file size limit, with a maximum of 10 MB unless otherwise configured; – document status display, including Uploaded, Pending validation, Approved, Rejected and Expired; – history of document uploads and downloads; – notification to the STOFM operator/specialist regarding documents requiring manual validation in Back Office; – automatic association of uploaded documents with the beneficiary's electronic file.
FRQ-ESC-018	**Electronic file for the unemployed and job seekers.** Main requirements include: – submission of the application for registration as an unemployed person or as a job seeker, collection of initial beneficiary data and automatic generation of the digital file; – automatic creation and management of one single digital file for each unemployed person or job seeker; – centralization of all data, documents and interactions with STOFM/ANOFM in the beneficiary file; – restricted beneficiary access through the Digital Personal Account and operational access for authorized ANOFM/STOFM specialists; – use of the file as the central component for managing the beneficiary's pathway, including automatic data integration, tracking of services and measures, and support for decision-making; – automatic assignment of the file number in ascending order, including the STOFM code according to the predefined classifier; – storage of general information, including file number, registration date, closure date, beneficiary status, responsible specialist and method of application submission; – storage of the beneficiary's resume and profile data, including personal data, contact information, family information, education, qualifications, skills, language skills, digital skills, driver's licence data and other relevant information; – automatic retrieval and pre-filling of personal data from ASP, including last name, first name, IDNP, gender, date of birth, citizenship, identity document information and domicile address, where applicable; – automatic retrieval or manual completion of education-related data, including level of education, document name, series, number, issuing institution, dates, occupation/profession, field of study and foreign education information; – management of professional experience, including employer, IDNO, field of activity, type/form of activity, occupation, hiring date, job description, probationary period, total experience and reason for termination, where available from CNAS or other sources; – registration of requested occupations based on the CORM classification, selected manually by the STOFM specialist or retrieved automatically from the application data; – management of vulnerability and support categories, including disability, long-term unemployed, returned migrants, foreign nationals, persons released from detention, victims of trafficking or domestic violence, persons aged 50+, persons without profession/trade, war veterans and other legally defined categories; – automatic retrieval of disability information from CNDDCM and request for structured additional disability-related data where required; – recording of referral information where the beneficiary is referred to ANOFM by another institution, including institution type, referring institution and date of referral; – management of unemployment status information, including form of unemployment, benefit recipient category, benefit award date, profiling results, support group information and additional notes;

	– registration of visits, contacts and services, including date, delivery channel, time spent, actions taken, recommendations and planned next visit; – association of the Individual Employment Plan with the beneficiary file and preservation of all related measures, activities, schedules, statuses and versions; – recording of employment-related information, including placement form and employment notification; – management of services and measures provided, including measures received or currently received and occupation after training where applicable; – chronological storage of documents such as applications, decisions, forms, questionnaires, orders, educational records, medical certificates, disability certificates and other documents; – automatic numbering and metadata management for each document, including document type, document number, date of issuance, registration or upload; – possibility to complete beneficiary satisfaction surveys, including after case closure and with multiple submissions where applicable; – storage of payment history related to the beneficiary; – generation of automatic monthly confirmations for monitoring maintenance of employment where required by the granted measure; – automatic classification of beneficiaries as long-term unemployed after 12 months of registration, where applicable; – support for the questionnaire on barriers to employment, automatic scoring, classification into risk groups and documentation of reasons for continued unemployment; – statistical monitoring reports and satisfaction survey reports related to long-term unemployed persons; – preservation of the complete history of the file, including updates, interactions, services, measures, documents, payments and operational actions.
FRQ-ESC-019	**Removal from the Registry / Case Closure.** Main requirements include**:** – management of file closure and/or removal of the unemployed person from the registry when the person no longer meets legal requirements or another justified reason exists; – automatic closure of the file based on confirmed employment in the Employment section, where applicable; – automatic setting of the closure reason as "Employed" when employment is confirmed; – exclusion from automatic closure for day laborers, persons employed for up to 3 months and other legally exempted cases; – manual closure by the STOFM specialist based on predefined legal or administrative reasons, such as employment, unjustified refusal, failure to report, retirement or death; – recording of closure reason, closure date, responsible specialist, supporting documents and additional comments; – notification to the responsible STOFM specialist upon receipt of information from external systems regarding employment, death, reaching retirement age or other relevant events; – monitoring of failure to report to STOFM for more than 30 calendar days from the last recorded visit or interaction; – verification of special circumstances before initiating removal, including vocational training, active measure participation, rescheduled appointment or other justified situation; – automatic update of file status and automatic completion of the closure date in the General Information section; – generation of the closure/deregistration document in PDF format, including beneficiary data, file number, previous status, closure reason, date, legal/administrative basis, responsible specialist and issuing STOFM;

	– electronic archiving of the generated document in the Documents section of the file; – notification of the beneficiary via email, SMS, Digital Personal Account or other configured channels; – verification of active measures, services, payments or ongoing interventions before final closure; – generation of internal notifications to responsible specialists where active measures or services need to be terminated, suspended or updated; – complete history and audit of closure actions, including date, user, reason, previous/new status, information source, generated documents, notifications and comments; – searching and filtering of cases by name, IDNP, file number, case status, beneficiary status, STOFM, specialist, registration period, closure period, district and profiling; – list features including sorting, multiple filters, reset filters, export, direct opening of the file and display of total results.
FRQ-ESC-019.1	**Electronic generation of the status confirmation certificate.** Main requirements include: – generation by the registered person, through the Digital Personal Account, of a digital certificate confirming status as unemployed or job seeker; – automatic generation based on current data from the electronic file; – display of the person's current status as of the generation date; – viewing, downloading and sharing of the certificate in electronic format; – availability only to persons registered with ANOFM; – recording and logging of each generated certificate; – access control through RBAC; – definition of certificate content, format, electronic signing and authenticity verification during the technical specification phase, according to the applicable legal framework and Beneficiary requirements.
FRQ-ESC-020	**Unemployed person profiling.** Main requirements include: – initiation of profiling from the unemployed person's file in the Unemployment Status section; – profiling upon registration, when developing/updating the Individual Employment Plan, upon reassessment or at the initiative of the STOFM specialist; – automatic or partial pre-filling of data from the beneficiary file or data exchanges, including age, education, professional experience, vulnerable groups, disability, domicile/residence and access to the labor market; – electronic completion of the profiling questionnaire based on the approved profiling form; – question grouping by labor market preparation, job search skills, motivation/flexibility, additional vulnerabilities and access to the labor market; – selection of answers from predefined lists and display of the corresponding score according to ANOFM methodology; – automatic calculation of the profiling score based on selected answers; – automatic assignment of the employability/vulnerability level based on configurable thresholds; – display of profiling results in the file, including date, specialist, total score, assigned level, selected answers, recommendations and specialist comments; – use of the profiling result to recommend services and active measures, including information, counseling, placement, career guidance, training, skills certification, subsidies and supported employment; – use of profiling results in the development and update of the Individual Employment Plan;

	– possibility for the STOFM specialist to accept, modify or supplement system-generated recommendations; – reassessment upon request or at regulated intervals in case of changes in professional situation, training completion, new experience, vulnerability changes or updated IEP; – preservation of all previous profiling results and comparison with current results; – configuration by authorized users of scores, thresholds and employability levels in accordance with ANOFM methodology; – logging of all profiling and reassessment actions, including date/time, user, selected responses, calculated score, assigned level, changes, reason and comments.
FRQ-ESC-021	**Development of the individual employment plan.** Main requirements include: – full digitalization of preparation, implementation, monitoring, revision and versioning of the Individual Employment Plan for unemployed persons; – initiation of the plan only after completion of the beneficiary profiling process; – automatic retrieval of profiling results, including vulnerability/employability level and recommended services or measures; – possibility for the STOFM specialist to confirm, adjust, add or exclude automatically recommended services and measures; – definition of plan purpose, preparation date, expiry date and responsible specialist; – association of the plan with the beneficiary's electronic file and assignment of the initial status "In progress" or equivalent; – completion of commitment objectives, planned services and active measures, deadlines and responsibilities of the beneficiary and STOFM specialist; – inclusion of labor market information, career guidance, pre-employment/pre-layoff services, job placement, vocational training and other active employment measures; – generation of the electronic version of the plan and electronic signing by the STOFM specialist; – confirmation by the beneficiary through electronic signature, acceptance in the Digital Personal Account or handwritten signature, where applicable; – activation of the plan after confirmation; – automatic generation of the action schedule for all measures and services included in the plan; – monitoring of each planned measure by date, responsible person and status, including Planned, In Progress, Completed or Not Completed by the set deadline, with reason; – visibility of planned and completed actions for the beneficiary through the Digital Personal Account; – automatic recording of participation in services and results of implemented measures; – association of each activity with the active plan and the beneficiary's electronic file; – automatic review of the plan in case of beneficiary status change, receipt of a service, completion of a measure or periodic review established by internal procedures; – generation of updated recommended measures and services, including adding new measures, adjusting deadlines, replacing or cancelling existing measures; – validation of updated recommendations by the STOFM specialist; – creation of a new version after each modification and preservation of previous versions in the beneficiary file; – electronic notification of the beneficiary about plan changes and confirmation of the updated version; – mechanism for referral to social services and two-way exchange of results with social assistance agencies, where applicable; – complete, versioned and auditable history of the plan, measures, statuses, reviews and related actions.
FRQ-ESC-024	**Employment services management.** Main requirements include:

	– management of services through two complementary channels: assisted provision by ANOFM/STOFM specialists and direct access by beneficiaries through the authenticated Digital Personal Account; – identification of the beneficiary and access to the electronic file by the specialist; – initiation, provision, monitoring and update of services or measures by ANOFM/STOFM specialists based on status, eligibility, needs, profiling and Individual Employment Plan; – direct beneficiary access to available services, requests, documents, notifications and confirmations through the Digital Personal Account; – correlation of specialist actions with beneficiary-initiated actions; – reflection of all services and measures granted in the beneficiary's electronic file; – grouping of employment services in the interface and functional logic, including labor market information, career guidance, job placement, pre-layoff services, mobile team and other activities; – logging of each action with user, role, date, time and type of operation.
FRQ-ESC-025	**Labor market information service.** Main requirements include: – provision and recording of labor market information services for unemployed persons, job seekers, employers and institutional partners; – configuration by beneficiary type, form of service delivery and delivery channel; – individual service delivery in person, by phone, online or through other communication means; – group/collective service delivery through information seminars or group events, in person, online or hybrid; – digital recording of the service in the beneficiary file or employer file, where applicable; – recording of delivery channel, service date, duration, actions taken and relevant service content; – information on available services, rights, obligations, access conditions, job search methods, labor market trends and next steps; – electronic archiving of actions and traceability of service provision; – inclusion of information services in ANOFM statistical and monitoring reports.
FRQ-ESC-026	**Career guidance service.** Main requirements include: – initiation and recording of career guidance activities directly from the beneficiary's digital file; – recording of actions undertaken, recommendations, date, duration and delivery method; – support for guidance related to career choice, occupation selection, training needs and labor market integration; – generation of career guidance outputs or results sheets, where applicable; – association and digital archiving of results in the beneficiary file; – update of the electronic file and, where applicable, the Individual Employment Plan; – marking of services as recommended, planned, provided, completed or otherwise configured; – use of career guidance information in case management and reporting.
FRQ-ESC-027 – FRQ-ESC-031	**Other employment service records and activities.** Main requirements include: – registration and monitoring of collective labor brokerage activities; – registration of collective pre-layoff services and individual pre-layoff services for job seekers; – recording of services delivered by the Mobile Team outside STOFM premises, including rural or vulnerable group outreach activities; – registration of other complementary or support activities relevant to ANOFM/STOFM operations;

	– recording of activity date, delivery method, duration, beneficiary/group, actions taken, recommendations and results; – association of services and activities with the relevant beneficiary file, event history, service history and statistical reports, where applicable; – visibility of relevant service information to the beneficiary through the Digital Personal Account, where applicable and authorized.
FRQ-ESC-032	**Supported employment service for persons with disabilities.** Main requirements include: – digital management of supported employment services for persons with disabilities; – authentication and validation of Assisted Employment Service Providers and approval/rejection of provider access requests by authorized ANOFM users; – automatic identification of potential beneficiaries among unemployed persons with disabilities registered in the system; – manual validation, addition or selection of eligible beneficiaries by STOFM specialists; – electronic submission of the service application by the unemployed person through the Digital Personal Account or assisted generation by the STOFM specialist; – generation of the referral package, including application, referral form and disability-related data, including data retrieved from CNDDCM where applicable; – electronic transmission of the referral to the provider and automatic provider notification; – electronic acceptance or refusal of the referral by the provider and automatic registration by STOFM; – generation and signing of the service provision contract according to the approved ANOFM template; – submission and monitoring of the Individual Assisted Employment Plan by the provider through the system; – automatic update of the beneficiary status to engaged in supported employment, where applicable; – management of suspension and termination cases and related payment termination; – support for invoicing and payment monitoring through applicable systems, including e-Factura, Treasury account and CEIB, subject to technical feasibility; – registration of monitoring visits, monitoring notes, employment notifications, workplace monitoring and counselling forms, and beneficiary satisfaction questionnaire; – electronic archiving and full history of all applications, decisions, contracts, forms, questionnaires, monitoring notes and related documents.
FRQ-ESC-033	**Vocational rehabilitation service for persons with disabilities.** Main requirements include**:** – management of vocational rehabilitation services for persons with disabilities within the beneficiary's electronic file; – identification and validation of eligible beneficiaries; – recording of applications, referrals, decisions, service plans, supporting documents and rehabilitation-related results; – use of disability-related information from CNDDCM or other authorized sources, where legally and technically available; – monitoring of the beneficiary's participation, status, outcomes and follow-up actions; – electronic archiving and traceability of service-related documents, decisions and actions; – inclusion of relevant information in reports and the beneficiary's service history.
FRQ-ESC-034	**Receipt of the job placement form by the unemployed person.** Main requirements include**:** – generation and registration of the job placement form in the unemployed person's file and, where applicable, in the employer file;

	– electronic transmission or notification of the placement form to the unemployed person through selected communication channels; – download link or access to the placement form through the Digital Personal Account; – recording of the response to the placement form; – support for predefined response options, such as accepted, refused, no response or other configured statuses; – recording of reasons for refusal, where required; – preservation of the form and response history in the relevant electronic files; – use of the placement response in case management, job placement monitoring and reporting.
FRQ-ESC-044 – FRQ-ESC-045	**Back office requests and decisions.** Main requirements include**:** – viewing, verification and processing of applications, electronic forms and supporting documents submitted by beneficiaries; – verification of completeness, eligibility and supporting evidence; – approval, rejection or request for additional information by authorized ANOFM/STOFM users; – updating of request status in the beneficiary's electronic file; – visibility of the status to the beneficiary where applicable; – generation, approval, signing, storage and viewing of operational and administrative decisions related to beneficiary status, services, measures or case management; – decision approval workflows for authorized ANOFM/STOFM users; – storage of decisions in the beneficiary's digital file; – electronic signing where applicable; – role-based access to decisions and related documents; – recording of all examination and decision actions in the file and audit log.
FRQ-ESC-046	**Payment's module.** Main requirements include**:** – management of payment-related operations associated with beneficiaries, services and measures; – recording and traceability of payment calculation, validation, approval, transmission, execution or return; – association of payment-related information with the beneficiary's electronic file and relevant service or measure; – support for monitoring of scholarships, allowances, benefits, reimbursements, service provider payments and other financial operations where applicable; – use of payment-related information in operational reporting, management dashboards and audit; – alignment with security, confidentiality, audit and personal data protection requirements; – integration details with MPay, e-Factura, Treasury or other payment-related services to be specified during technical specification and implementation.
FRQ-ESC-047 – FRQ-ESC-048	**Back-office document upload, viewing and printing.** Main requirements include**:** – upload, viewing, downloading and management of files and documents by authorized ANOFM/STOFM Back Office users; – association of files with the relevant electronic file, request, service, measure, decision or payment operation; – maintenance of document metadata, indexing, verification status and document history; – viewing and downloading of documents according to user role and permissions; – printing of files/documents from the Back Office where permitted; – generation or download of official PDF documents where applicable; – support for document-based verification and case processing;

	– logging of document upload, view, download, print and modification operations.
FRQ-ESC-052	**Activity / system log and audit trail.** Main requirements include: – recording of actions performed in the system by beneficiaries, specialists, institutional users and system users; – logging of authentication, access, status changes, document operations, service delivery, decisions, profiling, plan updates, payments and case closure actions; – storage of user, role, entity, date, time, action type, previous/new status and relevant context, where applicable; – access to logs only for authorized users; – chronological display of file events and activity history; – use of logs for audit, monitoring, security analysis, operational review and incident investigation; – generation of audit evidence for administrative, security and operational purposes; – preservation of the full traceability of beneficiary-related operations throughout the file lifecycle.

2.3. Employment services and jobseeker processes

Procedure name: Employment services and jobseeker processes

Description: This procedure covers the digital management of employment services and jobseeker-related processes within eSocial/ANOFM, including assisted and self-service delivery of employment services, labor market information, career guidance, collective and individual job placement activities, pre-layoff services, mobile team activities, other support activities, supported employment and vocational rehabilitation services for persons with disabilities, job offer matching, receipt and response to job placement forms, and employer confirmation of employment placement results.

The procedure shall ensure that all services and jobseeker interactions are initiated, recorded, monitored, updated and closed through traceable digital workflows. Services shall be linked, where applicable, to the beneficiary electronic file, profiling results, Individual Employment Plan, job offers, placement forms, employer feedback, documents, notifications, reports and audit logs. The system shall support both channels described in the ToR: assisted provision by ANOFM/STOFM specialists and direct access by beneficiaries through the authenticated Digital Personal Account.

List of functional requirements:

Requirement	Explanation
FRQ-ESC-016	**Scheduling a visit to STOFM (Electronic Calendar).** Main requirements include: - online appointment scheduling by unemployed persons through their account; - display of an electronic calendar with available time slots for each STOFM; - selection of the STOFM office and desired appointment time slot; - synchronization of the calendar with staff availability, public holidays, leave and other availability constraints; - confirmation of the appointment and generation of a notification with visit details; - possibility to reschedule or cancel the appointment within configured limits; - automatic reminders by email, SMS and/or eSocial notification, including reminders 24 hours before the appointment; - recording of the appointment in the unemployed person electronic file; - visibility of STOFM specialists' calendars for the STOFM Director or other authorized users.
FRQ-ESC-022	**Automatic matching and manual validation by STOFM (Employment Placement).** Main requirements include:

	- automatic initiation of the matching process between the beneficiary request/profile and job offers available in the system; - application of the matching algorithm using field of activity, skills, location and mobility, education, experience and other configurable criteria; - generation of a list of compatible job openings for the beneficiary; - access by the ANOFM/STOFM operator to the automatically generated matching list; - possibility for the operator to review, validate, manually adjust and finalize the matching results; - issuance of the placement order/form after validation by the STOFM specialist; - electronic transmission of the placement form to the beneficiary and employer; - receipt or use of automatic employment notification via SFIC/IRM19, where applicable; - notification to the employer regarding the need to respond to the assignment/placement form; - recording of the unemployed person statement in case of refusal of employment, using the ANOFM-approved form; - saving of the job placement form in the unemployed person file and employer file as downloadable PDF; - full traceability of matching, validation, placement and response actions.
FRQ-ESC-023	**Viewing job offers received from ANOFM and Employers.** Main requirements include: - dedicated section in the beneficiary account for viewing job offers received through automated matching or job placement services; - display of job offers generated automatically by the system, recommended by STOFM specialists, received from employers or otherwise configured; - automatic notification when a new matching job vacancy is identified and added to the portal; - direct access from the notification to the detailed vacancy page; - possibility to apply, save or decline the job offer; - active identification by the jobseeker of relevant vacancies using the matching engine based on skills, qualifications and experience in the profile or resume; - display of recommended vacancies sorted by match score; - filtering by field, location, contract type, status and other criteria; - display of job title, job description, employer, location, application deadline, status and other relevant details; - ability to accept or reject job offers and, where required, provide the reason for rejecting a STOFM-assigned job placement; - automatic storage of the interaction and response in the jobseeker electronic file.
FRQ-ESC-024	**Employment services management.** Main requirements include**:** - provision of employment services and measures through an integrated digital mechanism; - two complementary service channels: assisted provision by ANOFM/STOFM specialists and direct access by beneficiaries through the authenticated Digital Personal Account; - identification of the beneficiary and access to the electronic file by the specialist; - initiation, granting, monitoring and updating of services or employment measures by ANOFM/STOFM specialists based on the individual status, eligibility, needs, profiling, Individual Employment Plan and applicable legal framework; - beneficiary access to available services, applications, supporting document upload, request status tracking, notifications, participation confirmations and digital interaction with ANOFM/STOFM; - correlation of actions taken by specialists with actions initiated by beneficiaries; - reflection of all services and measures in the beneficiary electronic file;

	- grouping of employment services in the interface and functional logic, including labor market information, career guidance, job placement, pre-layoff services, mobile team and other activities; - logging of each action with user, role, date, time and type of operation.
FRQ-ESC-025	**Labor market information service.** Main requirements include: - provision of relevant, up-to-date and structured information on the labor market, employment services and employment measures; - coverage of unemployed persons, job seekers, employers and institutional partners/NGOs; - unified service model customized by beneficiary type, form of service delivery and delivery channel; - individual service delivery in person, by phone, online or through other communication means; - group/collective service delivery through informational seminars or group events, in person, online or hybrid; - initiation of service delivery from the unemployed/jobseeker file or employer file through the service registration functionality; - recording of service type, delivery channel, date, duration, actions performed and content covered; - information on job vacancies and job offers, access conditions for services and measures, qualifications and skills of jobseekers, job search methods, labor market situation and trends, and related rights and obligations; - electronic archiving of actions and linkage to the beneficiary file or employer file, where applicable; - automatic inclusion of information service data in ANOFM statistical and monitoring reports; - direct digital information to the person regarding available services, rights, obligations and next steps.
FRQ-ESC-026	**Career guidance service.** Main requirements include**:** - full digitalization of planning, scheduling, notifying, conducting, recording and reporting of career guidance services; - management by ANOFM/STOFM specialists of group and individual guidance sessions; - group sessions/events with planning of topic, duration, format, date, time, location or online link, participant categories, estimated participants, expenses and notes; - possibility to select educational institution visits and explicitly mark students/pupils as participants for separate reporting; - automatic generation of eligible beneficiary lists based on the Individual Employment Plan and service recommendations; - manual adjustment of participant lists by the specialist; - electronic invitations, confirmations, notifications and attendance tracking; - support for online participation through meeting links and electronic attendance records; - individual guidance recorded directly in the beneficiary file without event planning, where applicable; - mandatory recording of actions taken, recommendations, duration, notes and result report for individual sessions; - update of the beneficiary file and, where applicable, the Individual Employment Plan; - marking of services as recommended, planned, provided, completed or other configured status; - archiving of invitations, confirmations, attendance and service results in beneficiary files; - automatic generation of reports on topics, participants, absentees, duration and format, with export to PDF/Excel.
FRQ-ESC-027	**Labor brokerage / Collective activity.** Main requirements include:

	- digitization of organizing, conducting, monitoring and reporting of collective labor placement activities carried out by STOFM; - coverage of job fairs, recruitment activities and electronic job placement; - initiation of collective activity from the Employment Services / Job Placement module; - selection of activity type, topic, responsible subdivision, responsible specialist, date, duration, location or online/hybrid format; - registration of participating employers/economic agents and participating beneficiaries; - linkage of collective activity to beneficiaries, employers, vacancies and statistical reports; - use of online platforms and digital tools, including angajat.md, for electronic job placement; - digital recording of participation, vacancies identified, results and filled positions; - electronic archiving of activity data and results; - automatic generation of reports and indicators at regional and national level; - traceability of activity lifecycle, from initiation to completion, cancellation, reporting and archiving.
FRQ-ESC-028	**Pre-Layoff Service (Collective).** Main requirements include: - digitization of the process of notification, planning, implementation and reporting of pre-layoff services for employers announcing collective or individual layoffs; - employer initiation of the process through the dedicated pre-layoff section in the eSocial/ANOFM module; - completion of the electronic layoff notification form approved by ANOFM; - automatic population of employer identification data based on IDNO through relevant official registers; - entry of employee IDNPs and automatic checks through interconnected registers, such as CNAS, SFS and CNDDCM, where applicable; - automatic retrieval and display of relevant employee data in the electronic form; - validation, electronic signing and online submission of the layoff notification; - scheduling and management of pre-layoff service sessions in person, online or hybrid; - electronic notification to the employer regarding status and scheduling; - possibility to select one or more actions performed for the same service; - digital archiving of each session and linkage to the employer file; - automatic update of metrics and generation of reports by STOFM, period and number of employees informed or benefiting from the service; - export of statistical reports to PDF or Excel; - full traceability of all stages: notification, scheduling, service delivery, reporting and archiving.
FRQ-ESC-029	**Provision of Pre-Layoffs Services for individual beneficiaries (Job Seekers).** Main requirements include: - provision of pre-layoff services directly to individually registered jobseekers who are at imminent risk of losing their job or have already received notice; - initiation of the service by the STOFM specialist from the beneficiary electronic file or by the beneficiary through an electronic request from the authenticated account; - recording of the service in the beneficiary file by explicitly selecting the pre-layoff service; - digital information to the person about the purpose, stages, duration, rights, obligations and next steps of the service; - information on related services that may be accessed subsequently, including employment services, labor market information, career guidance and vocational training; - recording of service date, delivery channel, duration, actions taken, recommendations and observations; - possibility to select one or more actions performed by the specialist; - automatic linkage of the service to the jobseeker electronic file and employment service history;

	- visibility of relevant service summary to the beneficiary through the Digital Personal Account, where applicable; - inclusion of the provided service in statistical reports and audit trail.
FRQ-ESC-030	**Mobile Team.** Main requirements include: - full digitalization of planning, organization, implementation and reporting of employment activities carried out in the field by mobile teams; - management of the entire lifecycle of a mobile team activity: initiation, planning, participant selection, field data collection, result reporting and electronic archiving; - identification of job seekers and provision of employment support in line with vacancies managed by the territorial office; - selection and management of participants, including citizens, partner institutions/organizations and businesses; - integration of collected data into beneficiary and employer files; - correlation with job placement, reporting and job administration modules; - automatic duplicate checking and notifications, where applicable; - electronic participant lists and synchronization with relevant files; - collection and calculation of results, including identified vacancies and filled positions; - notification to specialists regarding the obligation to enter and finalize results within the required deadline; - generation of regional and national reports, including indicators by activity, region/locality, beneficiary type, participating economic agents, identified vacancies and filled positions; - export of reports to PDF and Excel; - electronic archiving in the Mobile Team folder; - full traceability of field interventions and their integration with Unemployed Person/Job Seeker File, Employers, Job Placement and Reports modules.
FRQ-ESC-031	**Other activities.** Main requirements include: - digital recording, management and reporting of STOFM employment activities that do not fall under standardized service categories; - coverage of ad hoc, special, pilot, one-time or project-based activities, including activities carried out in partnership with other institutions, projects or organizations; - creation of a new activity from the Other Activities category; - recording of activity topic, responsible agency, responsible specialist, date, district, locality, full address and descriptive note; - recording of total participants and participant categories, including women and young participants, where applicable; - recording of expenses and other implementation details; - linkage of activity data to reporting and institutional monitoring; - possibility to edit, complete, cancel or finalize activities according to access rights and status rules; - electronic archiving and audit trail of all activity data and changes.
FRQ-ESC-032	**Supported employment service for persons with disabilities**. Main requirements include**:** - fully digitized management of supported employment services for persons with disabilities in accordance with the applicable legal framework; - authentication and validation of supported employment service providers and approval/rejection of provider access requests by authorized ANOFM users; - automatic identification of potential beneficiaries among unemployed persons with disabilities registered in the system; - manual validation, addition or selection of eligible beneficiaries by STOFM specialists; - electronic submission of the service application by the unemployed person through the Digital Personal Account or assisted generation by the STOFM specialist;

	- generation of the referral package, including application, referral form and disability-related data, including CNDDCM data where applicable; - electronic transmission of the referral to the provider and automatic provider notification; - electronic acceptance or refusal by the provider and automatic registration of the provider response by STOFM; - generation and signing of the service provision contract according to the approved ANOFM template; - submission and monitoring of the Individual Supported Employment Plan by the provider through the system; - update of beneficiary status to engaged in supported employment, where applicable; - management of suspension, resumption, termination and payment termination cases; - support for invoicing and payment monitoring through applicable systems, including e-Factura, Treasury account and CEIB, subject to technical feasibility; - registration of monitoring visits, monitoring notes, employment notifications, workplace monitoring and counselling forms, and beneficiary satisfaction questionnaires; - electronic archiving and full history of applications, decisions, contracts, forms, questionnaires, monitoring notes and related documents.
FRQ-ESC-033	**Vocational rehabilitation service for persons with disabilities.** Main requirements include**:** - management of vocational rehabilitation services for persons with disabilities in the beneficiary electronic file; - development of the detailed workflow after approval of the relevant legislative amendments; - definition of eligibility rules, stakeholder interaction mechanisms and required integrations; - registration of applications, referrals, decisions, service plans, supporting documents and rehabilitation-related results, once detailed; - use of disability-related information from CNDDCM or other authorized sources, where legally and technically available; - monitoring of participation, status, outcomes and follow-up actions; - electronic archiving and traceability of service-related documents, decisions and actions; - inclusion of relevant information in beneficiary service history and reports.
FRQ-ESC-034	**Receipt of the job placement form by the unemployed person.** Main requirements include: - automatic generation of the job placement referral form after a compatible job offer is identified and the placement is approved by the STOFM specialist; - generation of the form in PDF format with the digital signature of the responsible STOFM specialist, where applicable; - electronic transmission or notification of the placement form to the beneficiary through selected channels, including email, SMS, eSocial notifications and/or push notifications; - availability of the placement form for download from the Digital Personal Account; - display and recording of the form in the unemployed person file and employer file, where applicable; - recording of the response to the placement form using predefined response options from the unemployed person and employer; - recording of refusal reasons where required by ANOFM-approved forms; - preservation of a copy of the form and response history in the relevant electronic files; - use of placement form status and responses in job placement monitoring, case management, reporting and audit.
FRQ-ESC-042	**Receipt of the placement form by the employer.** Main requirements include: - electronic transmission of the assignment/placement form to the employer after STOFM approves the assignment of a candidate to a vacancy; - automatic receipt of the form in the employer account;

	- possibility for the employer to confirm employment of the beneficiary or reject the assignment with a reason; - submission of the completed employment notification electronically when employment is confirmed; - inclusion in the placement form of candidate information, proposed position/occupation, date of issuance, responsible STOFM representative and other fields identified during implementation; - automatic generation of the form in PDF format and digital signing, where applicable; - download and archiving of the form in the history of declared jobs and employer file; - automatic notification to the employer by email and platform notification; - use of the form as an administrative document and reporting input.
FRQ-ESC-043	**Completing and submitting the employment placement notification.** Main requirements include: - electronic completion and submission by the employer of the Employment Notification after receiving the assignment form; - generation of the digital form according to the template approved by ANOFM Order No. 30 of 22 April 2024; - partial pre-filling of the form with data from the assignment record to reduce data entry errors; - completion of candidate status, contract type, contract duration where applicable, start date, number and date of hiring order/decision, and reason for non-hiring where applicable; - use of predefined reasons for non-hiring, such as does not meet requirements, position no longer available, candidate refusal or other reasons; - automatic validation of mandatory fields before submission; - electronic submission of the notification through the platform; - automatic storage of the notification in the employer file and beneficiary file, where applicable; - update of job placement result and related statuses; - use of the notification for reporting, case closure or continuation of employment support processes.
FRQ-ESC-052	**Activity / System Log.** Main requirements include**:** - recording of actions performed in employment services and jobseeker processes by beneficiaries, specialists, employers, providers and system users; - logging of service initiation, scheduling, invitation, attendance, service delivery, status changes, documents, matching, placement forms, employer responses, notifications, decisions and cancellations; - storage of user, role, entity, date, time, type of action and previous/new status where applicable; - access to logs only for authorized users; - use of logs for audit, monitoring, operational review, security analysis and incident investigation; - preservation of traceability for end-to-end employment service and job placement workflows.
FRQ-ANG-008 / FRQ-ANG-010	**Relevant angajat.md jobseeker interaction requirements.** Main requirements include**:** - saving favorite jobs by jobseekers on the public portal; - access to vacancy interaction mechanisms through angajat.md where authenticated access is required; - communication between employer, unemployed person/jobseeker and ANOFM through the portal;

	- alignment of portal interactions with eSocial identity, beneficiary profile, job offers, applications and communication history; - linkage of relevant interactions to the beneficiary file and recruitment/job placement workflow, where applicable; - notification and traceability of communications and interactions.

2.4. Profiling, individual employment plan, referral and job placement

Procedure name: Profiling, individual employment plan, referral and job placement

Description: This procedure covers the digital process through which the eSocial/ANOFM component supports profiling of unemployed persons, development and monitoring of the Individual Employment Plan, case-management based recommendations, automatic matching with available vacancies, manual validation by STOFM specialists, referral to employment opportunities, electronic transmission of the Job Placement Form to the beneficiary and employer, employer response, electronic employment notification, status update and recording of the final employment or non-employment outcome.

The procedure shall be implemented in accordance with the ToR requirements related to case management, digital job placement, applying for a job opening and job placement. It shall ensure that profiling results, IEP actions, matching results, job offers, referrals, employer responses, notifications, generated documents, status changes and final outcomes are recorded in the beneficiary's electronic file and are fully traceable through the system log.

List of functional requirements:

Requirement	Explanation
FRQ-ESC-018	**Electronic file for the unemployed and job seekers.** This requirement is the data foundation for profiling, the Individual Employment Plan, referral, job placement and status updates. - the system shall manage one unified electronic file for each unemployed person or job seeker, accessible to authorized ANOFM/STOFM users and with restricted visibility for the beneficiary through the Digital Personal Account; - the file shall consolidate general information, CV/resume data, unemployment status, employment information, Individual Employment Plan, services and measures, appointments/visits, documents, notes, observations and payments; - the file shall store personal identification data, contact data, domicile/residence, education, qualifications, competences, language skills, digital skills, driver's license data and professional experience, including data automatically retrieved from ASP, CNAS and other relevant systems where applicable; - the file shall include requested occupations based on CORM, selected manually by the STOFM specialist or retrieved from the application data; - the file shall support management of vulnerabilities and support categories, including disability, long-term unemployment, returned migrants, persons aged 50+, persons without profession, victims of trafficking, victims of domestic violence and other categories defined by law or classifiers; - disability-related information shall be retrieved from CNDDCM where legally and technically available and may trigger additional structured fields related to the person's condition and support needs; - the file shall record referrals from other institutions to ANOFM, including institution type, referral date and related information; - employment-related information, including the Job Placement Form and Employment Notification, shall be associated with the file; - documents generated or uploaded during profiling, IEP, matching, placement, refusal, employment or case closure shall be chronologically stored with document type, generated number, issue/registration/upload date and related metadata;

Requirement	Explanation
	- the file shall preserve the complete history of updates, interactions, services, measures, documents, payments, operational actions and audit events needed for monitoring, reporting and decision-making.
FRQ-ESC-020	**Unemployed person profiling.** The system shall support digital profiling and re-profiling of unemployed persons to determine employability, vulnerability level, barriers to employment and recommended services or active measures. - profiling shall be initiated from the unemployed person's file, in the Unemployment Status section, by the authorized STOFM specialist; - profiling may be performed upon registration as unemployed, when developing or updating the Individual Employment Plan, when reassessing the beneficiary's situation, at the initiative of the STOFM specialist or in other cases provided by ANOFM methodology; - the system shall automatically or partially pre-fill available data from the beneficiary file and data exchanges, including age, education, professional experience, recent professional activity, available education/qualification/experience documents, vulnerable groups, disability, returning migrant status, release from detention, domestic violence or other vulnerability indicators, domicile/residence and access to the labour market; - the system shall provide a structured electronic questionnaire based on the approved profiling form; - questionnaire questions shall be grouped at least by labour market preparation - education and professional experience, labour market preparation - job search skills, motivation/flexibility in job search, additional vulnerabilities and access to the labour market; - the questionnaire shall allow selection of answers from predefined lists and shall display answer options and corresponding scores according to the ANOFM methodology; - the system shall indicate questions that require specialist input, including labour market demand, age group, personal characteristics, additional challenges and the ratio between unemployed persons and vacancies; - the system shall automatically calculate the profiling score based on selected responses and the approved scoring grid, including configurable values and thresholds; - the system shall automatically assign the beneficiary to a vulnerability/employability level based on the calculated score, using configurable levels established by ANOFM methodology; - the profiling result displayed in the file shall include date, responsible specialist, total score, assigned level, selected answers, system-generated recommendations and specialist comments; - the system shall display relevant services and active employment measures based on the identified vulnerabilities and profiling result, such as information, counselling, job placement, career guidance, vocational training, skills certification, subsidies, supported employment and other measures; - the STOFM specialist shall be able to accept, modify or supplement system-generated recommendations according to the beneficiary's specific situation; - the system shall allow reassessment of the profile when the professional situation changes, after completion of vocational training, after new professional experience is acquired, after vulnerability status changes, when the Individual Employment Plan is updated, upon beneficiary request, by specialist decision or at intervals defined by ANOFM; - each profiling or reassessment shall be historically preserved and comparable with previous results; - all profiling actions shall be logged, including date/time, user, selected responses, score, assigned level, changes, reason for reassessment and comments; - the system shall not allow completion of the profiling process if mandatory questions are not answered.
FRQ-ESC-021	**Development of the individual employment plan.** The system shall fully digitize the preparation, implementation, monitoring, review and versioning of the Individual Employment Plan for unemployed persons.

Requirement	Explanation
	- the Individual Employment Plan may be initiated only after completion of beneficiary profiling; - the plan shall be created directly in the beneficiary’s electronic file by the STOFM specialist, based on profiling results and in cooperation with the beneficiary; - the system shall automatically retrieve from profiling the degree of vulnerability/employability and recommended services or measures; - the STOFM specialist shall be able to confirm, adjust, add or exclude system-recommended services and measures; - the system shall allow definition of the plan purpose, preparation date, expiry date and responsible specialist, with the responsible specialist retrieved from the logged-in user where applicable; - the plan shall be linked to the beneficiary’s electronic file and assigned an operational status such as In progress/under preparation before confirmation; - mandatory plan components shall include commitment objectives, short- and medium-term employment objectives, planned services and active labour market measures, deadlines, beneficiary responsibilities, STOFM specialist responsibilities, restrictions, notes and specific conditions; - planned services and measures may include labour market information, career guidance, pre-employment/pre-layoff services where applicable, job placement, vocational training and other active employment measures provided by law; - the plan shall allow referral to social services provided by territorial social assistance agencies and monitoring of the outcome through inter-agency data exchange, where legally and technically available; - the system shall generate the electronic version of the plan for signing or confirmation; - the STOFM specialist shall be able to electronically sign the plan; the beneficiary shall confirm it by electronic signature, acceptance in the Digital Personal Account or handwritten signature where applicable; - after confirmation, the plan shall receive Active status; - the system shall automatically generate the action schedule for all services and measures included in the plan; - each planned measure shall include planned date, responsible person and operational status, including Planned, In Progress, Completed or Not Completed by the set deadline, with indication of the reason; - the STOFM specialist shall monitor progress in real time and the beneficiary shall be able to view planned and completed actions through the Digital Personal Account; - the system shall automatically record beneficiary participation in services and results of implemented measures; - each activity shall be linked to the active Individual Employment Plan and the beneficiary’s electronic file; the history shall be preserved and not deleted; - the system shall automatically trigger plan review in case of beneficiary status change, receipt of a service, completion of a measure, automatic update of measures during review or periodic review at intervals established by internal procedures, including once every 6 months where applicable; - during review, the system shall correlate initial measures with current and completed measures, identify unimplemented or delayed measures and assess the need to adjust objectives or measures; - the system shall generate updated recommendations, including adding new services/measures, adjusting deadlines, replacing measures or cancelling existing measures; - updated recommendations shall be validated by the STOFM specialist; - each plan modification shall generate a new version while preserving previous versions in the beneficiary’s electronic file archive; - the beneficiary shall be electronically notified of plan changes and shall confirm the updated version where required; - the plan history shall be complete, versioned and auditable, including measures, statuses, reviews, confirmations and related actions.

Requirement	Explanation
FRQ-ESC-022	**Automatic matching and manual validation by STOFM (Employment Placement).** The system shall support the intermediation process by automatically matching the beneficiary's profile/request with available job offers and by allowing manual validation by STOFM specialists. - the system shall automatically initiate the matching process between the beneficiary request/profile and job offers available in the system; - the matching algorithm shall use configurable criteria, including field of activity, skills, beneficiary location and mobility, education level, professional experience and other available criteria; - the system shall generate a list of compatible job openings for the beneficiary; - the ANOFM/STOFM operator shall have access to the automatically generated matching list; - the operator shall be able to validate the list, manually adjust results, issue the placement order/form, send the Job Placement Form to the beneficiary and employer and perform other related actions; - the system shall support receipt or use of automatic employment notification via SFIC/IRM19, where applicable; - the system shall notify the employer about the need to respond to the Assignment/Job Placement Form; - the system shall support the unemployed person's statement regarding refusal of employment using the ANOFM-approved form; - the Job Placement Form shall be saved in the Unemployed Person's File and the Employer's File as a downloadable PDF; - matching, validation, manual adjustment, issuance, transmission and response actions shall be stored in the beneficiary file, employer file and audit log.
FRQ-ESC-023	**Viewing job offers received from ANOFM and Employers.** The unemployed person or job seeker shall have a dedicated section for viewing all job offers received as a result of matching, STOFM recommendations, employer initiatives or other configured channels. - the system shall display job offers automatically generated by the matching process, job offers recommended by STOFM specialists through the job placement service, matching job offers with electronic notification to the beneficiary, direct offers from employers where the resume is published with the beneficiary's consent, and other configured job offers; - when a new vacancy matching the beneficiary profile and skills is identified and added to the portal, the system shall send an automatic notification to the beneficiary; - the notification shall provide direct access to the detailed vacancy page and allow the beneficiary to apply, save or decline the offer; - the beneficiary shall be able to actively identify relevant vacancies through the matching engine based on skills, qualifications and experience listed in the profile or resume; - recommended vacancies shall be displayed in order of best match and shall support direct application; - each offer shall display at least job title, description, employer, location/address, application deadline, status and other relevant details; - offer statuses shall include New, Viewed, Declined, Accepted and/or other configured statuses; - the beneficiary shall be able to filter offers by field, location, contract type, status and other criteria; - the beneficiary shall be able to accept or reject an offer; - for a job assignment designated by a STOFM specialist, the beneficiary shall be able to accept or reject the assignment and provide the reason for rejection where required; - all beneficiary interactions with job offer shall be automatically stored in the job seeker's file and made available for case management, monitoring and reporting.
FRQ-ESC-024	**Employment services.** This requirement links profiling and the Individual Employment Plan to actual delivery and monitoring of services and measures. - employment services and measures shall be managed through an integrated digital mechanism allowing both ANOFM/STOFM specialist intervention and direct access by beneficiaries through authenticated personal accounts;

Requirement	Explanation
	- the STOFM specialist shall be able to identify the beneficiary, access the electronic file and initiate, grant, monitor and update services or measures according to status, eligibility, needs, profiling, Individual Employment Plan and applicable legal framework; - the beneficiary shall be able to access available services, submit requests, upload documents, track request status, receive notifications, confirm participation and interact digitally with ANOFM/STOFM through the Digital Personal Account; - the system shall correlate actions initiated by the specialist with actions initiated by the beneficiary; - all services and measures granted shall be reflected in the beneficiary's electronic file; - employment services shall be grouped in the interface and functional logic, including labour market information, career guidance, job placement, pre-layoff services, mobile team and other activities; - each action shall be logged with user, role, date, time and type of operation.
FRQ-ESC-034	**Receipt of the job placement form by the unemployed person.** After a compatible job offer is identified and the placement is approved by the STOFM specialist, the system shall generate and transmit the Job Placement Form to the beneficiary. - the system shall automatically generate the Job Placement Form in PDF format after approval by the STOFM specialist; - the form shall include the digital signature of the responsible STOFM specialist where applicable; - the form shall be displayed and recorded in the Unemployed Person's File and the Employer's File where applicable; - the system shall automatically notify the unemployed person through selected channels, including email, SMS, eSocial notifications and push notifications where configured; - the beneficiary shall receive a download link or access to the form through the Digital Personal Account; - the system shall support the response to the Job Placement Form using predefined response options to be provided by ANOFM; - the system shall record refusal reasons where required by approved forms or operational rules; - the form, beneficiary response and response history shall be preserved in the relevant electronic files; - the placement form status and response shall be used in job placement monitoring, case management, reporting and audit.
FRQ-ESC-042	**Receipt of the placement Form by the employer.** After STOFM approval of the candidate assignment to a vacancy, the system shall electronically transmit the Placement Form to the employer. - the Placement Form shall be automatically received in the employer account; - the employer shall be able to confirm employment of the beneficiary or reject the referral/assignment with indication of the reason; - the employer shall be able to initiate the Employment Notification process when employment is confirmed; - the Placement Form shall include candidate data, proposed function/profession, issue date, responsible STOFM representative and other fields identified during implementation; - the system shall automatically generate the form in PDF format and apply digital signature where applicable; - the form shall be available for download and shall be archived in the history of declared vacancies and in the Employer's File; - the system shall automatically notify the employer by email and platform notification; - the form shall be usable as an administrative document and reporting input.
FRQ-ESC-043	**Completing and electronically submitting the employment placement notification.** After receiving the Assignment/Placement Form, the employer shall complete and submit the Employment Notification electronically in accordance with the ANOFM-approved template.

Requirement	Explanation
	- the system shall allow the employer to complete and submit the Employment Notification online; - the digital form shall be automatically generated and partially pre-filled with data from the Assignment/Placement Form to reduce manual entry errors; - the employer shall complete required fields, including candidate status, contract type, contract duration where applicable, start date, number and date of the hiring order/decision, reason for non-hiring where applicable and other fields determined during implementation; - reasons for non-hiring shall be selectable from a predefined list, including does not meet requirements, position no longer available, candidate refusal and other configured reasons; - the system shall automatically validate mandatory fields before submission; - the system shall automatically generate the notification document in PDF format and support digital signing by the employer; - the document shall be stored in the Unemployed Person's File, Employer's File and Job Openings File; - the system shall automatically transmit the notification to the STOFM specialist regarding the placement result; - in case of employment, the system shall automatically update the beneficiary status, including setting the status to Employed and removing unemployed status where applicable; - in case of refusal/non-employment, the system shall store the reason and include it in reports analysing the placement process; - the digital record shall include candidate information, job details, STOFM representative, outcome, hiring order/decision number and date and employer electronic signature.
FRQ-ESC-019	**Removal from the Registry / Case Closure.** This requirement applies where the job placement process results in confirmed employment or other grounds for closure/removal from the registry. - the system shall allow closure of the beneficiary file and/or removal of the unemployed person from the registry when the person no longer meets the legal requirements for maintaining unemployed status or another justified reason exists; - the system shall allow automatic closure based on employment confirmation entered in the Employment section, with closure reason Employed; - automatic closure shall not apply to day laborers, persons employed for a period of up to 3 months and other legally exempted situations; - the STOFM specialist shall be able to manually close the file by selecting a predefined reason, such as employment, unjustified refusal of a job offer, refusal to participate in active measures, failure to report to STOFM, retirement, death or another approved reason; - the system shall record closure reason, closure date, responsible specialist, supporting documents and comments where applicable; - the system shall receive or use information regarding employment, death, retirement age or other relevant events from CNAS/FISC or other relevant registries/systems, where applicable, and notify the responsible STOFM specialist; - before final closure, the system shall verify associated active measures, services, payments or ongoing interventions and notify responsible specialists where termination, suspension or update is required; - the system shall generate the closure/deregistration document in PDF format and archive it in the Documents section of the file; - the beneficiary shall be notified through available communication channels, including email, SMS, Digital Personal Account or other configured channels; - all closure actions shall be historically preserved and logged, including date/time, user, reason, previous/new status, information source, generated documents, notifications and comments.
FRQ-ESC-052	**Activity / system log.** All actions related to profiling, IEP, matching, referral and job placement shall be logged for auditability and traceability. - the system shall record actions performed by beneficiaries, STOFM/ANOFM specialists, employers and system users;

Requirement	Explanation
	- logged actions shall include profiling initiation/completion/reassessment, score and level changes, IEP creation, confirmation, review and versioning, matching, manual validation, offer transmission, offer acceptance/refusal, generation and transmission of placement forms, employer responses, employment notifications, status changes, documents, case closure and notifications; - each log record shall store user, role, entity, date, time, type of action and previous/new status where applicable; - access to logs shall be restricted to authorized users; - logs shall be usable for audit, monitoring, operational review, security analysis and incident investigation; - traceability shall cover the end-to-end chain from beneficiary profiling to final employment, refusal or continuation of the case.

2.5. Employer, private employment agency and service provider management

Procedure name: Employer, private employment agency and service provider management

Description: This procedure covers the digital registration, authentication, validation, profile management, role management and operational administration of employers, private employment agencies, vocational training service providers, NGOs/partner organizations and other service providers within the eSocial ecosystem. The system shall allow legal entities to access dedicated digital services through authenticated institutional profiles, submit and monitor electronic forms, manage assigned roles and users, interact with ANOFM/STOFM, configure communication channels, maintain electronic files, and preserve the full history of interactions, documents, decisions, statuses and audit records related to their activity.

List of functional requirements:

Requirement	Explanation
FRQ-ESC-004	**Employer authentication.** The system shall enable electronic authentication and identification of employers as legal entities on the eSocial platform, allowing secure access to the Employer's Personal Dashboard and to digital services intended for employers. - Employers shall be able, through the authenticated account, to post and manage job openings, manage recruitment and job placement processes, view and analyse candidates' resumes, interact digitally with ANOFM/STOFM and submit electronic applications for active employment measures and subsidy mechanisms. - Authentication shall ensure unique identification and validation of the organization through interoperability with relevant state registers, including verification of the legal entity based on RSUD and data managed by ASP, where legally and technically available. - Upon first login, the system shall automatically associate the user with the represented organization and create the Employer's Personal Account containing the legal entity identification data, relevant organizational information and affiliations with corporate groups, if any. - The Employer's Personal Account shall function as the unique organizational profile of the authenticated legal entity and shall allow the entity to request, activate or manage additional operational roles, depending on the services it intends to access on the eSocial platform. - The employer shall be able to use the employer role for vacancy reporting, recruitment processes, interaction with ANOFM/STOFM and access to active employment measures. - The authenticated legal entity shall be able to request activation of the vocational training provider role and, after validation, access the electronic registration/accreditation form and the functionalities intended for vocational training providers.

	- The authenticated legal entity shall be able to request activation of the private employment agency role and, after the applicable authentication, verification and validation rules are met, access the services intended for private employment agencies. - The system shall allow delegation of access rights to a third party, who may access the Employer's Personal Dashboard and perform available actions, except electronically signing documents. - The system shall allow management of organization users and assignment of rights by role, in accordance with the RBAC model. - Activation of an additional operational role shall not create a separate account for the same legal entity; access rights shall be extended within the same Personal Account, based on validated roles. - The system shall allow switching between active roles of the same legal entity, with clear display of the selected working context and separation of functionalities available for each role: employer, vocational training provider and private employment agency. - The system shall provide secure access only to functionalities available under the assigned role, secure session management, full logging of authentication, access, role modification and role switching activities, automatic account lockout after consecutive failed authentication attempts, encrypted transmission of authentication/session data and compliance with personal data and digital public service security requirements.
FRQ-ESC-005	**Registration and accreditation of NGOs.** The system shall support registration and accreditation of NGOs and partner organizations through an assisted digital workflow based on automatic retrieval of data from state registers, minimizing manual data entry and subsequent verification needs. - The user shall enter the organization's IDNO in a designated field, after which the system shall automatically query the State Register of Legal Entities to retrieve official data such as organization name, organization type, IDNO, legal status, field of activity and legal address. - The system shall automatically validate the existence of the IDNO in the register, the active status of the organization and the eligibility of the organization type. - Only data not available in the register shall be manually completed, including website, mission/brief description, contact information, email, phone and contact person. - The system shall allow adding NGO representatives/users by entering the IDNP of the person to be associated with the organization. - The system shall query the State Population Registry to retrieve representative data, including first name, last name and IDNP for MPass authentication, and shall validate the IDNP and the person's existence in the register. - The system shall request additional information required for the user account, including email and phone number. - The system shall create the user account, establish the link between the user and the organization, send an account activation notification and provide login instructions. - The user shall be able to activate the account through an email link or by logging in via MPass, where applicable. - The system shall allow multiple users to be added for the same NGO and shall allow modification or revocation of access for users associated with an NGO.

FRQ-ESC-006	**Authentication of private employment agencies.** The system shall allow private employment agencies licensed to provide services related to the placement of Moldovan citizens in jobs abroad to access the eSocial platform and create/manage their own institutional account. - Through the authenticated account, private employment agencies shall be able to upload/register individual employment contracts, service agreements or similar contracts and submit them to ANOFM. - The authentication process shall ensure secure identification of the agency, identification and validation of the legal entity, linking of the account to the business license and creation of the private employment agency digital profile. - Login shall be performed through a qualified electronic signature using the MPass/MCabinet government services administered by STISC, according to the ToR. - Following authentication, the system shall automatically identify the legal entity associated with the user based on data available in state registers, including IDNO. - The system shall automatically validate the existence and validity of the private employment agency license by interfacing with the relevant public register, including ASP where applicable. - If the license has expired or is suspended, access to agency-specific functionalities shall be restricted. If the license cannot be identified, the registration process shall not be completed. - Upon first login, the system shall create the agency's institutional account, link it to the licensed legal entity and allow the initial user to be designated as account administrator. - The institutional account shall allow adding multiple internal users, delegating rights to third parties except for electronic signing, assigning rights according to RBAC roles and managing internal access and responsibilities. - The agency profile shall be automatically completed using data retrieved from state registers, including entity name, IDNO, license number/date, validity period, authorized fields or status and legal address. - The user shall be able to complete or update contact information, responsible person and other operational information required by the system. - The system shall not allow access to operational features until all required agency profile fields are completed. - The system shall send notifications regarding license expiration at least 30 days before expiry through the online account. - Access shall be restricted according to license status: active - full access; expired/suspended - limited or blocked operational access; revoked - completely restricted access. - The system shall log each authentication, account creation, profile change and action performed, storing at least user, legal entity, date, time and type of action.
FRQ-ESC-007	**Activation and management of the employer role for private employment Agencies.** The system shall allow legal entities registered as private employment agencies to additionally activate and use the employer role if they carry out or intend to carry out employer-specific activities within eSocial.

	- The same legal entity shall be able to operate in two distinct contexts: Private Employment Agency and Employer, without creating a separate institutional account. - The employer role may be activated upon first login by explicitly selecting the roles to be used, or later through a dedicated option in the entity profile. - The system shall provide a visible 'Activate the employer role' option in the entity profile, available only to users with administrative privileges. - Upon first login, the user shall be able to select whether the platform will be used as Private Employment Agency, Employer, or both roles simultaneously. - If the employer role was not initially selected, it shall be possible to activate it later without re-registration. - Before activation, the system shall automatically validate the legal entity, including IDNO, active legal status through relevant registers such as ASP, minimum required data such as address/contact information/legal representative, and other legal or internal eligibility criteria. - If employer-specific data is missing, the system shall request completion through a dedicated form before activating the role. - After successful validation, the system shall activate the employer role, display confirmation and send notifications to the user account and, where applicable, by email. - After activation, the system shall automatically make employer functionalities available, including posting job openings, accessing active employment measures, submitting applications for employer-specific employment measures and interacting with ANOFM as an employer. - If the entity holds both roles, the system shall allow selecting the active role upon login and changing the active role inside the application interface without leaving the system. - The system shall clearly separate data, documents and processes by role; agency-related data shall not be mixed with employer-related data, and each action shall be explicitly associated with the role under which it was performed. - The legal entity shall be able to designate different users for each role, assign distinct rights by role and manage access through an internal administration module. - The employer role may be deactivated only where there are no active processes, pending applications, active contracts or unfinished reports, and only after explicit user confirmation. - Where eligibility conditions are not met, the system shall block activation, display specific reasons and indicate remediation steps. - The system shall generate automatic notifications for role activation, rejection of activation, requests to complete data and changes to entity status affecting the role. - All role-related actions shall be recorded in the Activity Log, including activation requests, validations performed, role activation/deactivation and changes of operating context, with strict RBAC-based access control.

FRQ-ESC-008	**Authentication of vocational training service providers.** The system shall allow licensed vocational training service providers to authenticate on the eSocial platform using a qualified electronic signature. - After authentication, the provider shall be able to complete the Provider Registration Form, which shall be the main component for creating and validating the provider account. - The Provider Registration Form shall collect legal, tax and banking identification information, as well as details on training fields, authorizations and related supporting documents. - After the form is completed and submitted, ANOFM shall perform electronic verification and validation of the data. Upon approval, the provider account shall become active and the provider shall obtain access to dedicated platform functionalities. - Provider functionalities shall include receiving and validating electronic vouchers, creating training groups, managing participants, enrolling unemployed individuals in vocational training courses and generating/transmitting documents related to the training process. - After entering the IDNO, the system shall automatically query the public register and pre-fill available provider data such as provider name, type of registration, legal address and date of registration. - The system shall allow granting access rights to a third party, who may access the Personal Dashboard and perform all available actions except electronically signing documents. - The service provider shall complete the registration form with data such as manager name, manager position, phone number, bank, IBAN, bank mailing address, bank code, ZIP code, industry, city and other fields identified during implementation. - The system shall validate required fields and shall not allow saving or submitting the form where mandatory fields are missing, according to the configuration approved during implementation. - When creating a new form, the default status shall be Draft. After completion and validation, the status shall change according to the process defined in the ToR and implementation specifications. - Numeric fields such as IDNO, bank code and ZIP code shall be numerically validated. The IBAN field shall be checked for standard length and structure. Addresses shall be validated using territorial nomenclatures available through API, where applicable. - All actions performed on the form, including creation, modification and validation, shall be recorded in the Activity Log with user, date and time details.
FRQ-ESC-010	**Registration and management of forms for accessing employment measures by service Providers and/or Employers.** The platform shall enable digital registration, validation and administration of forms for accessing active employment measures by service providers and/or employers, using separate and configurable forms for each measure. - The functionality shall support electronic authentication of service providers and/or employers, online completion and submission of access forms, receipt, verification and validation of applications by ANOFM, and activation/acceptance of the provider or employer only in the context of the measures for which it has been validated.

	- The requirement shall eliminate physical submission of documents, email exchanges and parallel records by ensuring traceability, auditability and controlled reuse of data. - The system shall authenticate service providers and/or employers through the ANOFM/eSocial platform, link the user account to the service provider or employer legal entity and allow access only to application forms related to available measures. - For each active employment measure, the system shall provide a separate form configured by ANOFM, with fields specific to the measure, the ability to attach supporting documents, a declaration regarding compliance with legal requirements and automatic validation of completeness and consistency. - The form shall be completed online, saved as draft, submitted electronically to ANOFM and electronically signed by the service provider or employer. - Upon submission, the system shall automatically transmit the form to ANOFM, assign a unique registration number, display the application status in the service provider/employer account and notify the provider/employer of status changes. - Application statuses shall include Draft, Submitted, Under Review, Request for Additional Information, Approved and Rejected, or equivalent statuses configured according to the ToR. - ANOFM specialists shall be able to view submitted applications filtered by measure, verify documents and reported data, request clarifications or additional information through the platform, approve or reject the application and electronically sign the decision. - The ANOFM decision shall be automatically communicated to the service provider or employer, archived in the system and linked to the measure for which the application was submitted. - After approval, the service provider and/or employer shall be marked as Active only for the approved measure, shall become visible and selectable in the operational workflows for that measure, and approval for one measure shall not automatically imply approval for other measures. - The platform shall maintain separate electronic registers for each measure, history of access requests per provider/employer and per measure, and current status of the provider or employer within each measure. - The system shall allow updating provider/employer data, suspending or removing a provider/employer from a measure and tracking the full history of changes. - Automatic notifications shall be generated for application submission, requests for additional information, approval or rejection decisions, new applications, approved/rejected applications, applications returned for completion and expired applications. - For each application, the system shall display at least the employment measure accessed, date of submission, application status, attached documents, ANOFM decision, validity period and action history.
FRQ-ESC-032	**Supported employment service provider interaction.** Where supported employment services for persons with disabilities involve external service providers, the system shall support provider authentication, validation, approval/rejection and operational interaction as part of the supported employment workflow.

	- The system shall notify ANOFM regarding provider access requests and shall allow the authorized ANOFM specialist to approve or reject such requests. - The system shall allow electronic transmission of referral packages to the supported employment service provider and automatic notification of the provider. - The provider shall be able to electronically accept or refuse the referral using the approved ANOFM form, and the system shall automatically register the provider response in STOFM. - The system shall generate the service provision contract according to the approved ANOFM template and support electronic signing/transmission according to the process described in the ToR. - The provider shall be able to submit the Individual Supported Employment Plan to STOFM through the system and any subsequent modifications shall trigger notifications to STOFM. - The system shall support provider-related suspension and termination communications, monitoring visits, monitoring notes, employment notifications, workplace monitoring/counselling forms and beneficiary satisfaction questionnaires. - The system shall electronically archive all provider-related applications, decisions, contracts, forms, questionnaires, monitoring notes and related documents and preserve the full history of each provider, beneficiary and supported employment service case.
FRQ-ESC-036	**ANOFM electronic file of the employer.** The system shall create an electronic file for each employer registered on the platform, centralizing the organization's data, interaction history with ANOFM, declared vacancies, received applications and associated documents. - The employer file shall support operational management, monitoring, reporting and traceability of the relationship between the employer and ANOFM/STOFM. - The file shall be automatically created for each registered employer and shall store employer identification data, including IDNO, name, registered office, field of activity, legal status and type of institution. - The file shall manage users associated with the organization and their relevant access rights, in accordance with RBAC and the active role context. - The file shall show published job offers and their statuses, including Active, Expired and Withdrawn, or other statuses configured during implementation. - The file shall store received CVs and related interactions, received referral/placement forms, and documents transmitted to ANOFM such as requests, contracts and other relevant files. - The file shall allow inclusion of additional fields identified during implementation, full access for ANOFM operators and restricted access for the employer according to access rights. - The file shall provide chronological visualization of employer activity and allow export upon request in PDF or ZIP format.
FRQ-VCH-002	**Registration of vocational training providers and course programs.** The system shall allow vocational training providers to submit applications to participate in the voucher-based vocational training program by completing the registration form online and selecting one or more course programs.

	- Provider authentication shall be performed via MPass in accordance with the applicable authentication and integration requirements. - The system shall allow completion of the vocational training program access form according to a predefined structure, with automatic retrieval of provider data based on IDNO through interoperability services. - The provider shall complete contact information, responsible person and bank details. - The provider shall be able to add one or more course programs according to a predefined structure, including name, profession/trade/specialty, duration, language, location, capacity, accessibility conditions and cost. - The system shall allow uploading of the provisional accreditation/authorization order and the cost estimate for each program. - The provider shall be able to save the form as draft, submit it for review, resubmit it after corrections and view the revision history. - The form shall not be submitted without required fields and documents, and the provider may modify the form only until submission or during the correction period granted by ANOFM. - The form statuses shall include Draft, Submitted for Review, Returned for Correction, Resubmitted, Validated, Contracted and Rejected, according to the ToR. - Each course shall be treated as a separate entity with its own review, approval and publication status. - The system shall validate IDNO and pre-fill form data available from official registers, allow multiple course programs in the same form according to ANOFM configuration, and log all changes and decisions in the file history.
FRQ-VCH-020	**Administration of Roles, Access, Nomenclatures and Parameters for Voucher-Based Workflows.** The system shall support administration of roles, access rights, nomenclatures and configurable parameters relevant to vocational training providers, course programs and voucher-based workflows. - Access to provider, course, group, voucher, contract, attendance, completion and reporting functionalities shall be controlled according to the roles and permissions defined in the system. - The system shall allow authorized users to manage operational parameters and nomenclatures required for provider and course administration, where described in the ToR and implementation specifications. - All role, access and parameter changes shall be traceable and auditable.
FRQ-MFM-001	**Registration of individual employment contracts submitted by Private Employment Agencies.** Private employment agencies shall be able to register and submit individual employment contracts, service contracts or similar contracts through the eSocial platform, in accordance with the labour migration module requirements. - The contracts and related data shall be linked to the private employment agency institutional account and shall be available for ANOFM review and monitoring according to assigned roles and access rights.

	- The workflow shall support electronic interaction with ANOFM, traceability of submitted information and preservation of contract-related history.
FRQ-MFM-002	**Reporting on the Activities of Private Employment Agencies.** The system shall allow private employment agencies to report on their activities through standardized templates/forms in the labour migration module. - Reported data shall be linked to the agency's institutional account and used by ANOFM for review, monitoring, statistics and reporting. - The system shall preserve the history of submitted reports, statuses, changes and related ANOFM actions.

2.6. Vacancy declaration, validation, publication and lifecycle management

Procedure name: Vacancy declaration, validation, publication and lifecycle management

Description: This procedure covers the complete digital lifecycle of job vacancies declared by employers within the eSocial ecosystem, including employer authentication and use of the institutional profile, electronic vacancy declaration, automated validation, exception-based STOFM review, publication on the public employment portal angajat.md, search and display, intelligent distribution, matching with jobseekers, vacancy updates, suspension, expiry, reactivation, withdrawal, marking as occupied, external vacancy import, notifications, synchronization with eSocial/ANOFM, employer file update and audit trail.

The procedure shall ensure that only complete, validated, active and publishable vacancies are displayed publicly on angajat.md. Vacancies that are not approved for publication, or that are incomplete, rejected, suspended, expired, withdrawn or marked as occupied, shall not be publicly visible, but may remain available for internal ANOFM/STOFM processes where the ToR allows this. Vacancy data, status changes, publication decisions, matching results, employer interactions, notifications and lifecycle events shall be synchronized between eSocial/ANOFM and angajat.md and recorded in the relevant electronic files and activity logs.

List of functional requirements:

Requirement	Explanation
FRQ-ESC-037	**Reporting a job opening by the employer.** The system shall allow employers to report, update, manage and submit job vacancies electronically through the employer Personal Account/Personal Dashboard, using standardized electronic forms, assisted completion and automatic data retrieval from eSocial, state registers and official classifiers. Main requirements include: - employer authentication through MPass or approved government authentication mechanisms, with automatic validation of IDNO and retrieval of legal entity data; - automatic association of the authenticated user with the relevant employer profile, active role and access rights; - electronic declaration of job vacancies through a modular digital form structured according to the vacancy registration procedure approved by ANOFM; - automatic pre-filling of employer data from eSocial, state registers and official classifiers; - completion of employer-related data, including economic unit, IDNO, legal address, number of employees where available, recruitment contact person, phone, e-mail and actual workplace address; - completion of vacancy-related data, including occupation selected from CORM, automatic occupation code, ESCO competences, main job tasks, number of vacant positions, origin of vacancy, contract duration, working time, working schedule and rest days;

Requirement	Explanation
	- declaration of specific working conditions, including night work, difficult, harmful or dangerous conditions, shift work and shift schedule; - indication whether the job is available for students, reserved or created for persons with disabilities, or available for foreign citizens; - completion of salary or salary range, application deadline and other mandatory job conditions; - indication of additional guarantees and benefits, including accommodation, meal vouchers, employer-provided transport and other benefits; - definition of application and recruitment methods, including application through angajat.md, e-mail, phone, employer premises or post; - completion of minimum occupation requirements, including qualification/speciality, education level, field of studies, work experience, professional skills, digital skills, languages, driving licence and other requirements; - employer decision on whether the vacancy shall be published on the public portal angajat.md; - internal-only use of the vacancy for ANOFM/STOFM processes where the employer does not agree to public publication; - digital management of the vacancy lifecycle, including update, suspension, expiry and closure of job postings; - notifications to employers regarding non-compliance, status changes and other relevant events; - monitoring, traceability and audit of all actions performed on vacancy declarations.
FRQ-ESC-038	**Validation of job vacancy declarations.** The system shall apply automated validation and compliance checks to vacancy data entered by employers, based on configured business rules and digital controls. STOFM intervention shall occur only in exceptional cases where the system identifies inconsistencies, validation conflicts, risks or other configured exceptions. Main requirements include: - real-time automatic validation during completion of the vacancy declaration form; - instant display of errors, warnings, recommendations and applicable restrictions to the employer; - automatic validation of form completeness, including mandatory fields, application deadline, workplace address, recruitment contact person and logical/numerical fields; - validation of data formats, including phone number, e-mail, IDNO and calendar dates; - blocking of form submission where mandatory information is missing or invalid; - automatic validation of compliance with labour legislation, including minimum salary, working time limits, correlation between working time and schedule, night work, shift work and difficult/harmful/dangerous working conditions; - application of specific validation rules for vacancies intended for persons with disabilities, where applicable; - validation of coherence between salary, working schedule, contract type, job category, occupation, job description, ESCO competences, tasks, education level and required experience; - verification of correct use of official classifiers and nomenclatures; - anti-fraud validation, including verification of employer existence and validity by IDNO and verification of organization status through interoperable registers; - detection of duplicate or similar announcements and repeated republication without actual filling of the vacancy; - identification of suspicious announcements, contradictory information or incomplete data and generation of automatic risk indicators; - final automatic verification after the employer completes the form; - automatic approval and transmission for publication where all validation criteria are met;

Requirement	Explanation
	- referral to STOFM specialists only for exceptions, inconsistencies, conflicts, risks or other configured cases requiring manual review; - logging and audit of validation results, status changes, errors, warnings, exceptions and decisions.
FRQ-ANG-002	**Validation of the job vacancy declaration on angajat.md.** The public portal shall display only vacancies that have passed the validation process and are eligible for publication. Main requirements include: - validation of vacancy declarations before publication on angajat.md; - verification that the employer has agreed to public publication on angajat.md; - synchronization of validated vacancy data from eSocial/ANOFM to the public portal; - exclusion from public display of vacancies that are incomplete, rejected, suspended, expired, withdrawn or marked as occupied; - use of validated vacancy data in search results, filters, recommendations and map-based visualization; - support for internal-only vacancies where the employer does not agree to public publication; - automatic update of publication status after validation; - notification of the employer regarding validation and publication status; - audit trail for validation, publication approval and publication refusal decisions.
FRQ-ANG-003	**Automatic publication and smart distribution of job openings.** The system shall automatically publish validated and compliant vacancies on angajat.md and distribute them through search, filtering, recommendation and matching mechanisms. Main requirements include: - automatic publication of compliant vacancies after successful validation in eSocial; - automatic synchronization between eSocial/ANOFM and angajat.md; - extraction, normalization and transformation of vacancy data for public web display; - automatic generation of a unique URL for each job posting; - indexing of the vacancy in search and filtering mechanisms; - automatic update of the posting status to Published; - automatic notification of the employer regarding publication of the job posting; - automatic matching with relevant jobseeker profiles from eSocial; - recommendation of relevant vacancies in the beneficiary Digital Personal Account/Personal Dashboard; - display of vacancies in Recommended Jobs sections; - transmission of vacancy recommendations through platform notifications, e-mail or other integrated digital channels; - matching based on occupation, professional field, declared skills, qualifications, work experience, education level, location, work schedule preferences, salary expectations, interaction history, beneficiary status and professional preferences; - integration of publication with digital resumes, personal profiles, automated matching and electronic employment services.
FRQ-ANG-004	**Updates and lifecycle management of job postings.** The system shall ensure the full lifecycle management of job postings published on angajat.md and synchronized with eSocial/ANOFM. Main requirements include: - management of published job postings directly from the employer Personal Dashboard; - update of job vacancy information, including salary, working schedule, job conditions, requirements and other relevant fields; - extension of the publication period according to configured business rules; - temporary suspension of job postings; - reactivation or republication of expired postings where allowed by business rules; - marking of a vacancy as filled/occupied by the employer or through system updates;

Requirement	Explanation
	- withdrawal/removal of the posting from the public portal; - automatic validation checks and compliance rules for all changes made by the employer; - automatic synchronization of changes between eSocial/ANOFM and angajat.md; - automatic update of search, indexing, recommendation and matching mechanisms after approved changes; - automatic expiration of postings based on application deadline or configured validity period; - automatic removal from public display of expired, withdrawn, suspended or occupied vacancies; - preservation of posting status history and change history; - notifications regarding approaching expiry, expiry, need for update, suspension, reactivation, republication and marking as filled; - prevention of applications to inactive, expired, withdrawn, suspended or occupied vacancies; - operational monitoring of vacancy lifecycle by ANOFM/STOFM.
FRQ-ANG-005	**Job Postings / Public display of vacancies on angajat.md.** The angajat.md platform shall serve as the public digital interface for publication, promotion, search and visualization of employment opportunities validated within public employment services. Main requirements include: - automatic display of all active and validated job vacancies reported through eSocial and approved for publication; - real-time synchronization of vacancy data and posting status from eSocial; - automatic removal of expired, withdrawn, inactive or occupied vacancies from public display; - display only of active and validated job postings; - integration with search, filtering, sorting, comparison and automatic recommendation mechanisms; - interoperability with the Digital Personal Accounts of jobseekers and employers; - support for multiple display modes, including List View, Grid/Card View and Map View; - List View with compact job cards including job title, employer logo, employer name, locality, district, salary or salary range, contract type, working schedule, field of activity, publication date, tags and number of available positions; - Grid/Card View with clearly structured job cards, important visual information, Apply, View Details and selection/favourite actions; - Map View with geographic markers, clustering of vacancies, synchronized contextual list and location-based exploration; - display of indicators such as New, Urgent, Remote, Expires Soon or other configured tags; - preservation of user position and filters when returning from detailed pages; - responsive design for desktop, tablet and mobile devices; - clear transition from job listing to detailed page, application flow, favourites and recommendations.
FRQ-ANG-006	**Search, filter and sort mechanisms.** The system shall provide advanced mechanisms for searching filtering, sorting and recommending job postings on angajat.md. Main requirements include: - prominent main search bar on the homepage and job listings page; - full-text search in job title, description, company, skills and location; - auto-complete suggestions while the user types; - suggestions based on common job titles, skills, companies and locations; - highlighting of search terms in results; - fuzzy search with tolerance for typographical errors; - support for combined searches such as occupation plus location or remote work plus field; - advanced filters including industry, city/region, salary, experience, education, contract type, work schedule, date posted, skills, job type, no-experience-required jobs and availability;

Requirement	Explanation
	- sorting by relevance, date, salary, location and company; - default sorting by relevance for logged-in users with a profile and by newest date for visitors; - Similar Jobs section on each detailed job page, based on same job title, same industry, same location or skill match above configured thresholds; - display of 5-10 similar jobs and optional similarity score; - profile-based recommendations for logged-in users with a completed professional profile and/or digital resume; - Recommended for You section using desired occupation, skills, qualifications, education, experience, preferred location, schedule availability, salary expectations, driving licence, languages and previous interactions; - matching score and explanation of why a vacancy was recommended; - periodic refresh of recommendations so that users receive new relevant vacancies after publication and validation; - quick filters on the homepage for popular and frequently used vacancy categories; - preservation of search filters and navigation position during the user journey.
FRQ-ANG-007	**Detailed job posting page.** The system shall provide a detailed page for each job posting, displaying all relevant information required by jobseekers to understand the position, assess eligibility and apply through the appropriate method. Main requirements include: - display of complete vacancy information received from eSocial/ANOFM or approved external sources; - display of employer information, job title, CORM occupation, job description and main tasks; - display of required education, qualification, work experience, professional skills, digital skills, language skills and driving licence requirements, where applicable; - display of salary or salary range, contract type, work schedule, working time, location and application deadline; - display of working conditions, including night work, shift work, difficult/harmful/dangerous conditions or jobs reserved for specific categories, where applicable; - display of benefits and guarantees offered by the employer, such as accommodation, meal vouchers, transport or other benefits; - display of application methods selected by the employer: through angajat.md, e-mail, phone, employer premises or post; - clear status indication for active, expired, occupied, withdrawn or external-source vacancies; - access to Apply action, saving as favourite and returning to search results; - display of matching or relevance information for authenticated users, where applicable; - prevention of applications to expired, occupied, suspended or withdrawn vacancies; - responsive and accessible presentation for desktop, tablet and mobile users.
FRQ-ANG-008	**Saving favourite jobs.** The system shall allow authenticated users to save and manage favourite job postings. Main requirements include: - possibility for users to save job postings as favourites from the job card, detailed job page or recommendation sections; - visual differentiation between saved and unsaved vacancies; - dedicated My Favourite Jobs area or equivalent list within the user account; - synchronization of favourite jobs between angajat.md and the eSocial Personal Account; - preservation of favourite jobs with their current status, including active, expired, occupied or unavailable; - notifications or indicators where saved jobs are updated, nearing expiration, expired, occupied or withdrawn; - possibility to remove jobs from favourites individually or through bulk actions; - possibility to use saved jobs to improve personalized recommendations, matching and analysis of user interests;

Requirement	Explanation
	- preservation of filters and navigation position after saving or removing a favourite job; - full compatibility with desktop, tablet and mobile devices; - performance requirement for fast loading of the favourites list.
FRQ-ANG-009	**Importing job openings from external platforms.** The system shall support integration and display of job vacancies retrieved from external recruitment platforms and job portals, such as rabota.md and cariere.gov.md, subject to API availability and partnership arrangements. Main requirements include: - integration with external job platforms based on available APIs and signed partnership agreements; - automatic periodic synchronization of external job postings; - secure API communication using authentication mechanisms such as API key, OAuth2 or token and secure connections such as HTTPS/TLS; - retrieval, updating and automatic removal of expired or inactive external job postings; - normalization and mapping of external vacancy fields to the standardized angajat.md vacancy data structure; - automatic language detection and correction, data normalization and standardized formatting; - automatic classification by CORM, with manual confirmation where needed; - extraction of competences from vacancy descriptions, where applicable; - identification of salary information from free text where not explicitly provided; - deduplication based on employer IDNO, job title, location and other configured criteria; - visible badge or label indicating External source: platform name; - different visual label/style and disclaimer regarding third-party data origin; - link to the original external job announcement and clear information regarding the application method; - display of ANOFM/STOFM vacancies with priority in results; - display of external vacancies in the same feed or in a separate section; - filtering option by source: ANOFM jobs only, external jobs only or all jobs; - configurable limits for displaying external vacancies; - logging and monitoring of synchronization, failed imports and data quality issues.
FRQ-ANG-010	**Communication: Employer - Unemployed Person / Jobseeker - ANOFM.** The notification and communication module shall ensure automated digital communication between platform users and stakeholders involved in employment processes. Main requirements include: - automated, contextual and personalized notifications based on configured business rules, events and actions performed on the platform; - event-driven communication triggered by relevant actions or status changes, depending on user role, service type, preferences and priority level; - employer notifications for successful posting, vacancy updates, changes to salary, schedule or conditions, approaching expiry, expiry, reactivation, republication, temporary suspension, marking as filled, receipt of applications, new resumes, matching candidates, messages, interview invitations and performance of job postings; - jobseeker notifications for matching jobs, saved searches, saved job updates, salary or condition changes, approaching expiry, vacancy expiry or unavailability, job filled status, application receipt, application status changes, employer messages, interview invitations, requests for additional information and resume/profile update reminders; - ANOFM/STOFM notifications for new postings in the managed territory, updates, suspension, expiration, reactivation, marking as filled, new employers, monitoring active vacancies, applications and fill rate, statistical indicators, failed synchronizations, operational incidents, system maintenance and security events;

Requirement	Explanation
	- communication through the Personal Dashboard in eSocial, e-mail, online messaging channels such as Telegram where explicitly configured, and institutional eSocial/ANOFM notifications for ANOFM/STOFM; - preservation of notification history in the user account; - use of standardized, responsive notification templates; - traceability of notifications and communication events.
FRQ-ESC-022	**Automatic Matching and manual validation by STOFM (Employment Placement).** This requirement is relevant because validated vacancies are used for matching and referral to jobseekers/unemployed persons. Main requirements include: - automatic initiation of matching between beneficiary request/profile and job offers available in the system; - use of field of activity, skills, location and mobility, education, experience and other criteria; - generation of a list of compatible vacancies; - access by ANOFM/STOFM operator to the generated matching list; - possibility for the operator to validate, manually adjust and finalize matching results; - issuance of the placement order/form after validation; - sending the placement form to the beneficiary and employer; - notification to the employer regarding the need to respond; - saving the job placement form in the unemployed person file and employer file as downloadable PDF; - preservation of matching and validation history for reporting, monitoring and audit.
FRQ-ESC-023	**Viewing job offers received from ANOFM and Employers.** This requirement is relevant for the beneficiary-facing use of validated vacancies. Main requirements include: - dedicated section in the beneficiary account for viewing job offers received through automated matching or job placement services; - display of offers generated by the system, recommended by STOFM specialists, received directly from employers where configured, or otherwise available; - automatic notification when a new vacancy matching the beneficiary profile and skills is identified and added to the portal; - direct access from the notification to the detailed vacancy page; - ability to apply, save or decline the offer; - active identification of relevant vacancies by the beneficiary using the matching engine based on profile, resume, skills, qualifications and experience; - display of recommended jobs sorted by matching score; - filtering by field, location, contract type, status and other criteria; - display of job title, job description, employer, location/address, application deadline, status and other details; - ability to accept or reject the offer and provide a reason for rejection where the job assignment was designated by STOFM; - automatic storage of the interaction in the jobseeker electronic file.
FRQ-ESC-035	**Setting the communication channel by the employer.** The system shall allow employers to configure preferred communication channels for vacancy-related and recruitment-related notifications. Main requirements include: - selection of preferred communication channels: eSocial platform notifications, email, SMS and, where applicable, push notifications or other configured channels; - mandatory use of platform notifications and mandatory selection of at least email or SMS where configured; - configuration of a contact address or phone number that may differ from the authentication account address;

Requirement	Explanation
	- confirmation and validation of contact information, including verified email and verified phone number where applicable; - display of the active communication channel in the employer dashboard; - automatic application of communication preferences to all future notifications related to vacancies, applications, referrals and messages; - visibility of the selected communication channel for authorized ANOFM/STOFM operators in the employer electronic file.
FRQ-ESC-036	**The employer ANOFM electronic File.** Vacancy data and lifecycle events shall be reflected in the employer electronic file. Main requirements include**:** - automatic creation of an electronic file for each employer registered on the platform; - storage of employer identification data, including IDNO, name, registered office and field of activity; - storage of legal status and type of institution; - management of users associated with the organization; - visibility of published job postings and their statuses, including Active, Expired and Withdrawn, or other configured statuses; - storage of received CVs and related interactions; - storage of received referral/placement forms; - storage of documents transmitted to ANOFM, including applications, contracts and other relevant files; - full access for ANOFM/STOFM operators and restricted access for the employer; - chronological visualization of employer activity; - export of the employer file upon request in PDF or ZIP format.

2.7. Digital CV, job matching, applications and recruitment process

Procedure name: Digital CV, job matching, applications and recruitment process

Description: This procedure covers the digital creation, upload, management and use of resumes/CVs, the use of beneficiary profile and resume data for matching with vacancies, the submission and monitoring of job applications, the recommendation of jobs and candidates, employer access to resumes, communication between candidates, employers and ANOFM/STOFM, and the recording of recruitment and employment placement outcomes.

The procedure shall ensure that the digital resume is integrated with the beneficiary electronic file, professional profile, skills, qualifications, employment history, job preferences, vacancy search, matching engine, job application workflow, employer dashboard, employer electronic file, placement forms, notifications, recruitment status tracking and audit logs. The system shall support both self-service actions by the jobseeker through the Digital Personal Account and assisted actions or validation by ANOFM/STOFM specialists where required by the ToR.

List of functional requirements:

Requirement	Explanation
Section 7.1.6 / Section 7.1.7	**Digital job placement service and applying for a job opening.** The eSocial platform shall include an integrated digital job placement service and a fully digital job application workflow connecting jobseekers, unemployed persons and employers through matching, recommendations, applications and monitoring of recruitment results. Main requirements include: - use of an advanced job-matching engine based on digital profiles, skills, qualifications, operational criteria and job vacancy information; - automatic identification of relevant employment opportunities and suitable candidates for available vacancies;

Requirement	Explanation
	- integration of the matching service with the beneficiary digital file, profiling, electronic resume and job vacancy management modules; - use of criteria such as skills and qualifications from digital resumes, employability level, professional experience, education, certifications, geographic and mobility criteria, availability, preferences, contract type, work schedule, occupational field, compatibility with job requirements and previous applications or interactions; - calculation of match scores, ranking and prioritization of candidate-vacancy matches; - automatic generation of job recommendations for beneficiaries and candidate recommendations for employers; - automatic notification of beneficiaries and employers regarding identified matches; - management of applications and recruitment processes, including status monitoring and updating; - submission of applications directly from the beneficiary account, through eSocial, through redirection from angajat.md or based on a recommendation from an STOFM specialist; - automatic linking of applications to the beneficiary digital file and electronic resume; - automatic verification of eligibility and compliance with vacancy criteria; - automatic forwarding of applications to employers and notification of relevant actors; - management of application history, recruitment interactions, interview scheduling, documents and attachments; - withdrawal or update of applications by the applicant, where permitted; - generation of operational and statistical reports on applications and recruitment; - logging and full traceability of recommendations, applications and recruitment actions.
FRQ-ESC-018	**Electronic file for the unemployed and job seekers.** This requirement is relevant because the resume, profile data, job preferences, requested occupations, applications, services, placement actions and employment outcomes must be linked to the beneficiary electronic file. Main requirements include: - creation and management of one unified electronic file for each unemployed person or job seeker; - centralization of personal data, contact data, education, qualifications, professional experience, skills, language skills, digital skills, driving licence data and requested occupations; - storage of resume-related information and use of the resume/profile data in employment and job placement processes; - manual or automatic registration of requested occupations based on the CORM classification; - use of data from external registers and specialist interactions to complete and update the file; - storage of job offers, applications, placement forms, services, Individual Employment Plan actions, documents, notes, interactions and status history; - restricted access for the beneficiary through the Digital Personal Account and operational access for authorized ANOFM/STOFM users; - preservation of complete file history for monitoring, decision-making, reporting and audit.
FRQ-ESC-039	**Creating a resume.** The platform shall allow authenticated users to create a professional electronic resume by completing a structured form, aligned logically and functionally with the Europass format and optimized for use on angajat.md and in recruitment processes. Main requirements include: - creation of a structured electronic resume for users who do not already have a ready CV; - resume structure aligned with the Europass logic, covering personal details, professional experience, education, qualifications, courses, certifications, skills, languages, driving licence, job preferences, additional information and supporting documents;

Requirement	Explanation
	- automatic retrieval and pre-filling of data from relevant state registers and information systems based on IDNP, including RSP/ASP for personal data, Ministry of Education systems for education and diplomas, RSCA for driving licence data, DDCM/CNDDCM for disability and work capacity information where legally permitted, CNAS registers for work experience and SIA State Register of Legal Entities for employer/company data; - clear marking of automatically imported data and separation from manually entered data; - user review, completion, confirmation and editing of imported data where permitted; - user control over which information is included in the final CV, which information remains only in the digital profile and which information is not displayed to employers; - CV sections including personal and contact information, personal profile/about me, work experience, education and qualifications, courses/training/certifications, professional and technical skills, digital skills, personal and social skills, languages spoken, driving licence, job preferences, projects/portfolio/achievements, supporting documents and additional employment-relevant information; - mapping of occupations to CORM and correlation of skills with ESCO to improve matching with vacancies and occupations; - possibility to manually add studies, qualifications, courses, certifications, skills or work experience not automatically found in registers; - generation of a standardized resume format for export and reuse, while allowing additional eSocial fields needed for matching, digital profile and ANOFM/STOFM services; - use of the resume as a source for job matching, recommendations, applications and candidate presentation to employers, subject to the user visibility settings and consent.
FRQ-ESC-041	**Viewing resumes by the employer.** Employers registered and validated on eSocial shall be able to view resumes of candidates who have applied to their job openings and resumes automatically suggested by the system based on matching criteria, subject to personal data protection rules and candidate consent. Main requirements include: - access only for authenticated and validated employers and only in relation to their own job openings or matching recommendations; - visibility of resumes only where the candidate has explicitly applied or where candidate consent and ToR rules allow a recommendation flow; - display of resume content in a standardized format that cannot be modified by the employer; - display of permitted candidate information, professional experience, education, skills, availability and attachments where applicable; - automatic notification to the employer when a new matching resume/candidate is identified for a posted vacancy; - direct access from the notification to the recommended candidate profile, within the limits of the candidate consent and access rights; - controlled and auditable access to candidate information, with access levels adapted to the recruitment stage; - prohibition of automatic or bulk downloading of resumes as an anti-abuse measure; - recording of access logs including who viewed the resume, date and time of access and corresponding job opening; - support for STOFM monitoring of the recruitment process in accordance with institutional responsibilities.
FRQ-ESC-022	**Automatic matching and manual validation by STOFM (Employment Placement).** The system shall support matching between beneficiary profiles/resumes and available job offers, with manual validation by STOFM where required. Main requirements include: - automatic initiation of the matching process between the beneficiary request/profile and job offers available in the system;

Requirement	Explanation
	- application of a matching algorithm based on field of activity, skills, location and mobility, education, experience and other available/configurable criteria; - generation of a list of compatible job openings; - access by ANOFM/STOFM operators to the automatically generated matching list; - possibility for the operator to validate, manually adjust and finalize matching results; - issuance of the placement order/form after validation; - electronic transmission of the placement form to the beneficiary and the employer; - notification to the employer regarding the need to respond to the placement/assignment form; - recording of the unemployed person statement in case of refusal of employment, using the ANOFM-approved form; - saving of the job placement form in the unemployed person file and employer file as downloadable PDF; - preservation of matching, validation, placement and response history for reporting, monitoring and audit.
FRQ-ESC-023	**Viewing job offers received from ANOFM and employers.** The system shall allow unemployed persons and jobseekers to view job offers and opportunities received through matching, STOFM recommendations, job placement services or employer interactions. Main requirements include: - dedicated section in the beneficiary account for job offers received through automated matching or job placement services; - display of job offers generated automatically by the system, recommended by STOFM specialists, received directly from employers where configured or otherwise available; - automatic notification when a new matching job vacancy is identified and added to the portal; - direct access from the notification to the detailed job vacancy page; - possibility to apply, save or decline a job offer; - active identification by the jobseeker of relevant vacancies using the matching engine based on skills, qualifications and experience in the profile or resume; - display of recommended vacancies sorted by match score; - filtering by field, location, contract type, status and other criteria; - display of job title, job description, employer, location, application deadline, status and other relevant details; - possibility to accept or reject offers, including rejection with reason where the assignment was designated by STOFM; - automatic storage of the interaction in the jobseeker electronic file.
FRQ-ANG-003	**Automatic publication and smart distribution of job openings.** This requirement supports the recruitment process because validated vacancies published on angajat.md are automatically distributed to relevant users through search, filtering, recommendation and matching mechanisms. Main requirements include: - automatic publication of compliant vacancies after successful validation in eSocial; - automatic synchronization between eSocial/ANOFM and angajat.md; - automatic generation of a unique URL and indexing of the vacancy in search/filtering mechanisms; - automatic notification of the employer regarding publication; - automatic matching with relevant jobseeker profiles from eSocial; - recommendation of relevant vacancies in the beneficiary Digital Personal Account; - display of vacancies in recommended jobs sections; - transmission of vacancy recommendations through platform notifications, email or other integrated digital channels;

Requirement	Explanation
	- matching based on occupation, professional field, declared skills, qualifications, work experience, education, location, work schedule preferences, salary expectations, interaction history and beneficiary status.
FRQ-ANG-006	**Search, filter and sort mechanisms.** The system shall provide advanced mechanisms for search, filtering, sorting, similar jobs and profile-based recommendations on angajat.md. Main requirements include: - prominent search bar on homepage and job listings page; - full-text search in job title, description, company, skills and location; - auto-complete, search suggestions, highlighting of search terms and fuzzy search tolerance for typographical errors; - support for combined searches such as occupation plus location or remote work plus field; - advanced filters such as industry, city/region, salary, experience, education, contract type, work schedule, date posted, skills, job type, no-experience-required jobs and availability; - sorting by relevance, date, salary, location and company; - default sorting by relevance for logged-in users with a profile and by newest date for visitors; - Similar Jobs section based on same job title, same industry, same location or skills match above configured thresholds; - profile-based recommendations for logged-in users with a completed professional profile and/or digital resume; - Recommended for You section using desired occupation, professional and digital skills, qualifications, education, experience, preferred location, availability, salary expectations, driving licence, languages and previous interactions; - matching score and explanation of why a vacancy was recommended; - periodic refresh of recommendations after new vacancies are published and validated; - preservation of search filters and navigation position during the user journey.
FRQ-ANG-007	**Detailed job posting page.** The detailed vacancy page shall support the application and recruitment process by showing all information needed by the candidate to understand the job, assess eligibility and apply through the appropriate method. Main requirements include: - display of complete vacancy information received from eSocial/ANOFM or approved external sources; - display of employer information, job title, CORM occupation, job description and main tasks; - display of required education, qualification, work experience, professional skills, digital skills, language skills and driving licence requirements where applicable; - display of salary or salary range, contract type, work schedule, working time, location and application deadline; - display of working conditions, including night work, shift work, difficult/harmful/dangerous conditions or jobs reserved for specific categories where applicable; - display of benefits and guarantees offered by the employer, such as accommodation, meal vouchers, transport or other benefits; - display of application methods selected by the employer, including angajat.md, e-mail, phone, employer premises or post; - access to Apply action, saving as favourite and return to search results; - display of matching or relevance information for authenticated users where applicable;

Requirement	Explanation
	- prevention of applications to expired, occupied, suspended or withdrawn vacancies; - responsive and accessible presentation for desktop, tablet and mobile users.
FRQ-ANG-008	**Saving favourite jobs.** The system shall allow authenticated users to save and manage favourite job postings and use these interactions to support recommendations, monitoring and application. Main requirements include: - possibility to save job postings as favourites from job cards, detailed job pages, map/list/grid views or recommendation sections; - visual differentiation between saved and unsaved vacancies and immediate feedback after saving or removing a favourite; - access to a My Favourite Jobs area through the user account, Digital Personal Account, platform header or dedicated URL; - display of job title, company, location, salary, work schedule, publication date, expiration date, saved date, job status and whether the user has already applied; - direct access from favourites to job details and application action; - possibility to remove favourites, compare favourite jobs, sort and filter favourite jobs; - automatic notifications when a favourite job is about to expire, becomes unavailable, is filled or withdrawn, changes salary or conditions, or when similar jobs become available; - use of favourite jobs to improve personalized recommendations, recalculate matches and identify professional interests; - bulk actions where supported, including multiple deletion or applying to multiple jobs if the feed allows it; - synchronization between angajat.md and the eSocial Personal Account; - compatibility with desktop, tablet and mobile devices and fast loading of the favourites list.
FRQ-ANG-010	**Communication: employer - unemployed person / jobseeker - ANOFM.** The communication module shall support event-driven communication between candidates, employers and ANOFM/STOFM during application and recruitment processes. Main requirements include**:** - automatic, contextual and personalized notifications generated based on configured business rules, events and actions performed on the platform; - employer notifications for receiving applications, receiving new resumes, automatic identification of matching candidates, messages, interview invitations, acceptance/rejection/status change of applications and job posting performance; - jobseeker notifications for matching jobs, saved search results, saved job updates, application receipt, application status changes, employer messages, interview invitations, requests for additional information, profile improvement recommendations and resume update reminders; - ANOFM/STOFM notifications for monitoring applications, fill rate, active vacancies, statistical indicators, operational incidents, technical errors, failed synchronizations and security events; - delivery through the Personal Dashboard in eSocial, email, online messaging channels such as Telegram where explicitly configured, and institutional eSocial/ANOFM notifications for ANOFM/STOFM; - preservation of complete notification history in the user account; - use of standardized, responsive templates; - traceability of notifications and communication events.
FRQ-ESC-034	**Receipt of the job placement form by the unemployed person.** The system shall allow the unemployed person/jobseeker to receive and respond to a job placement/referral form issued as part of the matching and placement process. Main requirements include:

Requirement	Explanation
	- electronic receipt of the placement form in the beneficiary account; - access to the placement form from the Digital Personal Account and electronic file; - linkage of the placement form to the relevant vacancy, employer and STOFM action; - display of placement/referral information and related vacancy details; - possibility to accept or refuse the job placement, where applicable, including recording of refusal reasons according to the approved form; - storage of the placement form in the beneficiary electronic file as a downloadable document; - notification and status update for the responsible STOFM specialist; - preservation of placement form history for case management, reporting and audit.
FRQ-ESC-042	**Receipt of the placement form by the employer.** After the STOFM specialist approves the assignment of a candidate to a vacancy, the system shall electronically transmit the placement/assignment form to the employer. Main requirements include: - automatic receipt of the placement form in the employer account; - option for the employer to confirm employment of the beneficiary or reject the assignment with reason; - inclusion in the form of candidate information, proposed position/occupation, date of issuance, responsible STOFM representative and other required fields; - automatic generation of the form in PDF format and digital signing; - download and archiving of the form in the history of declared vacancies and in the employer file; - automatic notification to the employer by email and platform notification; - initiation of the employment notification process when employment is confirmed.
FRQ-ESC-043	**Completing and electronically submitting the employment placement notification.** After receiving the placement form, the employer shall be able to complete and submit the employment notification electronically, based on the approved ANOFM model. Main requirements include: - electronic completion and submission of the employment notification by the employer; - automatic generation of the form and partial pre-filling with data from the placement/referral record; - completion of mandatory fields such as candidate status, contract type, contract duration where applicable, start date, number and date of hiring order/decision and reason for non-hiring where applicable; - selection of predefined non-employment reasons where the candidate is not employed; - automatic validation of mandatory fields before submission; - generation of the notification document in PDF format and digital signing by the employer; - storage of the notification in the unemployed person file, employer file and vacancy record; - automatic notification to the STOFM specialist regarding the placement result; - automatic update of beneficiary status in eSocial/ANOFM when employment is confirmed, including withdrawal of unemployed status where applicable; - storage of refusal reasons and inclusion of data in reports analyzing the intermediation process; - full traceability of the final employment result, including candidate data, vacancy data, STOFM representative, employment/non-employment result, employment decision/order and employer electronic signature.

Requirement	Explanation
FRQ-ESC-036	**Employer ANOFM electronic file.** This requirement is relevant because recruitment activity, received CVs, applications, placement forms and employer interactions shall be reflected in the employer electronic file. Main requirements include: - storage of employer identification data and user associations; - visibility of published job postings and their statuses; - storage of received CVs and related recruitment interactions; - storage of received placement/referral forms and documents transmitted to ANOFM; - chronological visualization of employer activity, including vacancy, application, matching and communication history; - full access for authorized ANOFM/STOFM operators and restricted access for the employer; - export of the employer file upon request in PDF or ZIP format.

2.8. Public Labour Market Portal – angajat.md

Description: This procedure covers the re-engineering, modernization, integration and operation of the public labour market portal angajat.md as part of the eSocial Digital Front-Office. The portal shall function as the public digital interface for employment services, recruitment, job placement, public labour market information, employer-jobseeker interaction, NGO programmes, emigration information, online job fairs, useful information and virtual assistance. It shall be integrated with eSocial/ANOFM, Digital Personal Accounts, employer and beneficiary profiles, digital resumes, vacancy declaration and validation workflows, matching and recommendation mechanisms, notifications, external job platforms and relevant public information components. The portal shall comply with the Unified Design Model, accessibility and usability requirements, support responsive use on desktop, tablet and mobile devices, and ensure that all relevant actions, status changes, communications and publication events are traceable.

List of functional requirements:

Requirement	Explanation
ToR 7.1.9	**Development of the eSocial Digital Front-Office.** - The public front-office shall serve as the single point of digital access for job seekers, unemployed persons, employers, service providers, private employment agencies, partner organizations and other relevant user categories. - The portal shall redirect users to relevant digital services, modules and functionalities based on user category, digital profile and accessed service type. - The Contractor shall ensure UX/UI redesign in accordance with accessibility and usability standards, WCAG/WAI requirements and the government-approved Unified Design Model (MUD). - The design and visual components shall be coordinated with AGE before launch, in accordance with the applicable MUD methodology and government requirements. - The interface shall be unified, reusable, responsive and optimized for desktop, tablet and mobile devices. - The front-office shall be integrated with the Digital Personal Account, customized dashboards, notifications, active employment services and measures, public information resources and automatically generated job recommendations. - The portal shall provide access to ANOFM digital services, electronic forms, requests, guides, FAQs, notifications, electronic documents, digital file activity and communication with ANOFM/STOFM.
ToR 7.1.10	**Re-engineering, modernization and integration of the angajat.md platform into the eSocial ecosystem.** - The existing angajat.md platform shall be re-engineered, modernized and fully integrated as a digital platform dedicated to employment services, recruitment and job placement.

	- The Contractor shall review the existing functional and technical architecture, modernize operational and visual components, optimize user experience and integrate the platform with eSocial/ANOFM and the Digital Personal Account. - The platform shall synchronize and centrally manage job openings, applications, digital profiles, resumes, employer files, recruitment and placement processes, notifications, matching/recommendation mechanisms and related operational statuses. - The platform shall be redesigned in accordance with MUD, WCAG/WAI accessibility, responsive design and government UX/UI standards. - The platform shall include advanced job search, automated job recommendations, candidate recommendations for employers, intelligent matching, personalized alerts, online application management, recruitment tracking, professional profiles, digital resumes and employer/jobseeker dashboards. - The Contractor shall deliver source code, software artifacts, configurations and documentation allowing vendor-independent operation, administration, maintenance and further development.
FRQ-ANG-001	**User authentication.** - Authentication on angajat.md shall use the authentication mechanisms available within the eSocial ecosystem, including MPass where applicable. - Individuals shall be authenticated through IDNP validation and legal entities/employers through IDNO validation. - After authentication, the user shall be automatically associated with the corresponding role and digital profile. - Authenticated users shall receive secure access to the Personal Account and to functionalities available according to assigned permissions. - Authentication and access shall be aligned with the eSocial security, interoperability and RBAC model.
FRQ-ANG-002	**Validation of the job vacancy declaration.** - The portal shall display only vacancies that have passed automated validation and compliance checks within eSocial/ANOFM. - The validation mechanism shall verify data completeness, data consistency, compliance with configured rules, correctness of entered values and conformity with interoperable classifiers and registers. - Vacancies shall be synchronized to angajat.md only if they are active, valid, compliant and publishable. - Vacancies that are incomplete, rejected, suspended, expired, withdrawn or marked as occupied shall be excluded from public display. - The portal shall support internal-only vacancies where the employer does not agree to public publication, while keeping such vacancies available for ANOFM/STOFM internal processes where applicable. - Publication approval, publication refusal, status change and validation results shall be traceable and auditable.
FRQ-ANG-003	**Automatic publication and smart distribution of job openings.** - After successful validation in eSocial, compliant job openings shall be automatically published on angajat.md without additional manual intervention. - The publication process shall be performed through automatic synchronization between eSocial/ANOFM and angajat.md. - Vacancy data shall be extracted, normalized, transformed for web display, indexed in search/filtering mechanisms and assigned a unique job posting URL.

	- The published job shall be connected to users digital profiles, digital resumes, Digital Personal Accounts, automated matching and recommendation mechanisms and digital employment services. - The system shall automatically match and recommend published jobs to job seekers, registered unemployed persons, employment service beneficiaries and authenticated users with a professional profile and active digital resume. - Matching may consider occupation, professional field, skills, qualifications, experience, education, location, availability, salary expectations, interaction/application history, beneficiary status and professional preferences. - Relevant jobs shall be recommended in the Digital Personal Account, displayed in Recommended Jobs sections and transmitted through platform notifications, e-mail or other integrated digital channels. - The employer shall receive automatic notification when the vacancy is published.
FRQ-ANG-004	**Updates and lifecycle management of job postings.** - The employer shall manage the full lifecycle of job postings directly from the employer Personal Dashboard, without separate standard requests to ANOFM/STOFM. - The employer shall be able to update vacancy information, modify salary, work schedule, job conditions and requirements, extend the publication period, suspend temporarily, reactivate expired postings, mark the job as filled and withdraw the posting. - All changes made by the employer shall be subject to automatic validation and compliance rules before becoming publicly visible. - Compliant changes shall update the posting on angajat.md and automatically refresh search, indexing, recommendation and matching mechanisms. - If conflicts or rule violations are detected, public display may be suspended and the employer shall receive notifications on required corrections. - The system shall automatically change the posting status to Expired when the application deadline expires, with the possibility of reactivation where allowed by business rules. - When a vacancy is marked as filled, it shall be removed from public display, excluded from search and recommendations, and closed for further applications. - All modifications, status changes and lifecycle events shall be recorded in the event log.
FRQ-ANG-005	**Job Postings / Public display of vacancies.** - angajat.md shall serve as the public digital interface for publishing, promoting, searching and viewing job opportunities validated within public employment services. - All active and validated job vacancies reported through eSocial and approved for publication shall be displayed automatically on the public page. - The platform shall ensure real-time synchronization of vacancy data and status from eSocial and automatic removal of expired, withdrawn, inactive or filled vacancies. - The platform shall provide List View, Grid/Card View and Map View for vacancy display. - List View shall show compact job cards including job title, employer logo/name, city, district, salary or salary range, contract type, work schedule, field of activity, publication date, tags and number of available positions. - Grid/Card View shall support visual browsing with important job information and actions such as Apply, View Details and save/select as favourite. - Map View shall enable geographic visualization of vacancies, including markers, clustering, contextual lists and location-based exploration. - The platform shall support tags/indicators such as New, Urgent, Remote, Expires Soon or other configured tags. - The platform shall preserve user position and filters when returning from the detailed page and shall be responsive on desktop, tablet and mobile devices.
FRQ-ANG-006	**Search, Filter, and sort mechanisms.**

	- The portal shall provide a prominent search bar on the homepage and job listings page. - The search mechanism shall support full-text search in job title, description, employer/company, skills and location. - The system shall provide autocomplete, search suggestions, highlighting of search terms and fuzzy search tolerance for typographical errors. - The search shall support combined searches, including occupation plus location or remote work plus field. - Advanced filters shall include industry, city/region, salary, experience, education, contract type, work schedule, date posted, skills, job type, jobs without experience required and availability. - Sorting shall support relevance, date, salary, location and employer/company, with default sorting by relevance for authenticated users with a profile and by newest date for visitors. - The detailed job page shall include a Similar Jobs section based on same job title, industry, location or skill match above configured thresholds, including optional similarity score. - Authenticated users with a completed professional profile and/or digital resume shall receive profile-based recommendations in a Recommended for You section. - Recommendations shall use desired occupation, skills, qualifications, education, experience, preferred location, schedule availability, salary expectations, driving licence, languages and previous interactions. - The system shall display the matching score and an explanation of why a vacancy was recommended, where applicable. - Search filters and navigation position shall be preserved during the user journey.
FRQ-ANG-007	**Requirements for the detailed job posting page.** - Each vacancy shall have a detailed page displaying all information required by job seekers to understand the position, assess eligibility and apply through the appropriate method. - The page shall display complete vacancy information received from eSocial/ANOFM or approved external sources. - The page shall display employer information, job title, CORM occupation, job description, main tasks, education, qualification, work experience, professional skills, digital skills, language skills and driving licence requirements where applicable. - The page shall display salary or salary range, contract type, work schedule, working time, location, application deadline, working conditions and benefits/guarantees offered by the employer. - The page shall show the employer-selected application methods: through angajat.md, e-mail, phone, employer premises or post. - The page shall show the vacancy status and prevent applications to expired, occupied, suspended or withdrawn vacancies. - Authenticated users may see matching or relevance information, where applicable. - The page shall provide actions to apply, save as favourite and return to search results, and shall be responsive and accessible on desktop, tablet and mobile devices.
FRQ-ANG-008	**Saving favorite jobs.** - Authenticated users shall be able to save job postings as favourites from job cards, detailed job pages, map/list/grid views or recommendation sections. - The interface shall visually differentiate saved and unsaved vacancies and provide immediate feedback after saving or removing a favourite. - Users shall have access to a dedicated My Favourite Jobs area or equivalent list within their account/Digital Personal Account.

	- Favourite jobs shall be synchronized between angajat.md and the eSocial Personal Account where applicable. - The system shall preserve saved jobs with their current status, including active, expired, occupied or unavailable. - Users shall receive notifications or indicators where saved jobs are updated, nearing expiration, expired, occupied or withdrawn. - The system shall allow users to remove favourites individually or by bulk actions, where supported. - Saved jobs may be used to improve personalized recommendations, matching and analysis of user professional interests.
FRQ-ANG-009	**Importing job openings from external platforms.** - angajat.md shall support integration and display of job vacancies retrieved from external recruitment platforms and job portals (rabota.md, cariere.gov.md), subject to API availability and partnership agreements. - The preferred integration mechanism shall be API-based, with scheduled synchronization, secure authentication such as API key, OAuth2 or token, and secure communication via HTTPS/TLS. - External vacancies shall be retrieved, updated and removed automatically when expired or inactive. - External vacancy data shall be normalized and mapped to the standardized angajat.md vacancy data structure. - Data processing may include language detection/correction, formatting normalization, automatic CORM classification with manual confirmation where needed, extraction of competencies and salary identification from free text. - The system shall prevent duplicates between eSocial-declared vacancies and imported vacancies, using criteria such as employer IDNO, job title, location and other configured rules. - External vacancies shall be clearly tagged with a visible badge such as External source: [platform name], different visual style/label, disclaimer on third-party data origin and link to the original announcement. - ANOFM/STOFM vacancies shall have priority in search results, while users shall be able to filter by source: ANOFM jobs only, external jobs only or all jobs. - Synchronization, failed imports and data quality issues shall be logged and monitored.
FRQ-ANG-010	**Communication: Employer - Unemployed Person / Jobseeker - ANOFM.** - The notification and communication module shall ensure automated digital communication between employers, job seekers/unemployed persons, private agencies and ANOFM/STOFM specialists. - Notifications shall be generated automatically based on configured business rules, platform events and user actions, without routine manual intervention by ANOFM/STOFM. - The communication mechanism shall be event-driven and contextual, taking into account user role, accessed service, communication preferences and priority level. - Employer notifications shall cover successful posting, vacancy updates, salary/schedule/condition changes, approaching expiry, expiry, reactivation, republication, temporary suspension, marking as filled, applications, new resumes, matching candidates, messages, interview invitations and job posting performance. - Jobseeker notifications shall cover matching jobs, saved search results, saved job updates, vacancy changes, expiry/unavailability, job filled status, application receipt, application status changes, employer messages, interview invitations, requests for additional information and profile/CV update reminders.

	- ANOFM/STOFM notifications shall cover new postings in the managed territory, posting updates, suspension, expiration, reactivation, filled status, new employers, monitoring of active vacancies, applications and fill rate, statistical indicators, failed synchronizations, incidents, system maintenance and security events. - Notifications and communication may be delivered through the Personal Dashboard in eSocial, e-mail, configured online messaging channels and institutional eSocial/ANOFM notifications for ANOFM/STOFM. - Notification history shall be preserved in user accounts and all communication events shall be traceable.
FRQ-ANG-011	**NGO programs module.** - The portal shall include a module allowing NGOs and partner organizations to publish and manage programs and services relevant to employment, skills development, counselling, training, entrepreneurship or other supported categories. - Programs shall be published using a modular assisted electronic form with logical containers, drop-down lists, checkboxes, predefined lists, autocomplete, multiple selection and reuse of organization profile data. - The form shall collect program/service name, category, field, description, target group, period, location or delivery mode, contact information, eligibility and other relevant information defined during implementation. - Each organization shall have a dedicated public profile page displaying general information, active programs, upcoming programs, expired programs, contact information, website and external links. - Program administration shall be handled through the organization Digital Personal Dashboard available through eSocial and angajat.md, without a separate NGO dashboard. - Organizations shall be able to manage published programs, save drafts, edit information, archive programs, monitor views/interactions and receive notifications on validation, expiration or changes. - ANOFM shall be able to moderate content, suspend programs, deactivate organizations, manage reported content and monitor organization activity. - The module shall have simplified forms, mobile-friendly design, fast loading, dynamic filters and visual differentiation between programs and job openings.
FRQ-ANG-012	**Emigration information module.** - The portal shall provide structured public information on working abroad, legal employment opportunities abroad, workers rights and official recommendations for persons intending to emigrate for work. - The module shall include information on EURES, how to search for jobs in the EU, countries and sectors with high labour demand, mobility in the EU and possible integration with EURES job listings where API availability permits. - The module shall present documentation and procedures such as biometric passport, work visa, work/residence permit, recognition of diplomas and qualifications abroad and apostille of official documents. - The module shall include information on international employment contracts, signs of fraudulent contracts, verification of foreign employers and the distinction between legal and illegal recruitment agencies. - The module shall provide information on workers rights, minimum wage by country, social and health insurance, vacation/days off, protection against discrimination and where to report abuse. - The module shall cover social security, pensions, transfer of pension rights, health insurance abroad, integration in the host country, language learning, education for children, diaspora associations and cultural events.

	- The module shall include information on safe remittances, avoiding high fees, returning and reinvesting, support programs for returning entrepreneurs and investment options. - The module shall include a prominent fraud alert section, red flags, how to verify a job offer abroad, fraud reporting channels and links to official resources.
FRQ-ANG-013	**Useful information component.** - The portal shall include a useful services and information module to facilitate access to relevant information, digital employment services, active employment measures, guides, informational resources and support tools. - The module shall target job seekers, employers, unemployed persons, youth starting their careers, persons returning from abroad, persons with disabilities, refugees/beneficiaries of temporary protection and organizations/partners involved in employment. - The module shall centralize relevant information in a unified interface, simplify access to public employment services, reduce navigation difficulties, promote ANOFM services and active measures and increase use of eSocial digital services. - Public information shall be accessible without authentication; service-specific actions requiring identification shall redirect users to authentication via the eSocial access mechanisms. - For job seekers, the module shall include information and access paths for registration as unemployed or job seeker, employment services, active employment measures, unemployment benefits, online job fair, digital resume, cover letter guidance, ANOFM/STOFM contacts, FAQs, tutorials, virtual assistant and rights/prevention of discrimination. - For employers, the module shall centralize information on job posting, recruitment, staff selection, ANOFM services, subsidies and active labour market measures offered through eSocial. - Information shall be displayed through interactive cards and intuitive visual mechanisms optimized for desktop and mobile access. - The module may include support tools such as gross/net salary calculator and career guidance test where applicable.
FRQ-ANG-014 - Online job fair	**Online job fair component.** - angajat.md shall include a module dedicated to organizing and managing online job fairs to support digital interaction between employers, job seekers, ANOFM and STOFM regional offices. - Each online job fair shall aggregate, and display job openings reported through eSocial and angajat.md that have been validated, are active and have been selected to participate in the fair. - Events may be organized at national, regional/territorial level, by field of activity, for specific beneficiary categories or as thematic/seasonal recruitment campaigns. - ANOFM or STOFM specialists shall create and configure fairs through the Online Job Fairs section in Back Office, including name, dates, description, category/field, region/location, eligibility criteria, banners and promotional materials. - The system shall validate event parameters, publish the fair on angajat.md, generate the event public page and activate notification/synchronization mechanisms. - Employers and job seekers shall receive automatic notifications regarding the launch, progress and updates of digital recruitment events through the Personal Dashboard, e-mail, push notifications or other configured channels. - The online fair page shall support filtering and browsing of participating vacancies and employers, participation tracking and interaction with job postings. -The module shall support monitoring, statistics, reporting and traceability of participation, views, applications, interactions and event results.

	Note: The updated ToR uses the same code FRQ-ANG-014 for both Online Job Fair and Virtual Assistant; the RFP shall therefore reference the code together with the component title.
FRQ-ANG-014 - Virtual assistant	**Virtual assistant component.** - angajat.md shall include a virtual assistant available directly in the public interface to guide users in accessing job listings, ANOFM services, active employment measures, registration procedures and related information. - The assistant shall be accessible from relevant pages through a visible button such as Virtual Assistant, Need help? or Ask the ANOFM Assistant. - The assistant interface shall support predefined options, free-text questions, quick access to relevant links, forms and pages, and navigation back to the main menu or previous step. - The assistant shall support at least Romanian, Russian, Ukrainian and English, with manual language selection and possible automatic language detection/suggestion. - At the start of the conversation, the assistant shall identify the user type and adapt menus and responses to categories such as job seeker/unemployed person, employer and refugee/beneficiary of temporary protection. - For job seekers/unemployed persons, the assistant shall guide users on job search, registration as unemployed/job seeker, employment services, active employment measures, unemployment benefits and working abroad. - For employers, the assistant shall guide users on job openings, candidate identification/selection, employment services and active employment measures/subsidies available to employers. - The assistant shall be able to ask for relevant search criteria such as desired occupation, location, experience, education, skills, salary, remote work availability, schedule and field of activity, and guide users to relevant vacancies or services. - The assistant shall provide informational guidance and navigation support; any administrative decision, eligibility assessment or legally binding result shall remain subject to the relevant eSocial workflows and authorized users.

2.9. Career guidance, occupation catalogue and labour market information services

Procedure name: Career guidance, occupation catalogue and labour market information services

Description: This procedure covers the digital management of labour market information services, career guidance activities, the electronic occupation catalogue and the occupation-based career guidance module within the eSocial/ANOFM ecosystem and the angajat.md portal. The procedure shall allow ANOFM/STOFM specialists to provide and record labour market information and career guidance services, while allowing beneficiaries and public users to explore occupations, understand required skills and qualifications, view labour market demand, compare occupations, take self-assessment tests, receive personalized recommendations and access related job openings and vocational training opportunities. The procedure shall ensure that occupation data, guidance sessions, test results, recommendations, saved occupations, labour market indicators, feedback, promoted occupations and all related interactions are integrated with eSocial/ANOFM, the Digital Personal Account, the beneficiary digital file, the Individual Employment Plan, the matching engine, reporting dashboards and audit logs, where applicable.

List of functional requirements:

Requirement	Explanation
FRQ-ESC-024	**Employment services management.** - The system shall support the provision and management of employment services through two complementary channels: assisted service delivery by ANOFM/STOFM specialists and direct beneficiary access through the authenticated Digital Personal Account.

Requirement	Explanation
	- The STOFM specialist shall be able to identify the beneficiary, access the electronic file and initiate, provide, monitor or update services and measures based on the person's status, eligibility, needs, profiling result, Individual Employment Plan and applicable legal framework. - The beneficiary shall be able to view available services, submit requests, upload supporting documents, track request status, receive notifications, confirm participation and interact digitally with ANOFM/STOFM. - All services and measures granted to the beneficiary shall be reflected in the beneficiary electronic file and linked to service history, case management, reporting and audit trail. - The interface and functional logic shall group employment services, including labour market information, career guidance, job placement, pre-layoff services, mobile team activities and other relevant employment activities. - Each action shall be logged with the user, role, date, time and type of operation.
FRQ-ESC-025	**Labor market information service.** - The system shall provide and record structured labour market information services for unemployed persons, job seekers, employers and institutional partners/NGOs. - The service model shall be configurable by beneficiary type, form of service delivery and delivery channel, including individual service delivery and group/collective delivery through seminars or group events. - Individual services may be provided in person at STOFM, by phone, online or through other communication means; group services may be provided in person, online or hybrid. - Service delivery shall be initiated from the unemployed/jobseeker file or employer file through the service registration functionality, where applicable. - The system shall record service type, delivery channel, date, duration, actions performed, content covered and relevant observations. - The information provided may cover job vacancies and job offers, access conditions for services and measures, qualifications and skills of jobseekers, job search methods, labour market situation and trends, rights, obligations and next steps. - All actions shall be electronically archived, linked to the beneficiary file or employer file where applicable and included in ANOFM statistical and monitoring reports.
FRQ-ESC-026	**Career guidance service.** - The system shall fully digitize the planning, scheduling, notification, delivery, recording and reporting of career guidance services provided to unemployed persons and job seekers. - The system shall support both group sessions/events and individual delivery recorded directly in the beneficiary file. - For group sessions, the STOFM specialist shall be able to plan the topic, format, duration, date, time, location or online/blended access link, participant categories, estimated participants, expenses and notes. - Where the session is a visit to an educational institution, the system shall allow the participant category 'Students' to be explicitly marked for separate monitoring and reporting. - The system shall automatically generate eligible beneficiary lists based on the Individual Employment Plan and the notation of the Career Guidance service in the beneficiary file; the specialist shall be able to adjust the list by adding or removing persons. - The system shall manage invitations, confirmations, electronic attendance, online participation links, attendance records and final reports.

Requirement	Explanation
	- For individual guidance, the specialist shall record the service directly in the beneficiary file, including actions taken, recommendations, date, duration, delivery method, notes and result/report. - The system shall update the beneficiary electronic file and, where applicable, the Individual Employment Plan, and shall mark the service as recommended, planned, provided, completed or another configured status. - Reports shall be generated on topics, participants, absentees, duration and format, with export to PDF/Excel where applicable.
Section 10.3	**Career guidance module / occupations and career guidance.** - The module shall be part of the angajat.md portal as a complementary component to the job openings module and shall support job seekers, unemployed persons, students and ANOFM specialists in information, career guidance and matching occupations with real employment opportunities. - The module shall manage, publish and use information on occupations relevant to the labour market in the Republic of Moldova, including in-demand occupations, occupations promoted by ANOFM, occupations associated with available vacancies and possible vocational training pathways. - Users shall be able to explore occupations, understand activities, required skills, working conditions, tools used, occupational risks, photo/video materials, similar occupations, available courses and associated job openings. - The module shall support a complete digital career guidance path: identifying an occupation of interest, understanding requirements, checking demand, comparing alternatives, identifying missing skills, reviewing ANOFM training courses and viewing related job openings.
FRQ-OCU-001	**Management of the electronic occupation catalog.** - The system shall enable ANOFM specialists to create, update, validate, publish, withdraw, archive and periodically review occupations without developer intervention. - The occupation catalogue shall serve as the primary data source for the portal, most in-demand occupations, occupation-vacancy matching, training course recommendations and labour market demand indicators. - For each occupation, the system shall store general data such as representative image, occupation names in Romanian/Russian/English where available, CORM code, ESCO correspondence where available, field of activity, working conditions, qualification/skills level, education level, short and detailed descriptions, status, creation/update dates, data source, content manager and next review date. - The system shall automatically verify uniqueness of the CORM code and flag potential duplicates or similar occupations based on name, code, field, competencies and description. - Occupation descriptions shall be structured in user-friendly sections explaining what the occupation involves, typical workday, workplace, tools/equipment/applications, required knowledge and skills, education/qualifications, benefits and challenges, available courses, job openings and similar occupations. - The catalogue shall describe professional activity, tasks, responsibilities, work processes, tools/resources, work type, work style, interaction level, working environment, schedule, shift/remote/hybrid options, physical effort, stress/responsibility, occupational risks, protective equipment and relevant safety/hygiene conditions.

Requirement	Explanation
	- The system shall manage competency categories, including technical, digital, language, communication, social, organizational, knowledge, transversal/soft skills, occupational safety, quality and customer/beneficiary relations skills. - The system shall link each occupation to education, qualifications, certifications, vocational training providers, ANOFM training opportunities, possible training pathways, retraining possibilities, labour market indicators, similar occupations, multimedia materials, guidance resources and associated job openings. - All changes shall be logged with user, date/time, modified field, previous value, new value, status and version; draft or unapproved occupations shall not be visible to the public.
FRQ-OCU-002	**Publishing and browsing occupations on the portal.** - The system shall display occupations on angajat.md in an accessible, attractive and useful format using data from the electronic occupation catalogue. - The portal shall include a dedicated 'Occupations and Career Guidance' menu with subsections such as all occupations, most in-demand occupations, occupations with available job openings, occupations promoted by ANOFM, digital occupations, career guidance test/questionnaire, guides and video materials. - The system shall display most in-demand occupations based on active job openings, selected region, ANOFM manual promotion or a combination of statistical data and strategic priorities. - Occupation cards/lists shall allow users to browse and filter occupations by field, region, demand, skill level and other relevant criteria. - The portal shall allow users to navigate from an occupation to associated job openings, courses, similar occupations and guidance materials.
FRQ-OCU-003	**Occupation details page.** - When accessing an occupation, the system shall display a clearly structured detailed page that functions as a career guidance tool, not merely as an administrative form. - The page shall explain what the occupation entails, required skills, work location/environment, training requirements, available job openings and alternative occupations. - The overview shall include representative image, occupation name, CORM code, ESCO competencies, field of activity, image/video, occupational category/conditions, qualification/competency level, education level, short and detailed descriptions and number of available job openings. - The page shall provide actions such as applying for associated job openings, saving the occupation/job where applicable and returning to relevant search or browsing flows. - The detailed page shall be responsive and accessible for desktop, tablet and mobile users.
FRQ-OCU-004	**Linking occupations to job openings published on angajat.md.** - The system shall create a direct link between occupations in the catalogue and job openings published on angajat.md so that users can move from career information to real employment opportunities. - The system shall automatically match job openings with occupations based on CORM code, occupation name, field of activity, required skills, job description, employer metadata and other relevant classifications available in the system. - ANOFM specialists shall be able to manually verify and correct the association between a job opening and an occupation when the automatic association is incorrect or incomplete.

Requirement	Explanation
	- For each occupation, the system shall display the number of active associated job openings, the list of job openings, employer, district/locality and other relevant vacancy information. - The link between occupations and vacancies shall be used in public display, recommendations, dashboards and labour market demand indicators.
FRQ-OCU-005	**Personalized recommendations for occupations and job openings.** - The system shall generate personalized recommendations for occupations, courses and job openings for authenticated users, based on their personal profile, system data and test results where applicable. - Recommendation criteria shall include education, professional experience, declared skills, skills identified in the resume, skills identified through subject-specific tests for authenticated users, region of residence, job search city, saved vacancies, applications submitted, ANOFM status, services accessed and courses taken or recommended. - Recommendations shall guide the user toward suitable occupations, relevant employment opportunities and career paths adapted to their profile. - The system shall display recommendations in dedicated sections such as jobs suitable for the user, recommended occupations, relevant courses or similar career paths. - Recommendations shall be integrated with the matching engine, Digital Personal Account, occupation pages and job opening pages.
FRQ-OCU-006	**Comparing occupations.** - The system shall allow users to compare two or more occupations to support career choice, career change decisions or selection of a training path. - Users shall be able to select occupations for comparison from the occupation list, occupation detail page, saved occupations, personalized recommendations and similar occupations. - Comparison criteria shall include level of education, skill level, required skills, number of job openings and other relevant occupation characteristics. - The comparison result shall be displayed in a clear and easy-to-navigate table. - The comparison function shall help users understand realistic alternatives and differences between occupations.
FRQ-OCU-007	**Saving favourite occupations and notifications.** - Authenticated users shall be able to save occupations in their personal account and access them later from a dedicated saved/favorites area. - Users shall be able to remove occupations from favorites and quickly access job openings associated with saved occupations. - The system shall allow users to enable notifications for saved occupations. - Notifications may be triggered when a new job opening becomes available for a saved occupation, a new vocational training course becomes available, or ANOFM publishes a new video, guide or relevant material. - Notifications shall be delivered through the user's personal account and other configured channels where applicable and shall be traceable.
FRQ-OCU-009	**Public dashboard on occupations and labor, market demand.** - The portal shall include a public dashboard on occupations and labour market demand trends, with indicators calculated from active vacancies, vacancy history, regions, sectors, promoted occupations and ANOFM system data.

Requirement	Explanation
	- The dashboard shall display public indicators such as top occupations in demand nationwide and occupations in the most in-demand sectors. - The portal shall include an interactive map of the Republic of Moldova showing districts with vacancies for the selected occupation, number of vacancies and employers posting vacancies. - The system shall display the date of the last update and calculate indicators based on data available and validated by ANOFM. - The dashboard shall support public understanding of labour market demand and guide users toward relevant occupations and opportunities.
FRQ-OCU-010	**Feedback management and continuous content improvement.** - The system shall collect user feedback regarding the usefulness, clarity and timeliness of occupation information. - Users shall be able to provide feedback through a numerical score, helpfulness rating, free-form comment, reporting incorrect information, suggesting additions or reporting missing data. - ANOFM specialists shall be able to view feedback, filter it by occupation, date, type and status, mark it as reviewed, request additional information, update the occupation description and close feedback as resolved. - Feedback shall support continuous improvement of occupation content and shall be linked to content review workflows. - Feedback actions and content updates shall be logged and auditable.
FRQ-OCU-011	**Self-Assessment of personal skills.** - The system shall include personal skills self-assessment and career guidance functionality within the Career Guidance Module of the eSocial/ANOFM ecosystem. - The functionality shall allow users to take digital self-assessment tests to identify, on a preliminary basis, their personal competencies, professional interests, compatibility with occupational fields and professional development directions. - The functionality shall operate in two scenarios: public mode for a general self-assessment test available without login through angajat.md, and authenticated mode for thematic/specialized tests available to job seekers and unemployed persons registered in the system. - Results shall be indicative and shall not constitute an online training module, e-learning course, official examination, formal certification, legal validation of skills or administrative decision. - Results shall support career guidance, professional counselling, profiling, automated recommendations, matching with job openings, recommending vocational training courses and selecting relevant services or active measures. - For authenticated users, test results may support completion of the digital profile and digital resume, with consent where applicable, and may assist ANOFM/STOFM specialists in profiling, case management and development or adjustment of the Individual Employment Plan.
FRQ-OCU-011.1 - FRQ-OCU-011.3	**Integration and access to self-assessment tests.** - The general self-assessment test shall be available to the public on angajat.md without login, while thematic/specialized tests by activity field or competency category shall be available only to authenticated users through the Personal Account and/or angajat.md Career Guidance Module.

Requirement	Explanation
	- The administrative component for configuring tests, categories, occupational fields, questions, answer options, scores, calculation rules, interpretation rules and reports shall be available in eSocial/ANOFM. - The functionality shall be integrated with the angajat.md Career Guidance Module, the Personal Account, digital resume, matching engine and reporting/dashboards component. - For each test, ANOFM shall be able to configure visibility as public, authenticated-only, available for a specific period, active, inactive or under update. - Authenticated users shall see available tests based on their status, user category, tests already completed and system recommendations, including description, purpose, competency category, number of questions, estimated time, language and status: not started, in progress or completed. - Before taking a test, users shall be informed that the test is for guidance purposes only, results are not certification or qualification, and results may be used for recommendations, counselling, profiling, matching and IEP development/adjustment. - Unauthenticated users shall be able to access and start the general public test after confirming that they have read the notice on the purpose and indicative nature of results.
FRQ-OCU-011.4	**Structure of the general public Self-Assessment Test.** - The public self-assessment test shall be structured by competency categories and available to both logged-in and non-logged-in users through the angajat.md Career Guidance Module. - The test shall contain 60 questions/statements grouped into 6 competency categories, with 10 questions/statements per category. - Each question shall belong to one competency category and shall contribute only to the score of that category. - For each question, the system shall display three answer options, with a maximum score of 2 points per question. - The maximum score per category shall be 20 points, corresponding to 100% for that category, and the system shall calculate the category percentage using the formula: total score / maximum category score x 100. - The result shall show competency categories in which the user scored higher, areas that may require development and indicative occupational fields/recommendations where applicable.
FRQ-OCU-011.5 - FRQ-OCU-011.7	**Field-specific tests and use of results.** - The system shall allow ANOFM to configure self-assessment tests by occupational field for authenticated beneficiaries through the Digital Personal Account and/or angajat.md Career Guidance Module. - Field-specific tests shall provide an indicative assessment of compatibility with a specific field of activity, considering interests, preferred activities, declared competencies, willingness to accept working conditions and ability to adapt to field requirements. - Occupational fields may include retail and sales, customer support/call centers, administration/office work, accounting/finance, IT/digital skills, agriculture/seasonal work, construction/repairs, manufacturing/industry, transportation/logistics, food service/hospitality, health/social services, education/training, security/safety, beauty/personal care and other relevant fields.

Requirement	Explanation
	- For the trade and sales field, the test may include 60 questions grouped into categories such as communication with customers, results- and sales-oriented approach, handling difficult situations and availability for schedule/conditions specific to the field. - Results may be used to complete the beneficiary competency profile, update the digital profile, complete the digital resume with the beneficiary's consent, recommend vacancies, occupations, training courses, services and active measures and adjust matching recommendations. - Results for each field shall be stored in the beneficiary history and made visible to authorized ANOFM/STOFM specialists according to access rights.
FRQ-OCU-011.8	**Online test statistics.** - The system shall provide aggregated and indicative statistics for online tests; general public test data shall be processed only in anonymized and aggregated form without linking results to an individual profile. - For thematic tests, aggregated statistics may be correlated with available profile information in accordance with user roles and access rights. - The statistics component shall be available in eSocial/ANOFM and reporting/dashboards for authorized users only. - Usage indicators shall include tests started, completed, in progress/draft for logged-in mode, abandoned tests, completion rate, abandonment rate, unique logged-in users and views of the public test. - Outcome indicators shall include distribution of results by competency category, occupational field and average score/percentage per competency category. - Statistics shall support filters and grouping by period, test type, field, category, user type, territorial subdivision, language, status and version, with dynamic recalculation of metrics. - Exports to Excel/CSV and PDF shall preserve filters and include report metadata, while public test exports shall include only aggregated and anonymized data.
FRQ-OCU-012	**Management of promoted occupations.** - The system shall allow ANOFM to flag occupations as promoted, in high demand, digital or relevant to specific ANOFM programs and target groups. - ANOFM administrators shall be able to configure promotion start date, end date, display order, sections where the occupation will be promoted and reason for promotion. - Promoted occupations may be displayed on the module main page, the Most Sought-After Occupations section, detailed pages for similar occupations, personalized recommendations and the public dashboard. - The system shall maintain a history of promotions and allow users to visually distinguish promoted occupations from other occupations. - The general module acceptance criteria shall include administration of the occupation catalogue, occupation creation/editing/validation/publication/withdrawal/archiving, detailed pages, search/filter/sort, linkage to job openings and ESCO skills, favorites, notifications, recommendations, comparisons, public dashboard, feedback, logging, mobile optimization and direct links optimized for search.
FRQ-ANG-013	**Useful information component.** - The portal shall include a useful services and information module to facilitate access to relevant information, digital employment services, active employment measures, guides, informational resources and support tools.

Requirement	Explanation
	- The module shall target job seekers, employers, unemployed persons, youth starting their careers, returning migrants, persons with disabilities, refugees/beneficiaries of temporary protection and organizations/partners involved in employment. - For job seekers, the module shall include information and access paths for registration as unemployed or job seeker, employment services, active measures, unemployment benefits, online job fair, digital resume, cover letter guidance, ANOFM/STOFM contacts, FAQs, tutorials, virtual assistant and anti-discrimination/prevention information. - The information shall be accessible without authentication, while service-specific actions requiring identification shall redirect users to the eSocial authentication/access mechanisms. - The information shall be presented through intuitive cards and visual mechanisms optimized for desktop and mobile access.

2.10. Professional training, voucher-based training and provider workflows

Procedure name: Professional training, voucher-based training and provider workflows

Description: This procedure covers the end-to-end digital management of vocational training through voucher-based courses within the eSocial/ANOFM ecosystem. The module shall support the full operational cycle described in the ToR: public information on voucher-based training, authentication and validation of vocational training service providers, registration and approval of providers and course programs, identification of unemployed persons recommended for training, issuance, signing and transmission of vouchers, provider selection, provider acceptance or refusal, generation of contracts, creation of study groups, enrolment, attendance monitoring, suspension, reinstatement, withdrawal, graduation, diploma/certificate management, evaluation questionnaires, service agreements, invoices, scholarships, payments, reporting, government service integrations, notifications, operational tasks, role management, nomenclatures, parameters, audit logging and preservation of the complete electronic file for each voucher-based vocational training case.

List of functional requirements:

Requirement	Explanation
FRQ-ESC-008	**Authentication of vocational training service providers.** The system shall allow licensed vocational training service providers to authenticate and access the provider workflows required for voucher-based vocational training. - Provider authentication shall be performed as a legal entity through qualified electronic signature and/or MPass, according to the authentication mechanisms approved for eSocial. - After authentication, the provider shall complete the Provider Registration Form used for creating and validating the provider account. - The form shall collect legal, tax, banking, training field, authorization and supporting document data required for provider validation. - After entering IDNO, the system shall automatically query relevant public registries and pre-fill available data such as provider name, type of registration, legal address and date of registration. - The provider shall complete missing information such as manager name, manager position, phone, bank, IBAN, bank mailing address, bank code, ZIP code, industry, city and any other fields identified during implementation. - The system shall validate required fields, data formats, numeric fields, IBAN structure and territorial nomenclatures available through API, where applicable. - Access to voucher-related provider functionalities shall be restricted until the mandatory provider profile and validation conditions are fulfilled.

	- After ANOFM validation, the provider account shall become active and access shall be granted according to the RBAC matrix and voucher module roles. - All actions performed on the provider form, including creation, modification and validation, shall be recorded in the Activity Log with user, date and time.
FRQ-ESC-009	**Activation and management of the employer role for vocational training providers.** The system shall allow a vocational training provider to activate and manage an additional employer role where the same legal entity also performs employer-specific activities. - The employer role may be activated during first login or later from the entity profile without creating a separate legal entity account. - The same legal entity shall be able to operate in two distinct contexts: Vocational Training Provider and Employer. - The system shall automatically validate the legal entity before activating the employer role, including IDNO, active legal status, minimum contact data, address and legal representative data. - If required employer-specific data is missing, the system shall request completion before activating the role. - The system shall ensure logical separation of provider-specific and employer-specific data, documents, processes and available functionalities. - Users and permissions may be managed separately by role, with role-based access controlled according to the RBAC matrix. - The system shall allow secure switching between roles and shall log role activation, deactivation and changes of operating context. - The employer role may be deactivated only if there are no active processes, pending applications, active contracts or unfinished reports. - Unauthorized role access, role activation attempts and operating context changes shall be logged and auditable.
FRQ-VCH-001	**Public Homepage of the "Vocational Training via Vouchers" Module**. The system shall provide a public page dedicated to the voucher-based vocational training program, accessible without authentication. - The page shall display the purpose of the program, general eligibility requirements and the main steps of the voucher-based training process. - The page shall display providers approved by ANOFM, with filters by provider name, IDNO, courses and region. - The page shall display available approved courses with essential information such as course title, provider name, region/location, duration and contact phone number. - Users shall be able to search and filter information by course, provider and region. - The page shall display news and user guides for vocational training providers and unemployed persons, including video and PDF materials where applicable. - The page shall display aggregated statistics on registered providers, issued vouchers, validated vouchers and graduates, separating cumulative statistics from current-year statistics. - The page shall be accessible without authentication and optimized for desktop and mobile devices. - Only providers and courses approved and published by ANOFM shall be publicly displayed, and public content shall be manageable by authorized ANOFM users.
FRQ-VCH-002	**Registration of providers and course programs.** The system shall allow vocational training providers to submit applications to participate in the voucher-based vocational training program by completing an online registration form and selecting one or more course programs. - Provider authentication shall be performed through MPass, in accordance with the relevant authentication and integration requirements. - The system shall allow completion of the vocational training program access form according to a predefined structure, with automatic retrieval of provider data based on IDNO through interoperability services.

	- The provider shall complete contact information, responsible person details and banking information. - The provider shall be able to add one or more course programs according to a predefined structure, including course name, profession/trade/specialty, duration, language, location, capacity, accessibility conditions and cost. - The system shall allow uploading of the provisional accreditation/authorization order and the cost estimate for each program. - The provider shall be able to save the form as Draft, submit it for review, resubmit it after corrections and view the revision history. - The form shall not be submitted without required fields and documents, and the provider may modify the form only until submission or during the correction period granted by ANOFM. - The form statuses shall include Draft, Submitted for Review, Returned for Correction, Resubmitted, Validated, Contracted and Rejected. - The Validated status confirms that the application has been verified but does not itself grant actual access to the program; the Contracted status is assigned after analysis, calculation of approved costs, generation of the framework agreement and signing. - If the form is rejected, the provider shall not have access to the voucher-based vocational training program and related program features shall become unavailable. - Each course shall be treated as a separate entity with its own review, approval and publication status. - The system shall validate IDNO, pre-fill form data available from official registers, allow multiple course programs in the same form according to ANOFM configuration and log all changes and decisions in the file history.
FRQ-VCH-003	**Review, correction and approval of providers/courses by ANOFM.** The system shall allow ANOFM to review submitted provider and course applications, request corrections, approve or reject providers/courses and generate the framework agreement for professional training service provision. - ANOFM users shall be able to view forms and documents submitted by providers. - The system shall support verification of completeness and accuracy of submitted data. - ANOFM shall be able to return the form for correction, indicating the non-conformities and the deadline for correction. - ANOFM shall be able to validate or reject the provider and/or training program with justification. - The system shall generate the framework agreement for the provision of vocational training services, including the voucher amount/approved costs. - The framework agreement shall be transmitted to the provider for signature via MSign and signed by ANOFM. - The provider/course shall become publicly visible only after ANOFM approval and the signing of the framework agreement by both parties. - ANOFM may approve some courses and reject others within the same application, providing separate justifications for each course. - Publication and removal from publication shall be treated as distinct actions and logged. - The provider shall receive notifications for every status change.
FRQ-VCH-004	**List of unemployed persons recommended for vocational training.** The system shall display the list of unemployed persons recommended for vocational training based on career guidance and counselling results. - The list shall be automatically retrieved from the registry of unemployed persons who received career guidance services and for whom the need for vocational training through voucher-based courses was identified. - The system shall display relevant data such as IDNP, first name, last name, status, subdivision and recommended profession/trade.

	- The system shall automatically retrieve the profession/trade resulting from the career guidance service, with the possibility of justified modification before issuing the voucher. - The list shall be filterable by STOFM and profession/trade. - The system shall display alerts regarding restrictions, including courses taken in the last 24 months, active vouchers, cancelled vouchers, missed deadlines or other configured rules. - The STOFM specialist shall view only unemployed persons assigned to their own subdivision, except central ANOFM roles. - Voucher issuance shall be possible only for persons who received the relevant recommendation through the career guidance service. - The specialist shall be able to access the unemployed person's history of vocational training.
FRQ-VCH-005	**Issuance, signing and transmission of the voucher.** The system shall manage voucher issuance by STOFM based on the unemployed person's recommendation and eligibility. - The STOFM specialist shall select an eligible unemployed person from the recommended list and select the profession/trade/specialty or retrieve it from the recommendation. - The system shall automatically retrieve the profession/trade recommended during the career guidance process when generating the voucher. - The system shall automatically verify eligibility and previous course participation history, including whether the person participated in a vocational training course in the last 24 months. - The system shall automatically calculate the voucher value based on the parameters of the approved course. - The voucher shall be generated with a unique code and QR code. - The voucher shall be personalized and linked to the unemployed person, issuing STOFM, profession/trade, face value, issue date and expiration date. - The voucher shall be signed by the STOFM specialist via MSign. - The signed voucher shall be sent to the unemployed person via email and/or notification in the authenticated account and shall be available in the account and electronic file. - The system shall not allow issuance of a new voucher if there is an active voucher for the same person, except where reissuance is permitted. - The voucher statuses shall include Generated, Signed by STOFM, Sent to Provider, Signed by Provider, Rejected by Provider, Void, Expired and Reissued. - The voucher cannot be issued without eligibility verification, and the system shall notify the unemployed person and STOFM specialist about issuance and applicable deadlines. - The voucher shall be printable for cases where the unemployed person does not use electronic means.
FRQ-VCH-006	**Monitoring the application deadline, cancellation and reissuance of the Voucher.** The system shall monitor voucher deadlines and manage cancellation, expiration and reissuance according to ANOFM rules. - The system shall monitor the 7-calendar-day deadline for selecting a provider and submitting the voucher after it is granted or issued by STOFM. - After the 7-day period expires, the voucher shall become unusable and be marked with the status Expired or Void, according to configured process rules. - The system shall notify the unemployed person and the STOFM specialist before the deadline expires and shall display vouchers nearing expiration, expired or not activated. - The STOFM specialist may cancel the voucher by indicating the reason. - Cancellation reasons shall be selected from a configurable nomenclature and may include, where applicable, medical reasons, refusal, missed deadline, provider unavailability or other justified grounds. - The system shall allow upload of supporting documents for special reasons, such as a medical certificate. - The system shall allow voucher reissuance only in cases permitted by procedure and ANOFM configuration. - The system shall preserve the link between the reissued voucher and the initial voucher.

	- The system shall store the full history of cancellation, expiration and reissuance actions in the electronic file. - The system shall support search and filtering of vouchers for monitoring by STOFM and ANOFM.
FRQ-VCH-007	**Unemployed person's access, provider selection and voucher submission.** The system shall allow the unemployed person to access the voucher, select an eligible provider/course and transmit the voucher to the selected provider within the allowed timeframe. - The unemployed person shall access the signed voucher through the authenticated Personal Account. - The system shall display the voucher status, validity period, relevant deadlines and instructions for selecting a provider. - The system shall display only eligible providers and courses corresponding to the profession/trade/specialty indicated in the voucher and approved/published by ANOFM. - The unemployed person shall be able to compare providers and courses by locality, course duration, language, accessibility, transport, accommodation and other available criteria. - The unemployed person shall select a provider/course and transmit the voucher to the provider electronically. - Transmission shall be allowed only within the application period and only to a published and eligible provider/course. - The system shall prevent simultaneous transmission of the same voucher to multiple providers before acceptance, refusal or cancellation. - The system shall allow STOFM specialist-assisted operation for beneficiaries who cannot use the platform, with all actions logged. - The beneficiary shall be notified of each voucher status change.
FRQ-VCH-008	**Acceptance/rejection of the voucher by the provider.** The system shall allow the provider to review vouchers received from unemployed persons and accept or reject them electronically. - The provider shall view vouchers received from unemployed persons for its approved courses. - The provider shall verify voucher data and the associated course/profession. - Acceptance of the voucher shall be performed via qualified electronic signature and shall confirm the provider's intention to enroll the unemployed person in the course according to contractual terms. - The provider may reject the voucher only with a stated reason. - The system shall automatically communicate the provider decision to the unemployed person and issuing STOFM. - The system shall update the voucher status and the electronic training file after acceptance or rejection. - Once accepted, the voucher shall not be transferred to another provider unless the transaction is cancelled according to procedure. - Acceptance of the voucher shall trigger a notification to STOFM to initiate the contract with the unemployed person. - Rejection shall allow the unemployed person or STOFM to proceed according to deadline and reselection rules.
FRQ-VCH-009	**Generating the contract with the unemployed person.** The system shall support generation and management of the vocational training contract between STOFM/ANOFM and the unemployed person after the provider accepts the voucher. - The STOFM specialist shall generate the contract only after the provider accepts/signs the voucher. - The standard contract shall be generated based on the ANOFM-approved template with pre-filled data regarding the unemployed person, provider, course, duration and obligations of the parties. - The system shall support printing the contract for handwritten signature where the procedure requires paper signature.

	- The signed contract shall be uploaded to the platform and visible in the electronic vocational training file. - The contract shall be linked to the voucher, provider, course and unemployed person's electronic file. - The system shall allow cancellation, termination or amendment in the cases provided for, while preserving the full history. - Amendments to the contract with the unemployed person may be made later, before enrolment in the training group. - Any modification, cancellation or upload shall be logged, and the contract shall be generated without repetitive manual entry.
FRQ-VCH-012	**Management of orders, suspensions, reinstatements, withdrawals and graduation.** The system shall allow providers to generate or upload operational orders and shall update beneficiary and group statuses accordingly. - The provider shall generate or upload enrolment, suspension, reinstatement, withdrawal and graduation orders. - Each order shall include the date, number, type, reason where applicable and the attached document if uploaded as a scan. - Each order shall be associated with the group, course, provider and intended beneficiary or beneficiaries. - The system shall notify STOFM when each order is submitted. - The system shall update the beneficiary's status and group status based on submitted orders. - The system shall validate the sequence of statuses, for example a person cannot be marked as graduated if not enrolled or if withdrawn without reinstatement. - STOFM and ANOFM shall be able to view all orders submitted by the provider. - The system shall maintain a complete history of statuses and documents. - Individual participation statuses shall include Enrolled, In Training, Suspended, Reinstated, Dismissed, Graduated and Did Not Graduate. - Where the reinstatement procedure or transfer to another group requires later clarification, the final business rules shall be parameterized according to the approved ANOFM procedure.
FRQ-VCH-013	**Recording and validating attendance.** The system shall allow the provider to record attendance and submit attendance data to STOFM/ANOFM for monitoring, scholarship eligibility and payment. - The provider shall record attendance of unemployed persons by day and by month, according to the course structure. - Attendance records shall be submitted monthly by the 5th of the current month for the previous month. - The system shall allow uploading supporting documents for excused absences. - The provider shall submit attendance records to STOFM/ANOFM for monitoring and scholarship calculation. - The system shall generate attendance reports by beneficiary, group, month and provider. - The system shall generate alerts for absences exceeding the established threshold, including the threshold of more than 15% where applicable. - Attendance may be entered only for unemployed persons registered in the active group. - Attendance records may be adjusted until payroll lists are finalized; after finalization, no further changes shall be allowed. - Attendance records shall support calculation of unemployment benefits and verification of service delivery. - STOFM shall view attendance for beneficiaries of its own subdivision; ANOFM shall view attendance data at national level and by provider. - Attendance reports shall be exportable to Excel or PDF.
FRQ-VCH-014	**Diploma/Certificate, evaluation questionnaire and course completion.** The system shall manage course completion documents, beneficiary evaluation questionnaire and finalization of the training file.

	- The provider shall upload the graduation order and a copy of the diploma, certificate or academic transcript for each graduate. - The system shall notify the unemployed person of the need to complete the evaluation questionnaire. - The questionnaire may be completed in the unemployed person's account or entered by STOFM if completed on paper. - Access to the diploma/certificate may be unlocked after completion of the questionnaire if this rule remains in effect. - The system shall mark the training file as completed when the required completion actions are performed. - The questionnaire may be completed only once by the unemployed person. - The diploma/certificate shall be linked to the graduation order and field of study. - In case of dismissal or failure to graduate, the system shall not allow the diploma to be downloaded. - The unemployed person shall receive notification regarding the questionnaire and the availability of the diploma/certificate. - STOFM/ANOFM shall be able to generate reports on completed questionnaires and beneficiary feedback. - Final documents shall be archived in the electronic file.
FRQ-VCH-015	**Service Agreement, tax invoice, scholarship and payments.** The system shall manage payment-related documents, scholarship calculation and payment monitoring for voucher-based vocational training. - The service provider shall upload or generate the service provision document and submit the tax invoice, including through e-Factura integration if confirmed in the final architecture. - The system shall verify that the service document and invoice correspond to the group, registered beneficiaries, attendance and service contract. - The system shall support issuance of the scholarship award order by STOFM and generation of payment lists for transmission to payment. - Payment status shall be monitored with statuses such as In Progress, Submitted, Paid, Returned and Rejected. - Course payment shall be made according to the contract, service document, invoice and attendance/completion requirements established by procedure. - The system shall automatically calculate the monthly scholarship for unemployed persons in proportion to actual attendance, based on data completed and confirmed by the provider. - The maximum monthly scholarship amount shall be calculated according to applicable rules, including the limit of 35% of the average monthly wage across the economy for the previous year where applicable. - Documents, invoices and payment details shall be linked to the contract, group and beneficiaries. - ANOFM shall be able to verify documents before payment submission, payment status shall be visible to authorized users and duplicate payments for the same beneficiary, course and period shall be prevented. - Payment-related data shall be included in reports and dashboards only according to authorized roles.
FRQ-VCH-016	**Electronic File for the vocational training measure via voucher-based courses.** The system shall create and maintain the electronic file of the vocational training measure throughout the whole voucher workflow. - The electronic file shall be created upon voucher issuance. - The recommended profession/trade shall be automatically retrieved from the career guidance process when generating the voucher. - The file shall centralize the training recommendation, voucher, transmission history, selected provider, contract with the unemployed person, group, orders, attendance, diploma, questionnaire, documents and notifications.

	- The file shall display the complete history of statuses and actions. - Documents and related metadata shall be electronically archived. - Access shall be differentiated for the unemployed person, provider, STOFM and ANOFM. - Each document shall have a type, source, upload/creation date, user, status and version. - Documents shall not be physically deleted; they shall be marked as inactive/cancelled and their history retained according to the archiving policy. - The file shall be usable for audits, reporting and subsequent verifications and shall be updated throughout the entire workflow. - The completed file shall be electronically archived according to the approved retention and archiving rules.
FRQ-VCH-019	**Reports, dashboards and management monitoring.** The system shall provide operational, statistical and managerial reports for STOFM and ANOFM, with filtering, export and aggregated publishing capabilities. - Reports shall cover registered, validated, published and inactive providers. - Reports shall cover approved, active, in-progress, completed and withdrawn courses. - Reports shall cover vouchers issued, applied, accepted, rejected, cancelled, expired, reissued and completed. - Reports shall cover beneficiaries by STOFM, provider, course, profession/trade, gender, age, background and other legally permitted criteria. - Reports shall cover attendance, graduation, withdrawal, suspension/reinstatement and evaluation questionnaires. - Reports shall cover scholarships, course costs, invoices and payments. - Dashboards shall include indicators such as vouchers issued/validated, providers, active courses, beneficiaries, graduates, questionnaire completion rate and post-graduation employment rate. - Reports shall support export to Excel/PDF and preparation of aggregated datasets. - Cumulative indicators shall clearly indicate the time period and separate general statistics since platform launch from current-year statistics. - STOFM shall view reports only for its own subdivision; ANOFM shall view reports at national level. - Reports shall use up-to-date data, be filterable by period and STOFM, and dashboards shall update automatically. - Exports shall not disclose personal data beyond the level permitted by role and purpose. - The Reports module may be developed in a later phase if this staging is confirmed by the implementation roadmap.
FRQ-VCH-020	**Administration of roles, access, nomenclatures and parameters.** The system shall allow administration of roles, access rights, nomenclatures and configurable parameters for voucher-based workflows. - The system shall manage roles including public user, unemployed person, service provider, STOFM specialist, STOFM manager, ANOFM specialist, ANOFM administrator and technical administrator. - At service provider level, at least two roles shall be configured: administrator and user without signing authority. - The system shall manage nomenclatures such as professions/trades/specialties, STOFM, document types, reasons for rejection, cancellation, denial, dismissal, suspension, reinstatement, voucher statuses, group statuses and notification types. - The system shall manage parameters such as the 7-day deadline, the 2-month deadline from signing for inclusion in a group, the 24-month rule, reissuance rules, absence thresholds, attendance submission deadline, remediation deadlines and notification channels. - The system shall log all user actions and unauthorized access attempts. - Technical administrator access to personal data shall be restricted according to the necessity principle. - The service provider shall access only its own courses, groups, vouchers and documents.

	- STOFM shall access only beneficiaries and files of its own subdivision, while ANOFM shall access data at national level. - Available menus and actions shall adapt to the user role. - Unauthorized access shall be blocked and logged. - Parameter changes shall take effect only according to established versioning/configuration rules.
FRQ-ESC-026	**Career guidance service - link to training recommendation.** The career guidance service shall be considered the prerequisite/source process for voucher-based vocational training where the ToR requires the training recommendation to originate from guidance or counselling. - The system shall allow the career guidance service to be initiated and recorded in the beneficiary's digital file. - The system shall record actions, recommendations, date and duration of the career guidance session. - The career guidance result may identify the need for vocational training through voucher-based courses. - The recommendation shall be used by FRQ-VCH-004 and FRQ-VCH-005 to retrieve the profession/trade and initiate voucher issuance. - The career guidance result shall be stored in the beneficiary file and may be reflected in the Individual Employment Plan where applicable. - The voucher cannot be issued to a beneficiary unless the relevant vocational training recommendation exists, except where an approved ANOFM rule explicitly permits justified manual adjustment.

2.11. Active labour market measures and employment support schemes

Procedure name: Active labour market measures and employment support schemes

Description: This procedure covers the digital management of active labour market measures and employment support schemes administered by ANOFM/STOFM within the eSocial ecosystem. The system shall support the full lifecycle of each measure, including beneficiary, employer or service-provider identification, eligibility verification, electronic application submission, examination by authorized users, decision-making, contract or agreement generation, implementation monitoring, payment or subsidy administration where applicable, recovery or termination actions, reporting, audit and closure. The procedure shall be implemented in connection with the beneficiary's electronic file, the employer/service-provider file, the Individual Employment Plan where applicable, the payments module, government interoperability services and the activity log.

List of functional requirements

Requirement	Explanation
FRQ-SMO-001	**Stimulating labor mobility.** - The system shall manage the complete digital workflow for granting the labour mobility incentive allowance to eligible unemployed persons placed in employment in another locality. - The process shall start from job placement and confirmation of employment, including the link with the placement form, employment confirmation, beneficiary residence and workplace address. - The system shall generate, complete and electronically sign the application and contract for the one-time employment placement allowance. - The system shall issue the order granting the allowance and store the order, application, contract and supporting documents in the beneficiary's electronic file. - Eligibility shall be verified using configured legal rules, including employment date, place of residence, work address and other conditions applicable to mobility candidates.

	- The system shall calculate the eligible support amount according to configured rules and generate payment or payroll lists where applicable. - The platform shall automatically monitor the continuation of the employment relationship for 6 months through available interconnections, including CNAS/FISC where applicable. - The responsible specialist shall be notified of eligibility, missing data, compliance risks, payment actions and situations requiring revision, suspension, termination or recovery. - All documents, decisions, payments, verifications, notifications and status changes shall be recorded in the beneficiary's electronic file and shall be available for reporting and audit.
FRQ-SMO-002	**On-the-Job training within the organization.** - The system shall provide a dedicated module for the digital management of on-the-job training within an employer unit, covering theoretical training by a vocational training provider and practical training at the employer's workplace. - Access to the measure shall be granted to authenticated employers and authorized/accredited vocational training providers, with validation of the employer, provider and required legal status. - The system shall allow employer application, identification and selection of eligible unemployed persons, validation of beneficiary and employer conditions and management of training-related documents. - The platform shall generate and manage agreements, contracts, orders and decisions required for the measure, including training period, workplace, occupation, responsible persons and expected outcomes. - The system shall support the definition of the training programme, association with the beneficiary file and monitoring of practical training implementation. - The system shall record attendance/participation evidence, training completion, interruption, suspension, non-compliance and final results. - Payment or subsidy-related data shall be managed where applicable and linked to attendance, implementation evidence, beneficiary status and employer obligations. - All applications, decisions, contracts, monitoring documents, payment records and reports shall be archived in the beneficiary and employer electronic files. - The system shall generate operational, statistical and audit reports on employers, beneficiaries, training periods, completion, interruptions, subsidies and results.
FRQ-SMO-003	**Conduct of the professional internship.** - The system shall manage the full digital lifecycle of professional internships for unemployed persons, in accordance with the applicable legal framework. - The platform shall cover annual planning at ANOFM/STOFM level, employer registration and validation, identification and verification of eligible unemployed persons and registration of internship positions. - The system shall generate and manage applications, contracts, schedules, orders, decisions, payment lists, declarations and other internship-related documents. - Eligible unemployed persons shall be assigned/enrolled to internship positions, with monitoring of internship duration, attendance, progress, absences and implementation outcomes. - The system shall manage grants, stipends, subsidies or other payment-related data where applicable, including payment lists and financial monitoring. - The system shall update registers of employers benefiting from internship subsidies and unemployed persons participating in internships. - After internship completion, the system shall notify the unemployed person regarding the obligation to report to STOFM if not employed and shall continue employment service provision where needed.

	- The platform shall support post-internship employment monitoring through CNAS/FISC data, employer reporting or other available sources where applicable. - All applications, declarations, orders, contracts, decisions, questionnaires, payment records, employment outcomes and audit events shall be archived and used for periodic reporting and dashboards.
FRQ-SMO-004	**Certification of knowledge and skills acquired in non-formal and informal education contexts.** - The system shall digitally manage the active measure for certification of competences acquired in non-formal and informal education contexts. - The measure shall be managed as a distinct active measure with its own status, planning and history, integrated into the Individual Employment Plan and the unemployed person's electronic file. - The platform shall support registration of contracted validation/certification centres and management of contracts between ANOFM and validation centres. - The system shall identify eligible unemployed persons based on career guidance results, declared or identified competences and active unemployed status. - The system shall enforce measure-specific eligibility rules, including the rule that the unemployed person may benefit from the measure once per unemployment registration period where applicable. - The STOFM specialist shall be able to plan and activate the measure from the beneficiary file and Individual Employment Plan, select the appropriate certification provider and generate referrals or orders. - The system shall support reimbursement orders for public transportation expenses where the validation centre is located in another locality, including upload or marking of travel tickets. - The platform shall monitor the certification process, including non-attendance, supporting documents, medical certificates, force majeure documents and validation of supporting evidence. - The system shall receive and validate handover-acceptance documents from the validation centre and record certification results, including qualification certificates. - The beneficiary's competences shall be updated in the electronic file after successful certification, and all documents, results and actions shall be archived for reporting and audit.
FRQ-SMO-005	**Job subsidies, Art. 36.** - The system shall provide fully digitized management of job subsidies granted to employers for the employment of highly vulnerable unemployed persons. - Access to the Job Subsidies module shall be granted exclusively to registered employers, with employer authentication and validation according to the eSocial employer management mechanism. - The employer shall submit subsidy applications electronically, with required forms, declarations, supporting documents and job-related data. - The system shall automatically verify employer eligibility, legal entity status and relevant conditions through available registers and configured business rules. - Eligible unemployed persons shall be identified and placed in subsidized jobs through the employment and job placement workflows. - The platform shall generate and manage decisions granting or refusing the subsidy, subsidy contracts and related administrative documents. - The system shall register subsidized job positions and the employment of beneficiaries and monitor the employer's obligation to maintain employment for the required period. - The system shall notify STOFM specialists before monitoring deadlines expire and shall record employer notifications regarding termination of employment relations. - Where a subsidized job becomes vacant, the system shall support the assignment of another eligible unemployed person to the subsidized position, where allowed by the rules.

	- The system shall generate stop or recovery decisions in case of non-compliance and support post-implementation questionnaires or evaluations. - Reports shall cover employers, beneficiaries, subsidized jobs, contracts, payments, compliance status, monitoring actions and recovery cases.
FRQ-SMO-006	**Subsidizing the creation or adaptation of jobs for people with disabilities.** - The platform shall manage the full digital lifecycle of subsidies granted for the creation or adaptation of jobs for persons with disabilities. - The workflow shall cover employer application, employer and beneficiary eligibility verification, identification and placement of the eligible person, needs assessment, file review, decision issuance, investment implementation, subsidy contract, payment, monitoring and recovery where applicable. - Employer access shall be based on authentication and validation according to the eSocial employer management mechanism. - The system shall verify disability-related data through relevant registers, including CNDDCM where applicable, and shall support management of technical descriptions, implementation plans and cost estimates. - The system shall support the Needs Assessment Form and the review of the file by the competent/multidisciplinary commission where required. - The platform shall generate approval/refusal decisions, contracts, related documents and payment or reimbursement records based on approved costs. - The system shall monitor workplace creation or adaptation, employment/placement of the person with disability and compliance with contractual obligations. - Employment retention shall be monitored through employer reporting and interconnections where applicable. - The system shall support suspension, termination, stop or recovery decisions where conditions are not respected. - All applications, decisions, contracts, assessment forms, payment records, monitoring evidence and recovery documents shall be stored in the employer and beneficiary files and used for reports and audit.
FRQ-SMO-008	**Provision of consulting, assistance and support for starting a business, Article 39 of Law No. 105/2018.** - The platform shall manage the entire digital lifecycle of the measure supporting unemployed persons who start a business in order to create their own job. - Access to the measure shall be available electronically through the unemployed person's personal account and/or through the specialist interface according to the approved process. - The beneficiary shall submit the grant application, business plan, application form, declarations and supporting documents online. - The system shall verify unemployed status and eligibility conditions and shall automatically validate completeness and consistency of submitted data. - The system shall support examination, scoring or evaluation of applications by authorized users, including approval/refusal decisions and notifications. - After approval, the system shall generate and manage the support/subsidy contract and enable electronic signing where applicable. - The system shall monitor implementation of the business plan, use of granted support, created business, self-employment or employment outcomes and sustainability indicators. - The platform shall manage payment or reimbursement records where applicable and link financial data to the application, contract and monitoring evidence. - The system shall support termination or recovery actions in case of non-compliance.

	- Reports shall cover submitted applications, approved projects, grants/contracts, funded businesses, payments, implementation status, results and sustainability indicators.
FRQ-SMO-009	**Support for local initiative projects, Article 40 of Law No. 105/2018.** - The system shall digitize support for local initiative projects aimed at creating sustainable jobs for unemployed persons, especially in communities and areas with limited employment opportunities. - Access to the module shall be granted to authenticated and eligible registered employers, with automatic verification of applicant eligibility through official registers where applicable. - The system shall support electronic employer information, application submission, project/business plan submission, and completion of ANOFM-approved forms and templates. - The system shall automatically validate completeness and consistency of submitted documents and shall support electronic signing of the application, business plan and application form. - The platform shall support evaluation and approval/refusal workflows for submitted projects, including recording of justification and decision history. - After approval, the system shall generate and manage the subsidy contract, linked jobs, financial obligations and implementation monitoring. - The module shall support creation and declaration of jobs financed through the measure, referral of unemployed persons and confirmation of employment in the created jobs. - The system shall monitor job retention and contractual obligations, including deadlines, compliance indicators and employment status. - The platform shall support recovery of subsidies where applicable, including generation of recovery decisions and monitoring of recovery status. - The system shall generate reports and dashboards on applications, approved projects, contracts, created jobs, employed persons, payments, monitoring and recovery.
FRQ-SMO-010	**Subsidizing transportation costs for people with significant or severe disabilities.** - The platform shall manage the active measure for subsidizing transportation costs for unemployed persons with significant or severe disabilities. - The service shall be available both through the unemployed person's personal account and through a dedicated interface for the STOFM specialist. - The system shall verify that the beneficiary is a registered unemployed person with significant or severe disability, including verification through CNDDCM where applicable. - The workflow shall be linked to job intermediation and referral to a vacant job, including electronic generation and transmission of the referral sheet. - The system shall register interview results and employment information and verify that the workplace is located in another locality than the beneficiary's actual residence. - The beneficiary or specialist shall submit the subsidy application electronically, with supporting documents where required. - The system shall verify eligibility, generate approval/refusal decisions and manage the subsidy agreement. - The platform shall automatically calculate the monthly subsidy and allow monthly electronic submission or retrieval of information on days actually worked. - Payment lists shall be generated monthly, verified and approved by the head of STOFM, with notification to the applicant on payment status. - The system shall monitor continued employment, disability degree, residence and contractual conditions, including 6-month periodic reviews where applicable. - The system shall allow revision or termination of the subsidy, update of contract/file data, maintenance of the electronic register of beneficiaries and generation of statistical reports.
FRQ-SMO-011	**Review and management of unemployment benefits.**

	- The platform shall manage the establishment, suspension, reinstatement and termination of entitlement to unemployment benefits in a fully digitized process. - The process shall be automatically initiated after unemployment status is granted and relevant data on the termination of employment is available. - The system shall automatically retrieve and display the contribution period through CNAS and shall verify eligibility criteria such as income, contribution period and refusal of suitable employment or active measures. - The system shall automatically generate the decision establishing eligibility for unemployment benefits within the legal timeframe, complete it with system data and submit it for electronic approval. - The decision shall be approved by the head of STOFM, signed with MSign and automatically attached to the unemployed person's electronic file and account. - The system shall transmit the determination decision to CNAS and notify the unemployed person regarding the decision issued by ANOFM. - The system shall receive from CNAS the amount and payment period of the unemployment benefit and display the data in the beneficiary file. - The system shall maintain an electronic register of unemployment benefit recipients, including beneficiary data, decision type/date, benefit status and payment periods. - The system shall continuously monitor eligibility through CNAS/FISC, ANOFM data, CNAS/CNAM and ASP where applicable, including employment, temporary employment, sick leave, maternity leave, loss of right of residence/citizenship and death. - The system shall generate, sign, transmit and archive suspension, reinstatement and termination decisions, including automatic notification of the beneficiary and update of benefit status. - All eligibility checks, CNAS data exchanges, decisions, payments, status changes and notifications shall be traceable and auditable.
FRQ-SMO-012	**Unemployment benefits and professional integration/reintegration allowances for owners/employees of agricultural land along the Ribnita-Tiraspol route.** - The system shall digitize the registration, verification, establishment, suspension, resumption, termination and forwarding for payment of benefits/allowances for persons with special status related to agricultural land along the Ribnita-Tiraspol route. - The system shall support declaration of the special status by the unemployed person from the personal account or by the STOFM specialist through the work interface. - The applicant shall select the applicable category: agricultural landowner or employee of a business entity owning agricultural land along the route. - The system shall request and manage supporting certificates issued by the city hall and/or employer, according to the category and approved templates. - The system shall retrieve the contribution period automatically from CNAS and display the verification result in the electronic file. - The system shall automatically determine whether the person is eligible for unemployment benefit or professional integration/reintegration allowance, based on contribution period and applicable rules. - For special status beneficiaries with at least 12 months contribution period in the last 24 months, the system shall generate a decision granting unemployment benefit in the amount configured by the applicable rules; otherwise it shall generate the decision for professional integration/reintegration allowance. - The STOFM specialist shall validate, electronically sign and issue the grant decision, and the STOFM director shall approve it with MSign where applicable. - The system shall transmit the decision data to CNAS, receive benefit/allowance amount information and notify the unemployed person regarding the decision.

	- The system shall monitor obligations, including reporting to the local office, active job search, acceptance of services and participation in agricultural/community work where applicable. - The system shall receive notifications from local public authorities or economic entities regarding failure to participate in agricultural work, according to a format to be defined. - The system shall generate and electronically sign decisions on suspension, resumption and termination of payments, transmit data to CNAS, notify the beneficiary and attach decisions to the electronic file. - All applications, certificates, decisions, transmissions to CNAS, notifications, payments, status changes and reports shall be archived, traceable and auditable.
FRQ-SMO-013	**Assistance to employees on reduced work schedules - Government Decision No. 333/10.11.2021.** - The system shall manage the process related to employer submission of RAR21 and ARAR21 forms for establishing reduced work schedule and granting financial aid to employees. - The ANOFM information system shall integrate with the SI FISC platform raportare.gov.md for automatic exchange of the data needed to process these forms. - The system shall automatically receive, within STOFM, notifications regarding the registration/completion of the RAR21 form related to the application for reduced activity status. - The system shall generate the decision to accept or reject the application for establishing the reduced activity regime, support electronic signing by the head of STOFM and transmit the decision to the employer through raportare.gov.md. - The decision establishing the reduced work regime shall be recorded in the electronic register of decisions and issued within the legal timeframe. - The system shall automatically receive notifications regarding the ARAR21 form for employees' reduced work hours based on integration with SI FISC. - The STOFM specialist shall issue the decision to grant assistance based on the ARAR21 form, within the deadline defined in the ToR, and the STOFM director shall electronically sign the decision. - The system shall notify the employer electronically through raportare.gov.md regarding the decision to grant assistance. - The platform shall generate payroll/payment lists, support electronic signing by STOFM/ANOFM responsible persons and enable submission of payroll lists for payment processing. - The system shall separately manage the RAR21 one-time form and the ARAR21 monthly form. - All applications, decisions, payment lists, payments, employer/employee records and exchanges with raportare.gov.md shall be archived, registered, traceable and available for statistical reporting.
FRQ-SMO-014	**Recognition and certification of professional experience and issuance of the relevant certificate.** - The system shall digitize the operational workflow for recognition and certification of professional experience, from application submission to decision issuance, certificate generation and registration. - The functionality shall cover three types of applications: recognition of professional experience acquired abroad for practice in the Republic of Moldova, recognition of experience acquired in the Republic of Moldova for practice in another country, and certification of professional experience acquired in the Republic of Moldova. - The applicant shall submit the application electronically from the personal account after authentication, or the application may be registered at the STOFM office through the specialist interface.

	- The system shall display the correct form, required documents and applicable rules depending on the application type. - The system shall generate differentiated affidavits based on applicant status, including employee, self-employed individual or business director, with the possibility to complete multiple affidavits where activity was performed in multiple capacities. - The system shall allow uploading of supporting documents, marking document status and performing automatic or semi-automatic verification through relevant systems where available. - The system shall verify completeness by generating the list of required documents, requesting clarifications or additional information, notifying the applicant and suspending/resuming the review period where applicable. - The system shall apply validation rules on length of experience, applicant status, work experience correlation, prior professional training and other configured criteria, flagging files requiring further examination. - The workflow shall support cooperation with competent authorities, including sending information verification requests, recording responses and resuming the review. - The system shall support Evaluation Committee review, file assignment, electronic examination, drafting of proposals and submission for approval. - The platform shall generate final decisions, certificates or reasoned rejection decisions and maintain the Register of Recognition Certificates and the Register of Professional Experience Certificates with search, filtering and export. - The system shall manage requests for duplicate certificates, procedural notifications/deadlines, archiving of the electronic file and operational statuses with logging of each status change. - The ToR notes that this measure will be further detailed during technical specification development and may change depending on the applicable regulatory framework and the Beneficiary's operational requirements.
FRQ-ESC-018 / FRQ-ESC-021	**Beneficiary electronic file and Individual Employment Plan - cross-cutting linkage.** - Active labour market measures shall be reflected in the beneficiary's electronic file, including applications, decisions, contracts, orders, documents, services, measures, payments, visits, recommendations and history. - Where a measure is granted as part of the beneficiary's intervention pathway, it shall be linked to the Individual Employment Plan, including planned actions, deadlines, responsible persons, statuses and results. - The system shall update the beneficiary's employment path, measure participation history, documents and outcomes after each relevant action. - The beneficiary shall have restricted access through the Digital Personal Account to relevant status, documents, requests, notifications and obligations. - The specialist shall be able to view and manage the measure within the electronic file according to role and permissions.
FRQ-ESC-044 - FRQ-ESC-045	**Back Office review of applications and issuance/approval of decisions.** - Authorized ANOFM/STOFM users shall be able to view submitted applications, forms and supporting documents for active measures and employment support schemes. - The system shall support verification of completeness, eligibility, documents and supporting evidence. - Specialists shall be able to approve, reject or request additional information through the platform, with automatic notification to the applicant where applicable. - The system shall generate operational and administrative decisions related to measure access, grant/refusal, suspension, resumption, termination, payment, recovery or other measure-specific actions.

	- Decision workflows shall include approval by authorized users, electronic signing where applicable, role-based access and storage in the relevant electronic file. - All examination actions, status changes, decisions and justifications shall be recorded in the file and audit log.
FRQ-ESC-046	**Payment's module - allowances, subsidies, reimbursements, scholarships and benefits.** - The system shall manage payment-related operations associated with active labour market measures and employment support schemes. - Payment workflows shall support calculation, validation, approval, transmission, execution tracking, return, suspension, termination and recovery where applicable. - Payment data shall be linked to the beneficiary, employer or provider file and to the corresponding measure, contract, decision or supporting document. - The module shall support monitoring of scholarships, allowances, benefits, reimbursements, employer subsidies, provider payments and other financial operations where applicable. - Payment lists, payroll lists, invoices, service delivery acts and related records shall be generated, electronically signed and archived according to the measure-specific workflow. - Payment-related information shall be used in operational reporting, financial monitoring, management dashboards and audit. - Integration details with MPay, e-Factura, Treasury, CNAS, SI FISC or other payment-related systems shall be specified during technical specification and implementation.
FRQ-ESC-047 **FRQ-ESC-048**	**Back Office document upload, viewing, printing and document-based processing.** - ANOFM/STOFM users shall be able to upload, view, download, print and manage documents related to active measures and employment support schemes. - Files shall be associated with the relevant beneficiary, employer, provider, request, measure, decision, payment operation, contract or registry record. - The system shall maintain document metadata, indexing, verification status, version/history and access restrictions. - Official PDF documents, decisions, contracts, orders, certificates, lists and forms shall be generated or downloaded where applicable. - Document operations shall support verification, examination, approval, monitoring, payment, recovery, reporting and audit of each measure.

2.12. Payments, unemployment benefits and financial support processes

Procedure name: Payments, unemployment benefits and financial support processes

Description: This procedure covers the digital management of payment-related processes, unemployment benefit procedures, financial support schemes, service delivery acts, tax invoices, scholarships, subsidies, payment lists, payment monitoring, payment termination, payment status updates, payment-related reporting and audit within the eSocial / ANOFM ecosystem. The system shall ensure that payment and financial support processes are linked to the relevant beneficiary file, employer file, provider record, service contract, decision, active measure, payment register and supporting documents, while ensuring interoperability with CNAS, SI FISC / raportare.gov.md, MPay, e-Factura, Treasury-related systems, MSign, MNotify, MLog and other relevant government services where applicable. This section focuses strictly on the financial/payment aspects and does not repeat the full operational workflows already covered under professional training, active labour market measures, supported employment or general case management sections.

List of functional requirements:

Requirement	Explanation
FRQ-ESC-046	**Payments Module - central management of payment calculation, approval, transmission and monitoring.** The system shall provide a dedicated payment module for payments related to support measures for unemployed persons, employers, service providers and other eligible beneficiaries. This requirement shall be applied in this RFP section only to financial/payment operations and shall not duplicate the full operational workflows of the underlying measures described in previous sections. - manage the complete payment workflow: calculation, validation, approval, transmission for payment, execution tracking, return/rejection, suspension, termination, recalculation and adjustment where applicable; - calculate amounts automatically by measure, based on the beneficiary file, employer/provider file, decision, contract, eligible period, attendance or implementation evidence, supporting documents, invoices, maximum limits, previous payments, amounts to be recovered and measure-specific rules; - support automatic recalculation where relevant data changes, including beneficiary status, eligibility termination, attendance/frequency changes, previous payments, returned funds, recovery cases or correction of supporting data; - maintain separate payment records/accounts by beneficiary, payment category, support measure and source/payment account, including tracking of amounts calculated, committed, approved, submitted, paid, returned, cancelled or recovered; - generate and manage payment lists, payroll lists, payment registers and supporting financial records for unemployed persons, employers, service providers and other institutional beneficiaries; - transmit payroll/payment lists through MPay or other approved payment-related systems where applicable, with monitoring of payment notice/status responses; - maintain payment history for each beneficiary or institutional entity, including calculated, approved, disbursed and actually paid amounts; - notify the beneficiary, employer, provider or responsible users when a payment is made, rejected, returned, suspended, terminated or when the payment status changes; - manage payments including grants or scholarships to unemployed persons, subsidies to employers, compensations/reimbursements under active labour market measures, payments to vocational training providers and other financial support provided through ANOFM; - integrate the payment module with the electronic file, active measure modules, financial reporting, MPay and, where applicable, e-Factura and other payment-related systems; - ensure access to financial data only for authorized roles and log all payment creation, calculation, approval, transmission, correction, suspension, termination, export and reporting actions.
FRQ-SMO-011	**Review and management of unemployment benefits.** The system shall digitize the process for establishing, suspending, reinstating and terminating entitlement to unemployment benefits, including the payment-related interaction with CNAS. - automatically initiate the examination process after unemployment status is granted and relevant data on termination of employment is available; - automatically verify benefit eligibility conditions, including waiting period, contribution period, income and other legally relevant criteria, through available data sources and CNAS queries where applicable; - retrieve contribution period and employment-related data from CNAS and display the verification results in the unemployed person's electronic file;

Requirement	Explanation
	- generate, validate and issue decisions establishing unemployment benefit entitlement within the legal timeframe, including the maximum 10 business day timeframe specified in the ToR; - support approval and electronic signing of decisions by the STOFM head or delegated person, where applicable; - automatically transmit data from decisions establishing, cancelling, suspending, reinstating or terminating unemployment benefit entitlement to CNAS through the agreed interoperability mechanism; - retrieve from CNAS the established benefit amount and payment period and display/update this information in the beneficiary file and payment module; - monitor continuously the beneficiary situation and identify events affecting the right to benefit, including loss of unemployed status, employment, death, maternity leave, reinstatement to previous position, residence/status changes or other circumstances specified by law; - generate decisions on suspension, reinstatement and termination of unemployment benefit payments, notify the unemployed person and attach the decision to the electronic file; - maintain the electronic register/dossier of unemployment benefit beneficiaries, including applications, verifications, decisions, transmissions to CNAS, statuses, payment information and history; - support the rule that re-registered unemployed persons who already received the full benefit period may again receive benefits only after becoming active in the labour market and completing a new contribution period of at least 12 months, where applicable; - provide reports and audit evidence for monitoring unemployment benefit establishment, payment, suspension, reinstatement and termination.
FRQ-SMO-012	**Unemployment benefit and professional integration/reintegration allowance for owners/employees of agricultural land located along the Ribnita-Tiraspol route.** The system shall digitize payment-related processes for persons with special status affected by restricted access to agricultural land along the Ribnita-Tiraspol route. - allow the applicant or STOFM specialist to declare the special status category: agricultural landowner or employee of an economic entity owning such land; - request and manage supporting certificates according to the category, including certificates issued by the city hall and/or employer, based on the approved templates; - verify cumulative eligibility conditions, including age, work capacity, unemployment status, non-enrolment in full-time education, active job search and restricted access to at least 50 percent of the agricultural land; - retrieve the contribution period automatically from CNAS and display the verification result in the unemployed person's electronic file; - automatically determine whether the person is eligible for unemployment benefit or for the professional integration/reintegration allowance, based on contribution period and applicable rules; - support two separate applications corresponding to the relevant benefit/allowance types, and prevent issuance of decisions inconsistent with the application type and calculated entitlement; - generate, validate, approve and electronically sign decisions granting, suspending, resuming or terminating the benefit/allowance; - transmit decision data electronically to CNAS through MConnect or the agreed interoperability mechanism;

Requirement	Explanation
	- receive or reflect payment-related information from CNAS, notify the beneficiary at each stage and attach all decisions to the electronic file; - monitor beneficiary obligations, including reporting to STOFM, active job search, acceptance of services and participation in agricultural/community work where applicable; - receive and process notifications from local public authorities or economic entities regarding non-participation in agricultural work, according to formats to be defined during implementation; - archive all applications, certificates, decisions, transmissions, notifications, payment statuses and reports in the beneficiary file and ensure full traceability and reporting.
FRQ-SMO-013	**Assistance to employees under reduced work schedules - Government Decision No. 333/10.11.2021.** The system shall manage the payment-related process for employers submitting RAR21 and ARAR21 forms regarding reduced work schedules and financial assistance to employees, through integration with SI FISC / raportare.gov.md. - integrate with the SI FISC platform raportare.gov.md for automatic exchange of data required for RAR21 and ARAR21 processing; - automatically receive in STOFM the notification regarding registration/completion of the RAR21 form for establishment of the reduced activity regime; - automatically generate the decision to accept or reject the application for establishing the reduced activity regime; - support electronic signing of the RAR21 decision by the head of STOFM and automatic transmission of the decision to the employer through raportare.gov.md; - register the decision establishing the reduced work regime in the electronic register of decisions and ensure issuance within the legal timeframe; - automatically receive notifications regarding the ARAR21 monthly form for employees under reduced work schedules; - allow the STOFM specialist to issue the decision granting assistance based on the ARAR21 form, with electronic signing by the STOFM director where applicable; - notify the employer electronically through raportare.gov.md regarding decisions granting or refusing assistance; - generate payroll/payment lists for approved assistance, support electronic signing by responsible STOFM/ANOFM users and enable transmission/submission for payment processing; - separately manage the RAR21 one-time form and the ARAR21 monthly form, including statuses, decisions, lists, payment records and reporting; - archive all applications, exchanged data, decisions, payroll/payment lists, payment statuses, employer/employee records and reports with a complete audit trail.
FRQ-VCH-015	**Service agreement, tax invoice, scholarship and payments for voucher-based vocational training.** This row covers only financial operations of the voucher module and does not repeat the provider/course/voucher workflow described in Section 2.10. - allow the service provider to upload or generate the service provision document and submit the tax invoice, including through e-Factura integration if confirmed in the final architecture; - verify that the service provision document and invoice correspond to the approved group, registered beneficiaries, attendance/frequency and service contract; - support issuance of the scholarship award order by STOFM and generation of payment lists for scholarships and/or course payments;

Requirement	Explanation
	- monitor payment statuses such as In Progress, Submitted, Paid, Returned, Rejected or other statuses configured during implementation; - ensure that course payment is made according to the contract, service provision document, invoice and attendance/completion requirements established by procedure; - automatically calculate the monthly scholarship for unemployed persons in proportion to actual attendance, based on attendance data completed and confirmed by the provider; - apply the maximum monthly scholarship amount according to the applicable rules, including the limit of 35 percent of the average monthly wage across the economy for the previous year where applicable; - link payment documents, invoices and payment details to the contract, group, beneficiary training file and voucher-based training measure file; - allow ANOFM/STOFM or accounting users to verify payment documents before submission for payment; - prevent duplicate payments for the same beneficiary, course and period; - include scholarship, course cost, invoice and payment indicators in voucher reports and dashboards only for authorized roles.
FRQ-ESC-032	**Payments, invoicing and payment termination for supported employment services for persons with disabilities.** This row covers only the provider payment and invoicing part of supported employment services and avoids repeating the full supported employment service workflow. - manage payment termination where the supported employment service ceases, unemployed status is lost, the contract duration expires or other payment-ending conditions occur; - allow STOFM to issue the decision on termination of payment using the approved ANOFM form and notify the Supported Employment Service Provider electronically of the decision and reason; - allow the provider to submit monthly electronic service delivery acts through the system; - allow ANOFM/accounting users to receive and verify service delivery acts against the service contract, service evidence and actual services provided; - support electronic signing of the service delivery act by ANOFM and retransmission to the provider; - support issuance and electronic signing of fiscal invoices by the provider through e-Factura, where applicable; - support access to invoice information and future integration with e-Factura for automatic invoice retrieval and payment status updates; - monitor payment statuses through e-Factura, Treasury/STA and CEIB where applicable and technically feasible; - store service delivery acts, invoices, payment termination decisions, notifications and payment statuses in the beneficiary and provider records; - ensure traceability, transparency and auditability of all payment and invoicing operations for supported employment services.
FRQ-SMO-010	**Payment and monitoring aspects of transport cost subsidies for persons with significant or severe disabilities.** This row covers only the payment, calculation, payment list, revision and termination elements of the transport cost subsidy and does not restate the full measure lifecycle described in Section 2.11.

Requirement	Explanation
	- calculate the monthly transport subsidy automatically according to configured rules, approved coefficients and data on actual days worked; - manage monthly reporting on days worked and employment retention conditions required for subsidy payment; - generate monthly payment lists and payment-related records for the approved subsidy; - support verification/approval of payment lists by authorized users and notification to the applicant on payment status; - allow revision of the subsidy amount when relevant conditions change, including distance, transport coefficient, employment status or other data specified by procedure; - generate termination decisions and update the beneficiary file when the subsidy ceases; - maintain the electronic register of transport cost subsidy beneficiaries at national and territorial level; - archive applications, decisions, subsidy agreements/contracts, calculations, payment lists and payment records; - provide statistical reports and audit trail for transport cost subsidy payments.
FRQ-ESC-044 - FRQ-ESC-045	**Payment-related requests, administrative decisions and electronic decision transmission.** The Back Office request and decision functionalities shall be applied to payment-related cases where a financial right, allowance, subsidy, scholarship, payment, suspension, resumption, termination or recovery requires examination and decision-making. - allow authorized ANOFM/STOFM users to view and process payment-related applications, forms, supporting documents and verification results; - support approval, rejection or request for clarification/additional documents where payment eligibility or financial conditions cannot be confirmed automatically; - generate administrative decisions related to establishment, granting, refusal, suspension, reinstatement, termination, cancellation, payment termination or recovery of financial support; - support approval workflows and electronic signing of decisions by the STOFM head or other delegated authority where applicable; - automatically transmit decision data to CNAS or other relevant systems where the ToR requires this, including decisions on unemployment benefits and special-status benefits/allowances; - notify the beneficiary, employer or provider regarding payment-related decisions and status changes; - store all decisions, approvals, signatures, transmissions and notifications in the relevant electronic file and audit log.
FRQ-ESC-047 - FRQ-ESC-048	**Payment-related documents, files and printable financial records.** The document management requirements shall apply to financial files, invoices, acts, payment lists, decisions, contracts and supporting evidence used for payment validation and audit. - allow authorized users to upload, view, download, verify, print and manage documents related to payments, subsidies, allowances, benefits, scholarships, service delivery acts, invoices and payment decisions; - associate documents with the relevant beneficiary file, employer file, provider profile, request, measure, decision, contract, payment operation or registry record; - maintain metadata for each financial document, including document type, number, source, date of issue/registration/upload, user, status, version and verification status; - generate or download official PDF documents with appropriate templates, including payment decisions, lists, service delivery acts, contracts and other records where applicable;

Requirement	Explanation
	- support document-based verification before payment approval or transmission; - apply role-based access to financial documents and log upload, view, download, print, change and verification actions.
FRQ-VCH-017 / FRQ-ESC-046	**Payment-related interoperability and external systems.** The system shall implement payment-related integrations only to the extent required for calculation, validation, signing, notification, transmission, invoice processing and payment status monitoring. - integrate with CNAS for unemployment benefit decisions, contribution period verification and benefit/allowance payment information, where required by the relevant FRQ; - integrate with SI FISC / raportare.gov.md for RAR21 and ARAR21 data exchange under the reduced work schedule assistance process; - integrate with MPay or other approved payment-related systems for payment notice/list transmission and status monitoring where applicable; - integrate with e-Factura for invoice submission/retrieval and invoice status monitoring where confirmed by the final architecture; - integrate with MSign for electronic signing of decisions, payment lists, acts, contracts or other payment-related documents where applicable; - integrate with MNotify for payment-related notifications to beneficiaries, employers, providers and institutional users; - integrate with MLog and internal activity logging mechanisms for audit of integration calls, payment status updates and data exchanges; - display integration errors clearly to authorized users and log them for support, reconciliation and audit purposes; - ensure secure, audited data exchange in accordance with the interoperability framework and final technical specifications.
FRQ-VCH-019 FRQ-ESC-050 FRQ-ESC-051	**Financial reporting, payment dashboards and registers.** Reporting in this section is limited to payment and financial monitoring information and shall not duplicate the general reporting section of the RFP. - generate operational and statistical reports on unemployment benefit entitlement, payment, suspension, reinstatement and termination; - generate reports on special-status benefits/allowances, including decisions, transmissions to CNAS, payment statuses and beneficiary categories; - generate reports for reduced work schedule assistance by employer, territorial subdivision, period, number of employees, decisions, amounts and payment status; - generate reports on voucher-related scholarships, course costs, service delivery acts, invoices and payments; - generate reports on supported employment provider payments, service delivery acts, invoices, payment termination and payment statuses; - generate reports on transport cost subsidy calculations, payment lists, revisions, terminations and beneficiary registers; - support filtering/export by period, measure, beneficiary, employer, provider, territorial subdivision, status, amount, payment list and decision type; - prepare dashboards for authorized management and accounting users, with financial indicators clearly separated from general operational indicators; - ensure that financial reports and registers use role-based access and do not expose payment data to unauthorized users.

2.13. Labour migration and employment abroad processes

Procedure name: Labour migration and employment abroad processes

Description: This procedure covers the digital management of labour migration and employment abroad processes within the eSocial / ANOFM ecosystem. The functionality shall support registration and monitoring of contracts submitted by private employment agencies, reporting of private agency activity, intermediation of employment abroad under bilateral treaties, management of petitions and requests related to work abroad, and integration of Moldovan citizens returned from abroad into employment services. The system shall ensure electronic submission, automated validations, workflow management, notifications, dashboards, reporting, audit trail and archiving of all actions and documents.

List of functional requirements:

Requirement	Explanation
FRQ-MFM-001	**Registration of individual employment contracts submitted by private employment agencies.** The system shall ensure the fully digitalized examination, coordination, endorsement and registration of labour intermediation contracts and individual employment contracts submitted by private employment agencies. The process shall support validation of the agency, electronic registration of contracts, ANOFM examination, monitoring of agency activity, notifications and audit trail. – Authenticate private employment agencies and create their electronic accounts according to the access management rules of eSocial. – Automatically identify the legal entity and validate the agency license/status through available interconnections, including restrictions for suspended, expired or withdrawn licenses. – Allow agencies to register contracts electronically in the Labour Migration module, including individual employment contracts, service contracts and similar contractual documents. – Maintain an electronic register of contracts submitted by private employment agencies, with unique identifiers and status tracking. – Allow upload, storage and management of contract files and supporting documents. – Automatically notify ANOFM labour migration specialists regarding new contract submissions or required actions. – Support examination, coordination, endorsement, approval/refusal or request for clarification by ANOFM specialists. – Record contract-related data required for monitoring, including agency, beneficiary, destination country, foreign employer, contract period and employment conditions. – Restrict or block operations where agency status or license validity does not allow contract submission. – Preserve the full history of submitted contracts, statuses, documents, decisions, notifications and ANOFM actions. – Generate operational and statistical reports on submitted contracts, agencies, beneficiaries, countries and processing status. – Ensure complete auditability through Activity Log for all actions performed by agencies and ANOFM users.
FRQ-MFM-002	**Reporting of private employment agency activity.** The system shall allow private employment agencies to submit periodic activity reports electronically and shall allow ANOFM to validate, monitor, analyse and aggregate reported data. The process shall prevent incomplete submissions, provide automatic notifications and ensure traceability of report creation, submission, review and modification.

	– Provide electronic forms for reporting the activity of private employment agencies according to ANOFM requirements and reporting periods. – Allow draft preparation, editing and electronic submission of reports by authorized agency users. – Validate mandatory fields and data consistency before report submission. – Assign a unique identifier to each submitted report. – Allow ANOFM users to review submitted reports, request corrections, accept or reject reported data. – Allow agency modification of reports only after an ANOFM request or according to configured rules. – Generate automatic notifications for report submission, reporting deadline, overdue submission and examination result. – Monitor reporting deadlines and highlight missing, late or incomplete reports. – Generate aggregated reports on private employment agency activity. – Record in Activity Log the creation, modification, submission and examination of reports, ANOFM actions and generated notifications. – Support dashboards and export of aggregated data for monitoring and analysis. – Preserve submitted reports and examination history for audit purposes.
FRQ-MFM-003	**Labour intermediation and employment abroad under bilateral treaties.** The system shall support the full digital lifecycle of employment abroad services under bilateral treaties, from registration of external job offers and electronic applications to candidate lists, evaluation stages, medical examination, document processing, contract management, pre-information sessions, employment registration, post-employment monitoring and reporting. – Register external job offers received from partner-state authorities in a dedicated labour migration module. – Classify external offers by country, domain, employer, working conditions and number of available positions. – Distinguish between national vacancies and employment abroad opportunities. – Allow beneficiaries to submit participation applications electronically, where applicable. – Validate beneficiary eligibility automatically based on data available in SI ANOFM / eSocial. – Generate and manage candidate lists, including accepted, rejected or pending candidates. – Support workflow stages such as evaluation, medical examination, document preparation and processing. – Manage work contracts related to employment abroad and assign unique electronic identifiers. – Automatically notify ANOFM, STOFM, beneficiaries and other relevant actors regarding status changes and required actions. – Differentiate operational flows by destination country or treaty model, including specific flows such as Israel, Bulgaria, Germany or EU-related processes. – Schedule and record pre-information sessions, including date, time, participation method and online access link where applicable. – Record physical or online participation in pre-information sessions. – Reflect employment abroad outcomes in SI ANOFM/eSocial and the beneficiary’s electronic dossier. – Provide dashboards and report builders for monitoring persons employed by country, agency activity by period, number of contracts, beneficiaries, countries and contract periods.
	Management of petitions and requests related to employment abroad. The system shall ensure the fully digitalized registration, analysis, resolution and monitoring of petitions/complaints submitted by beneficiaries employed abroad. Petitions may be submitted by authenticated beneficiaries or registered by ANOFM labour migration specialists and shall be

FRQ-MFM-004	managed through a complete workflow covering submission, automatic classification, assignment, resolution, SLA monitoring, reporting and archiving. – Allow submission of petitions/complaints through the beneficiary's authenticated account and through the ANOFM labour migration specialist interface. – Provide a structured petition form with mandatory fields and possibility to attach supporting documents. – Block submission where mandatory fields are missing. – Automatically classify petitions by problem category and risk/severity level, including critical, medium and low levels. – Assign each petition a unique ID and ensure end-to-end traceability. – Automatically allocate cases to ANOFM labour migration specialists, with possibility of manual reassignment. – Allow specialists to request additional information from the beneficiary through the platform. – Define and monitor resolution deadlines, including shorter deadlines for critical cases and standard deadlines for medium/low cases. – Generate automatic notifications when deadlines are exceeded or when critical cases are identified. – Provide a dashboard for monitoring registered and resolved petitions by severity, status and other criteria. – Generate analytical reports on number of complaints by country, problem type, severity and recurring patterns such as problematic employers or countries. – Ensure communication between ANOFM and authenticated beneficiaries through the system. – Preserve full petition history, documents, actions, communications and decisions for audit and electronic archiving.
FRQ-MFM-005	**Integration of Moldovan citizens returned from abroad into employment services.** The system shall support the identification, registration, classification and integration of Moldovan citizens returned from abroad as jobseekers or unemployed persons, and shall connect them to ANOFM/STOFM services, profiling, individual employment planning, active labour market measures, referrals, monitoring and reporting. Returned citizens shall be reflected in the electronic dossier and treated according to the applicable eligibility rules and service pathways. – Allow registration of returned Moldovan citizens as jobseekers or unemployed persons, where applicable. – Mark the beneficiary category "returned citizen from abroad" in the electronic dossier, including the condition that the person returned within the applicable timeframe defined by the rules. – Record data on country of return, period abroad, date of return and referral source, where applicable. – Record cases where the person is referred to ANOFM by another institution, including referring institution, institution type and date of referral. – Link returned citizens to the unified digital dossier, profiling process, Individual Employment Plan and employment services. – Support access to services and active labour market measures relevant to labour market reintegration. – Allow STOFM specialists to register visits, recommendations, services, measures and follow-up actions for returned citizens. – Use available registers and interoperability mechanisms for identity, status and eligibility verification where applicable.

	– Reflect participation in services, measures and employment outcomes in the beneficiary's electronic dossier. – Generate notifications, operational tasks and follow-up reminders for responsible specialists and beneficiaries. – Include returned citizens in dashboards, monitoring indicators and statistical reports related to reintegration. – Ensure complete audit trail and electronic archiving of related data, documents, actions and decisions.

2.14. Notification, communication and appointment scheduling

Procedure name: Notifications, communication and appointment scheduling

Description: This procedure covers the digital notification, communication, appointment scheduling and operational alert mechanisms within the eSocial and angajat.md ecosystem. The system shall support communication between beneficiaries, employers, service providers and ANOFM/STOFM users, including appointment scheduling, referral notifications, employer communication preferences, recruitment-related messaging, voucher-related alerts and personalized notifications linked to occupations, services, vacancies and operational tasks. All notifications and communications shall be role-based, traceable, auditable and connected to the relevant business object, such as dossier, vacancy, voucher, contract, document, referral, appointment, event or payment.

List of functional requirements:

Requirement	Explanation
FRQ-ESC-016	Appointment scheduling with STOFM. The system shall allow beneficiaries to schedule, view, modify or cancel visits with the relevant STOFM subdivision through an electronic calendar, while allowing STOFM users to manage availability, appointments and visit-related operational information. – electronic appointment scheduling with STOFM through the beneficiary Personal Cabinet or assisted by an authorized STOFM specialist; – selection of the relevant territorial subdivision, service type, available date and time slot; – configuration of STOFM availability, appointment slots, unavailable periods and service-specific calendars; – confirmation, rescheduling and cancellation of appointments according to configured rules; – automatic notification of the beneficiary regarding booking confirmation, changes, cancellation and reminders; – visibility of scheduled appointments for both the beneficiary and the responsible STOFM users; – recording of appointments, visits performed, no-show cases and next planned visit in the beneficiary electronic dossier; – logging of appointment creation, modification, cancellation and attendance-related actions.
	Receipt of the job referral sheet by the jobseeker. After a compatible job offer is identified and the referral is approved by the STOFM specialist, the system shall automatically generate the referral sheet and transmit it electronically to the beneficiary, making it available for download from the Personal Cabinet. – automatic generation of the job referral sheet in PDF format, including the digital signature of the responsible STOFM specialist; – display and registration of the referral sheet in the unemployed person dossier and the employer dossier;

FRQ-ESC-034	– automatic notification of the jobseeker through the selected channels, including e-mail, SMS, platform notification and push notification where applicable; – provision of a secure download link for the referral sheet in the beneficiary Personal Cabinet; – collection of response to the referral sheet based on predefined response options for the jobseeker and the employer; – storage of a copy of the referral sheet in the employer account where the referral is accepted; – connection of referral notifications with matching, intermediation, document archiving and dossier management modules; – audit trail of referral generation, transmission, download, response and status changes.
FRQ-ESC-035	Employer communication channel settings. The system shall allow employers to configure preferred communication channels for receiving notifications related to system activity, including job applications, referrals, messages from ANOFM/STOFM and other relevant events. These preferences shall be managed from the employer account and applied automatically to future notifications. – selection of communication channels: mandatory eSocial platform notifications, e-mail, SMS and optional push notifications if a mobile application is available; – mandatory selection of at least one external channel, e-mail or SMS, in addition to platform notifications; – configuration of the contact address used for notifications, which may differ from the authentication account address; – validation of contact data, including verified e-mail address and verified phone number; – display of the active communication channel in the employer dashboard; – automatic application of employer communication preferences to all future notifications; – visibility of the selected communication channel for ANOFM operators in the employer digital dossier; – possibility to modify communication preferences at any time from the employer account.
FRQ-ANG-010	Communication between employer, jobseeker and ANOFM. The system shall support structured digital communication between employers, jobseekers and ANOFM/STOFM within the recruitment, application, referral and employment intermediation process. Communication shall be linked to the relevant vacancy, application, candidate, referral or service process and shall remain traceable. – digital communication between employer, jobseeker and ANOFM/STOFM through the platform; – sending and receiving messages related to vacancies, applications, candidate selection, referrals, clarifications and employment outcomes; – association of each message with the relevant vacancy, application, candidate, referral or service process; – notifications regarding new messages, application updates, employer responses and ANOFM/STOFM requests; – employer interaction with candidates who applied to vacancies or were referred through intermediation processes; – ANOFM/STOFM support or monitoring of communications in employment intermediation cases, where applicable; – preservation of communication history for audit, monitoring, dispute resolution and case management; – access to communication history based on roles, permissions and data protection requirements.

FRQ-OCU-007	Saving favourite occupations and notifications. The system shall allow authenticated users to save occupations as favourites and receive notifications about relevant changes, new vacancies, training courses or updated information associated with saved occupations. – saving selected occupations as favourites in the authenticated user account; – management of favourite occupations from the Personal Cabinet or portal profile; – activation and deactivation of notifications for saved occupations; – notification when new vacancies appear for a saved occupation; – notification when relevant training courses or professional development opportunities become available; – notification when important occupation information is updated; – direct access from notifications to occupation details, related vacancies or courses; – use of favourite occupations to improve personalized recommendations and career guidance support.
FRQ-VCH-018	Notifications, alerts and operational tasks in the voucher module. The system shall generate notifications, alerts and operational tasks for users involved in voucher-based professional training processes, including beneficiaries, providers, STOFM and ANOFM users. Notifications shall be associated with concrete events and business objects, such as voucher, group, document, contract or payment. Key functionalities: – notifications for providers regarding received, approved, rejected or returned forms, remediation requests, framework agreements for signature, received vouchers, returned documents and submission deadlines; – notifications for unemployed persons regarding voucher issuance, 7-day deadline, voucher transmission, acceptance, rejection, cancellation, evaluation questionnaire and graduation diploma; – notifications for STOFM users regarding unapplied vouchers, vouchers close to expiration, provider acceptance/refusal, contracts to be generated, transmitted attendance, new orders and risk of absences; – notifications for ANOFM regarding new providers, resubmitted forms, signed agreements, payment documents, indicators and periodic reports; – display of operational tasks in the dashboard of each relevant role; – sending of critical notifications outside the platform by e-mail, where contact data are available; – association of each notification with an event and object, such as voucher, group, document, contract or payment; – preservation, logging and auditability of notification history, including alerts before deadline expiration and at expiration.
FRQ-ESC-024	Employment service notifications and beneficiary interaction. The system shall support digital interaction between beneficiaries and ANOFM/STOFM during the provision of employment services and measures, including notifications, confirmations and status tracking through the Personal Cabinet. – beneficiary access to available services through the authenticated Personal Cabinet; – submission of requests, upload of supporting documents and tracking of request status; – receipt of notifications regarding submitted requests, available services, service status, participation confirmations and required actions; – digital confirmation of participation in services or measures, where applicable; – interaction between the beneficiary and ANOFM/STOFM during the service delivery process; – correlation between beneficiary-initiated actions and actions performed by the specialist;

	– reflection of all service-related notifications and interactions in the beneficiary electronic dossier; – logging of each action with user, role, date, time and type of operation.
FRQ-ANG-014 – Online Job Fair	Online job fair notifications and event communication. The system shall support communication and notifications related to the organization and participation in online job fairs, including event launch, updates, invitations, employer participation, jobseeker interaction and result monitoring. – automatic publication of online job fair events on angajat.md after configuration by ANOFM/STOFM; – automatic notification of employers and jobseekers regarding event launch, updates and relevant stages; – invitations or communication related to participation in thematic, territorial, sectoral or national job fairs; – display of event-related vacancies and participation information through the public portal; – support for employer-candidate interaction during the online fair; – notifications regarding changes in event schedule, vacancy availability or participation conditions; – monitoring of event activity, applications, interactions and participation indicators; – logging and reporting of event-related communication and notifications.

2.15. Reporting, statistics, registries and dashboards

Procedure name: Reporting, statistics, registries and dashboards

Description: This procedure covers the development and operation of reporting, statistical, registry and dashboard functionalities across the eSocial / ANOFM ecosystem. The system shall provide operational, strategic, executive and public dashboards, configurable reports, statistical indicators, electronic registers, graphical visualizations, export tools and monitoring instruments for ANOFM, STOFM, MMPS and other authorized users.

List of functional requirements:

Requirement	Explanation
FRQ-ESC-011	**Interactive dashboards.** The system shall provide interactive dashboards for monitoring key operational, statistical and managerial indicators within the eSocial / ANOFM ecosystem. Dashboards shall allow authorized users to view aggregated data, filter information, monitor performance and support evidence-based decision-making. – interactive visualization of operational and statistical indicators relevant to ANOFM/STOFM processes; – role-based access to dashboard information according to user profile, institution and territorial subdivision; – filtering of indicators by period, territory, service, measure, beneficiary category, employer or other relevant dimensions; – automatic aggregation of data from digital dossiers, services, measures, vacancies, payments and other operational modules; – display of key performance indicators in charts, counters, tables, maps or other visual components; – possibility to drill down from aggregated indicators to detailed records where access rights allow; – export of dashboard data or related reports in configurable formats where applicable;

	– periodic or real-time refresh of indicators depending on data source and business rules.
FRQ-ESC-012	**STOFM operational dashboard.** The system shall provide an operational dashboard for STOFM users and managers, focused on daily workload, beneficiary case management, service provision, vacancies, appointments, tasks, pending actions and territorial performance. – display of indicators relevant to the territorial subdivision of the authenticated STOFM user; – monitoring of active cases, registered jobseekers, unemployed persons, digital dossiers and service requests; – monitoring of pending applications, overdue tasks, scheduled appointments and required specialist actions; – tracking of employment services and active measures provided at STOFM level; – monitoring of vacancies, referrals, job placements and employer interactions within the territorial area; – alerts for deadlines, incomplete files, pending decisions, upcoming visits and operational bottlenecks; – filtering by specialist, service, period, beneficiary category, status and locality; – export or generation of operational summaries for internal management.
FRQ-ESC-013	**ANOFM central strategic dashboard.** The system shall provide a strategic dashboard for ANOFM central users, enabling national-level monitoring of employment services, active measures, vacancies, beneficiaries, employers, performance indicators and territorial activity. – national-level aggregation of indicators from all STOFM subdivisions; – comparison of territorial performance by region, subdivision, service, measure or indicator category; – monitoring of registered beneficiaries, unemployed persons, jobseekers, employers, vacancies and services provided; – monitoring of active labour market measures, approvals, payments, outcomes and implementation progress; – identification of trends, risks, bottlenecks and underperforming areas; – access to aggregated indicators for planning, resource allocation and policy monitoring; – filtering by period, territory, service type, measure type, beneficiary category and employer category; – export of strategic indicators and datasets for reporting and analysis.
FRQ-ESC-014	**Executive dashboard for management.** The system shall provide an executive dashboard for senior management and authorized decision-makers, presenting high-level aggregated indicators, trends, performance metrics and alerts relevant to the functioning of eSocial and ANOFM employment services. – presentation of high-level KPIs for management and policy-level monitoring; – visualization of national and territorial trends in employment services, unemployment status, vacancies and active measures; – display of indicators on service performance, processing times, outcomes, workload and system usage; – aggregation of financial and operational indicators where relevant; – visual alerts for critical trends, risks, delays or performance deviations; – compact executive summaries suitable for rapid decision-making; – access controlled by management-level roles and permissions; – export of executive summaries, charts and selected indicators for reporting purposes.
	Graphical visualizations, maps, trends and analytical views. The system shall support graphical presentation of data through diagrams, maps, trends and other analytical

FRQ-ESC-015	visualizations, enabling users to understand operational dynamics and labour market developments. – display of data using charts, diagrams, tables, trend lines, maps and other visual components; – geographical visualization of indicators by region, district, locality or STOFM subdivision; – trend analysis over configurable time periods; – visual comparison of indicators between territories, services, measures or beneficiary groups; – integration of visual components within dashboards and reports; – interactive filters, legends, tooltips and drill-down where applicable; – export of visualizations for reports and presentations; – consistent visual design aligned with the eSocial digital ecosystem.
FRQ-ESC-049	**Statistics.** The system shall generate statistical indicators based on operational data collected in eSocial/ANOFM and related modules. Statistics shall support monitoring of beneficiaries, employers, services, measures, vacancies, applications, payments and outcomes. – automatic calculation of statistical indicators from validated system data; – statistics on jobseekers, unemployed persons, beneficiaries, employers, services, measures and vacancies; – statistical breakdown by period, territory, category, status, service type, measure type and other parameters; – aggregation of data from beneficiary dossiers, employer dossiers, service records, vacancy records and payment records; – generation of statistical summaries for ANOFM/STOFM and management use; – role-based access to statistical data, with restrictions for personal data where required; – support for export of statistical data in Excel, PDF or other agreed formats; – use of statistics in dashboards, reports and institutional monitoring.
FRQ-ESC-050	**Reports.** The system shall provide configurable reports for operational, statistical, managerial, financial and compliance monitoring purposes. Reports shall be generated based on structured data from eSocial/ANOFM and related modules and shall be available according to user roles and institutional needs. – generation of operational reports on applications, decisions, services, measures, vacancies, referrals and outcomes; – generation of management reports for ANOFM, STOFM and MMPS; – configurable report parameters, including period, subdivision, beneficiary category, employer category, service, measure, status and other filters; – export of reports to Excel, PDF and other required formats; – support for scheduled or on-demand report generation where applicable; – possibility to save report templates for recurrent institutional reporting; – inclusion of aggregated and detailed data according to access rights; – logging of report generation, export and access events for audit purposes.
FRQ-ESC-051	**Registers.** The system shall provide electronic registers for structured recording, search, monitoring and extraction of key operational data, including beneficiaries, employers, services, measures, vacancies, decisions, documents and other relevant entities. – creation and maintenance of electronic registers for core operational entities and processes; – search, filtering and sorting of register entries by configurable fields; – role-based access to registers and register details;

	– linking register entries to digital dossiers, applications, decisions, documents and workflows; – automatic update of registers based on system events and status changes; – export of register data in agreed formats for institutional use; – preservation of historical entries and status changes; – auditability of register access, changes and exports.
FRQ-VCH-019	**Reports, dashboards and managerial monitoring for voucher-based professional training.** The voucher-based training module shall provide operational, statistical and managerial reporting tools for monitoring providers, courses, vouchers, beneficiaries, attendance, completion, payments and post-training outcomes. – reports on registered, validated, published and inactive providers; – reports on approved, active, ongoing, completed and withdrawn training courses; – reports on issued, applied, accepted, rejected, cancelled, expired, re-issued and finalized vouchers; – reports on beneficiaries by STOFM, provider, course, profession/specialty, sex, age, environment and other legally permitted criteria; – reports on attendance, graduation, exmatriculation, suspension, restoration and evaluation questionnaires; – reports on scholarships, course costs, invoices and payments; – dashboards with indicators on providers, courses, vouchers, beneficiaries, graduates, questionnaire completion and employment after graduation; – role-based access to reports, with STOFM access to its own data and ANOFM access to national-level data; – export to Excel/PDF and preparation of aggregated datasets for Open Data where applicable.
FRQ-OCU-009	**Public dashboard on occupations and labour market demand.** The public portal shall include a dashboard on occupations and labour market demand, with indicators calculated based on active vacancies, vacancy history, regions, domains, promoted occupations and validated ANOFM data. – display of public indicators on occupation demand; – display of the top 10 most demanded occupations at national level; – display of demanded occupations by fields or sectors, such as IT or public catering; – interactive map of the Republic of Moldova showing demand by occupation; – display of districts/regions where vacancies exist for the selected occupation; – display of the number of available vacancies and employers that published vacancies, where applicable; – display of the date of the latest indicator update; – calculation of indicators based on available and validated ANOFM data; – public access to labour market insights for career orientation and transparency.
FRQ-MFM-002 / FRQ-MFM-004	**Migration-related reporting, monitoring and analytics.** The labour migration component shall provide reporting and monitoring tools for private employment agency activity, employment abroad processes, contracts, countries, beneficiaries, petitions, severity levels, deadlines and identified risk patterns. – reporting on private employment agency activities and submitted data; – monitoring of contracts, beneficiaries, employers, countries and contract periods; – dashboard indicators on persons employed abroad by country and agency activity by period; – configurable report builder based on contract-related fields, including beneficiary, country, employer, agency and contract period;

	– export of migration-related data for analysis; – reporting on petitions by country, severity level and problem category; – identification of patterns such as problematic employers, agencies or destination countries; – SLA monitoring for petitions and automated alerts for overdue cases; – audit and electronic archiving of migration-related reporting actions.

2.16. Back Office application examination, decision management and electronic document workflows

Procedure name: Back Office application examination, decision management and electronic document workflows

Description: This procedure covers the transversal Back Office capabilities required for ANOFM/STOFM users to receive, verify, examine, return for clarification, approve, reject, decide, sign, store, print and audit applications, requests, decisions, certificates and electronic documents within the eSocial / ANOFM ecosystem. The procedure shall be reused by the operational modules already described in the previous RFP sections, including registration, case management, employment services, vacancy-related workflows, voucher-based training, active labour market measures, payments, labour migration and reporting. It shall not repeat the full business logic of those modules; it defines the common Back Office processing layer, document handling layer, decision-management layer and auditability rules that must be consistently applied across all applicable functional workflows.

List of functional requirements:

Requirement	Explanation
Section 7.1.4 / Cross-cutting Back Office layer	**Unified application and Back Office processing layer for electronic requests submitted through the eSocial ecosystem.** - support receipt and registration of applications, requests, electronic forms and supporting documents submitted by beneficiaries, employers, service providers, private employment agencies or ANOFM/STOFM specialists acting on behalf of applicants; - assign unique identifiers, registration dates, responsible subdivision, responsible user, application type and current status for each request; - route requests to the competent STOFM/ANOFM unit according to applicant type, measure, territorial jurisdiction, workflow rules and role permissions; - standardize common statuses such as Draft, Submitted, Registered, Under Examination, Request for Clarification, Completed by Applicant, Approved, Rejected, Cancelled, Closed and Archived, with possibility to configure additional statuses where required; - display the current request status to the applicant through the Digital Personal Account or institutional account where applicable; - ensure that each application is linked to the correct beneficiary file, employer file, provider record, job opening, service, measure, payment process or labour migration case; - avoid duplication of domain-specific workflows already described in previous RFP sections and provide a common reusable Back Office pattern for examination and decision-making.
FRQ-ESC-044	**Viewing and approving/rejecting applications in Back Office.** - provide ANOFM/STOFM users with a Back Office list of applications and requests, with filtering by type, status, date, territorial subdivision, responsible specialist, applicant, measure/service and other relevant criteria;

Requirement	Explanation
	- allow authorized users to open the full application file, including form data, attached documents, system-generated documents, verification results, comments and related history; - support examination actions such as approve, reject, request clarification, request additional documents, return for completion, assign/reassign, suspend examination where legally allowed and close the request; - require mandatory justification for rejection, return for clarification, suspension or other negative/procedural decisions; - automatically update the request status in the relevant electronic file and notify the applicant or institutional user of status changes where applicable; - preserve the full examination history, including the user, role, action, date/time, previous and new status, reason/comment and documents used for the decision; - allow the Back Office workflow to be reused for beneficiary applications, provider/employer applications, access to measures, certificates, labour migration requests and other procedures defined in the ToR.
FRQ-ESC-045	**Issuing, approving and viewing decisions in Back Office.** - provide a dedicated interface for creating, generating, approving, signing, storing and viewing administrative and operational decisions; - support decision types related to registration status, unemployment status, access to employment services, active labour market measures, unemployment benefit, subsidies, voucher training, payment termination, case closure and other procedures defined in the ToR; - generate decisions based on approved templates, pre-filled with applicant data, case data, request data, legal references, reasons, dates, responsible authority and decision result; - support approval workflows by authorized users, including specialist preparation, review by head of subdivision or delegated authority, approval/rejection of draft decision and electronic signing where applicable; - allow filtering of decisions by type, status, date, applicant, subdivision, responsible person and related case or measure; - store every decision in the relevant electronic file and make it visible only to users with appropriate role-based permissions; - support automatic notification of decisions to applicants, employers, providers or other stakeholders where required by the workflow; - maintain decision versions, draft/final status, signature status, transmission status and complete decision history.
FRQ-ESC-019.1	**Electronic generation of the status confirmation certificate.** - allow generation of a certificate confirming the person status in the system, including registered unemployed person or job seeker status where applicable; - pre-fill the certificate with data from the beneficiary electronic file and current status records; - generate the certificate in an official electronic format, including PDF output and required identifiers; - support electronic signature or other approved validation mechanism where applicable under the eSocial/ANOFM implementation model; - store the generated certificate in the beneficiary file and make it available for download or printing according to access rights; - record certificate generation, download, print and transmission actions in the activity log;

Requirement	Explanation
	- ensure that certificates are generated only from current validated data and are not manually edited outside the approved template and workflow.
FRQ-ESC-017	**File upload module - Back Office validation of documents uploaded by the beneficiary.** - allow beneficiaries to upload supporting documents through the Digital Personal Account, including applications, education documents, medical certificates and supporting documents for employment measures; - automatically associate uploaded documents with the relevant beneficiary file, application, service, measure or Back Office task; - display document status such as Uploaded, Pending validation, Approved, Rejected or Expired according to configured rules; - notify the responsible STOFM/ANOFM user when documents require manual validation; - allow Back Office users to verify document completeness, mark documents as verified or rejected and request replacement/additional documents where required; - keep the upload/download history, including user, date, file name, document type, version and status changes; - enforce permitted file formats and size limits defined by the ToR or by the technical configuration.
FRQ-ESC-047	**Uploading and viewing files/documents in Back Office.** - provide ANOFM/STOFM users with access to files and documents attached by beneficiaries or generated by the system, including applications, decisions, certificates, job placement forms, contracts, orders, monitoring notes and supporting evidence; - allow viewing, downloading, uploading, deleting where permitted, replacing by version and marking documents as verified; - index documents by document type, date, user, status, source module, beneficiary/employer/provider, request, measure and other relevant metadata; - support advanced filtering and search of documents in the Back Office document interface; - maintain complete document history and versioning, including uploaded by, verified by, date/time and status changes; - associate documents with the relevant beneficiary electronic file, employer file, service provider record, application, decision, service, measure, payment operation or labour migration case; - restrict document access according to user role, territorial competence, data sensitivity and personal data protection requirements.
FRQ-ESC-048	**Printing files/documents and generation of official printable outputs.** - allow authorized STOFM/ANOFM specialists and beneficiaries, where applicable, to print or download documents related to service delivery processes and employment measures; - generate official PDF documents with approved layout, official letterhead or required institutional elements where applicable; - support printing or emailing of documents only when allowed by the workflow and user permissions; - support local printing from the platform for case files, decisions, certificates, requests, forms, contracts, lists and other documents defined during implementation; - record print, download and email transmission actions in the activity log;

Requirement	Explanation
	- ensure that printed/downloaded versions are generated from the system version stored in the electronic file; - prevent unauthorized printing or bulk download of sensitive personal data.
FRQ-ESC-018 / FRQ-ESC-036	**Electronic file linkage for beneficiaries, employers, providers and related institutional records.** - ensure that every Back Office request, decision, document, certificate and status change is linked to the appropriate electronic file or institutional record; - use the unemployed person/job seeker electronic file as the central repository for beneficiary-related applications, documents, decisions, services, measures, referrals, certificates, payments and case history; - use the employer electronic file and relevant provider/private agency records for employer/provider applications, decisions, communications, documents and operational history; - display to authorized users a consolidated timeline of Back Office actions performed for the file or record; - avoid creation of isolated records that are not linked to a dossier, institutional profile, service, measure or other traceable object; - allow controlled access to file content based on role, institution, territorial competence and workflow responsibility; - ensure continuity between front-office actions and Back Office examination results.
FRQ-ESC-044 / FRQ-ESC-045 / FRQ-ESC-047 / FRQ-ESC-048	**Common document-decision package for formal administrative outcomes.** - support creation of a complete electronic package for each formal Back Office outcome, including application data, supporting documents, verification results, draft decision, final decision, signature evidence, notification and printable output; - allow templates to be selected according to procedure type, applicant type, measure/service and decision result; - pre-fill documents and decisions with verified data already available in the system and avoid repeated manual data entry; - validate mandatory fields before decision generation, approval or signing; - allow generation of documents in PDF and other formats defined during implementation while preserving machine-readable metadata; - store the final package in the relevant electronic file and make it available for reporting/audit without repeating the business workflow logic of the source module; - maintain correlation between request status, decision status, document status, notification status and audit log entries.
FRQ-ESC-052	**Activity/System Log for Back Office examination, decisions and document operations.** - record all Back Office actions, including access to requests, opening of files, status changes, document upload, view, download, verification, deletion where permitted, printing, generation of decisions, approval, rejection, clarification requests and signing; - store at least user, role, institution, object/entity, date, time, action type, previous status, new status, reason/comment and technical context where applicable; - log role switching, access to sensitive data, document operations, decision workflows and system-generated events; - provide chronological activity history at request level, beneficiary file level, employer/provider file level and system administration level where authorized; - restrict access to logs to authorized users and allow use of logs for audit, monitoring, security analysis, operational review and incident investigation;

Requirement	Explanation
	- preserve audit evidence required to demonstrate that applications were examined, decisions were approved and documents were handled according to the approved workflow; - ensure end-to-end traceability from application submission to final decision, notification, document archiving and closure.
Supporting FRQ references	**Cross-module source processes using the Back Office layer.** These references are included only to clarify reuse of the common Back Office layer and shall not duplicate the detailed workflows described in previous RFP sections. - FRQ-ESC-010 may use the Back Office layer for examination of forms submitted by service providers/employers to access employment measures; - FRQ-VCH-003, FRQ-VCH-009, FRQ-VCH-011 and related voucher requirements may reuse Back Office examination, decision, agreement and document workflows without restating the voucher module; - FRQ-SMO-001 - FRQ-SMO-006 and FRQ-SMO-008 - FRQ-SMO-014 may reuse the same application, decision, contract, document and audit capabilities for active labour market measures; - FRQ-MFM-001 - FRQ-MFM-005 may reuse the same Back Office pattern for labour migration requests, employment abroad cases, petitions and reintegration support; - payment-related decisions remain described in Section 2.12, while this section provides only the generic decision-management and document-handling mechanism; - reporting use of these records remains described in Section 2.15, while this section ensures that Back Office data is structured and traceable for later reporting.

2.17. Digitalization and implementation of electronic forms

The Contractor shall ensure the digitalization, configuration and implementation of all forms required for the operation of the employment-related components of the integrated information system **"eSocial"**. This includes existing paper-based forms, forms currently used by ANOFM/STOFM, forms required by legislation and operational procedures, as well as new electronic forms necessary for the implementation of the functional requirements described in this RFP and in the attached Terms of Reference.

For the complete identification and analysis of the forms to be digitalized, the Bidder shall study the full ToR attached to this RFP and shall analyse the existing ANOFM/STOFM business processes, templates, registers, decisions, applications and operational documents.

The electronic forms shall be implemented as structured, user-friendly and configurable digital forms, supporting data validation, pre-filling from state registers and system data, attachment of supporting documents, electronic signature where applicable, workflow routing, status management, audit logging and generation of printable/exportable documents.

The Contractor shall ensure that electronic forms are integrated with the relevant modules, including beneficiary registration, electronic dossier, unemployment status, employment services, active labour market measures, professional training and voucher workflows, employer processes, vacancy declaration, labour migration, payments, reporting and administrative workflows.

Electronic forms shall meet at least the following requirements:

- digitalization of existing ANOFM/STOFM paper-based forms and operational templates;
- implementation of new electronic forms required by the ToR and approved business processes;

- configurable structure of forms, sections, fields, mandatory fields, validation rules and statuses;
- pre-filling data from eSocial, Personal Cabinet, state registers and external systems;
- validation of data format, completeness, eligibility and logical consistency;
- attachment of supporting documents;
- electronic signature through MSign, where required;
- automatic generation of PDF/printable versions;
- automatic registration number, date and metadata assignment;
- routing of submitted forms to the relevant ANOFM/STOFM user or workflow;
- tracking of form status, including draft, submitted, under review, approved, rejected, returned for clarification, completed or archived;
- full audit trail of form creation, editing, submission, validation, approval and rejection;
- reuse of form data in dossiers, decisions, reports, registries and dashboards;
- accessibility and responsive display on desktop, tablet and mobile devices;
- multilingual interface support, where applicable;
- possibility for authorized administrators to configure or update forms without source code changes, where technically feasible.

III. NON-FUNCTIONAL REQUIREMENTS

The non-functional requirements define the technical, architectural, interoperability, security, performance, availability, usability, maintainability and operational requirements that shall be complied with during the design, development, deployment and maintenance of the employment-related components of the integrated information system "eSocial".

The non-functional requirements (NFRQ) presented in this section shall be read in conjunction with the NFRQs described in Annex 1 which together form an integral part of the Terms of Reference and shall be considered mandatory requirements. The detailed descriptions provided in Annex 1 to the RFP shall serve as the basis for solution design, implementation, testing, acceptance and traceability. The Bidder is expected to study the ToR in detail and reflect its technical, architectural, security, interoperability, performance and operational requirements in the Technical Proposal.

The Bidder shall clearly describe how the proposed solution will comply with each non-functional requirement, including the proposed architecture, technology stack, integration approach, security controls, performance measures, availability mechanisms, backup and recovery approach, testing methodology, maintenance model and operational support arrangements.

3.1 Performance, availability and scalability

Procedure name: Performance, availability and scalability

Description: This section covers the main non-functional requirements related to performance, availability, scalability, resilience, and operational stability of the eSocial platform. The solution shall ensure fast response times, stable operation under expected user load, high availability of critical services, real-time monitoring, autoscaling, load balancing, asynchronous processing, controlled maintenance and technical reporting. The Bidder shall demonstrate how these requirements will be implemented, tested, monitored, and maintained throughout the project lifecycle.

List of functional requirements:

Requirement	Description
	The Bidder shall implement the performance, availability and scalability requirements as a coherent operational capability, ensuring that the eSocial platform remains responsive, stable, monitorable and scalable under normal, peak and future growth conditions.

Requirement	Description
NFR001 – NFR036 *(as per ToR Annex, Section 11: NON-FUNCTIONAL REQUIREMENTS REGARDING THE TECHNICAL ARCHITECTURE AND PLATFORM INFRASTRUCTURE)*	- ensure fast response times for routine user operations, including the target of no more than 3 seconds for at least 95% of normal requests, and define separate validated thresholds for complex searches, reports and high-volume operations; - support the expected operational load, including at least 5,000 active users daily, concurrent sessions and simultaneous transactions, without degradation of critical services; - ensure the required availability level for business operation, including at least 99.5% availability during business hours for critical services, with differentiated availability levels for critical and non-critical components; - provide scalable architecture allowing independent scaling of high-load components, load balancing, workload distribution and expansion of processing, storage and request-handling capacity without full-service interruption; - ensure resilience of critical components through high-availability deployment, isolation of overloaded services and prevention of cascading degradation across the platform; - support asynchronous processing, controlled background jobs, caching of frequently accessed data and controlled execution of resource-intensive or massive operations so that the user interface and critical services remain available; - implement real-time monitoring of application services, databases, APIs, integration flows and background processes, with configurable thresholds, alerts and operational reports on response times, availability, resource usage and service degradation; - perform performance, load and stress testing before production release and major releases, using realistic scenarios such as authentication, requests, searches, reports, bulk processing and integration flows, and provide test reports for acceptance; - support planned maintenance, updates and periodic processing with minimal operational impact, including notification, controlled execution and restoration of normal service after maintenance windows; - enable capacity planning and periodic performance evaluation based on real usage metrics, supporting growth in users, data, documents, transactions and integrations for at least 5 years without replacing the core architecture; - define key performance indicators and acceptance thresholds for technical acceptance, final acceptance and subsequent operational evaluations, including response time, latency, throughput, error rate, processing time, availability and resource utilization.

3.2. Cybersecurity and data protection requirements

Procedure name: Cybersecurity and data protection requirements

Description: This section covers the main non-functional requirements related to cybersecurity, information security, personal data protection, privacy, access control, encryption, auditability, secure development, vulnerability management, incident handling and compliance with applicable legal and governmental requirements. The solution shall ensure secure processing of personal and sensitive data, protection against unauthorized access, controlled authentication and authorization, secure integration with governmental services, logging of security-relevant events, data minimization, confidentiality, integrity and availability of information. The Bidder shall demonstrate how these requirements will be implemented, tested, monitored, documented and maintained throughout the project lifecycle.

List of functional requirements:

Requirement	Description
	The Bidder shall implement cybersecurity and data protection requirements as a coherent security capability covering the full lifecycle of the eSocial platform, including secure design,

Requirement	Description
NFR037 – NFR080 *(as per ToR Annex, Section 11: NON-FUNCTIONAL REQUIREMENTS REGARDING THE TECHNICAL ARCHITECTURE* AND PLATFORM INFRASTRUCTURE)	secure development, secure operation, auditability and compliance with personal data protection requirements. - apply security-by-design throughout analysis, design, development, testing, delivery, operation and maintenance, ensuring that security controls are embedded in the platform architecture and delivery methodology; - implement role-based access control, authorization and need-to-know access to functionalities, data, documents and operations, including periodic review, suspension and revocation of user access rights; - secure APIs, forms and integrations through authentication, authorization, schema validation, input verification, controlled error handling and protection against abusive requests; - validate all data entered by users or received through integrations and implement protection against common web attacks, including injection, XSS, CSRF, path traversal, insecure direct object references and other OWASP-relevant risks; - protect uploaded files and documents through file type and extension validation, size limits, antivirus or antimalware scanning, secure storage, restricted access and prevention of unauthorized execution of uploaded content; - ensure personal data protection through lawfulness, purpose limitation, data minimization, confidentiality, integrity, limited retention, controlled archiving, anonymization or deletion, and pseudonymization/anonymization of data used in non-production environments; - protect sensitive data by using encrypted channels, valid digital certificates, secure session and token management, and encryption of stored data where required by the nature of the data and the Beneficiary's requirements; - prevent exposure of sensitive technical information, passwords, tokens, keys, certificates, internal errors, stack traces or infrastructure details to unauthorized users or logs; - generate, retain and protect security logs for authentication, access to personal data, critical data changes, administrative actions, data exports and unauthorized access attempts, including audit reports for compliance and investigations; - support detection, logging, notification and alerting of security-relevant events, including repeated failed authentication attempts, unusual access, unauthorized modifications, abnormal behavior and critical security errors, with possible integration into monitoring, SIEM/SOC or incident response mechanisms; - implement secure backup, restoration, business continuity and disaster recovery controls for critical data, documents, configurations and components, ensuring protection against unauthorized access, tampering and loss; - implement vulnerability management, patch management, security checks before deployment, independent penetration testing of exposed and personal-data-processing components, remediation of critical and major vulnerabilities and verification of remediation before go-live; - ensure logical segregation of components, services, environments and access zones, apply hardening measures to applications, databases, containers, middleware and exposed services, and securely manage passwords, tokens, certificates, cryptographic keys and other secrets; - protect reports, exports, generated files, notifications and communication channels by limiting personal or sensitive data to the minimum necessary, applying masking where appropriate and ensuring access only by authorized users;

Requirement	Description
	- document the implemented technical and organizational security measures so they can be verified during technical acceptance, security audits, compliance assessments and subsequent operational reviews.

3.3. Data exchange and integration with governmental platforms, registers and external systems

Procedure name: Data exchange and integration with governmental platforms, registers and external systems

Description: This procedure covers the interoperability, data exchange and integration mechanisms required for the eSocial / ANOFM ecosystem. The system shall exchange data securely and auditably with shared government services, state registers, existing ANOFM platforms, eSocial components, external job platforms and other relevant systems. The integrations shall support authentication, electronic signing, notifications, audit logging, payments, reuse of official data, pre-filling of forms and dossiers, validation of eligibility, publication of services and synchronization of operational data.

List of functional requirements:

Requirement	Description
NFR081 **-** **NFR141** *(as per ToR Annex, Section 11: NON-FUNCTIONAL REQUIREMENTS REGARDING THE TECHNICAL ARCHITECTURE AND PLATFORM INFRASTRUCTURE)*	The system shall implement the mandatory governmental service, register and e-Government portfolio integrations defined in the ToR, ensuring secure data exchange, reuse of official data, pre-filling, eligibility verification, electronic signing, notification, logging, payment-related integration, traceability and tested interoperability before production launch. The scope shall include, at minimum, the following condensed requirements: - **NFR106:** integration with EVO and the overall e-Government portfolio for retrieving personal data and digital documents, pre-filling profiles/applications, verifying eligibility and creating the electronic file, with user confirmation and traceability of sources; - **NFR107:** reuse of common government platforms and services, including MConnect, MPass, MSign, MLog, MNotify and MPay, according to official technical specifications and procedures; - **NFR108:** MConnect-based data exchange with state registers, platforms and information systems, avoiding unnecessary direct system-to-system connections; - **NFR109:** MPass integration for user authentication, digital identity and access control; - **NFR110:** MSign integration for signing and verifying applications, declarations, decisions, contracts, reports, documents and other electronic records; - **NFR111:** MLog integration for legally, operationally and administratively significant events, including access, data changes, signings, transmissions and traceable operations; - **NFR112:** MNotify integration for official notifications to individuals, legal entities, employers, beneficiaries, public officials and other process participants through approved channels; - **NFR113:** MPay integration for workflows involving collection, distribution, verification or recording of electronic payments, fees, reimbursements, benefits or other financial transactions; - **NFR114:** documentation of each government service integration, including purpose, workflows, exchanged data, access conditions, authorization mechanisms, error scenarios and institutional responsibilities; - **NFR115:** integration with the semantic catalogue for automatic retrieval and use of CORM and CAEM nomenclatures; - **NFR116:** verification of shared government service integrations before production launch through connectivity, functional and data exchange tests confirmed with responsible institutions, where appropriate;

Requirement	Description
	- **NFR117:** controlled handling of temporary unavailability of integrated services, including operational messages, retention of unfinished transactions and resumption of processing; - **NFR118:** ASP integration, including the registries administered by ASP, for identity validation, active legal entity status checks and verification of licences of private employment agencies and vocational training providers; - **NFR119:** RSP integration for verification and pre-filling of identification data of individuals, including IDNP, domicile/residence and other relevant data available through data exchange; - **NFR120:** RSUD integration for verification of existence, status and validity of legal entities by IDNO, including employers, vocational training providers and other participating entities; - **NFR121:** CNAS integration for automatic verification of individual status, insurance periods, social contributions and other data required for ANOFM operational processes; - **NFR122:** SFS integration for verification of tax data and information relevant to eligibility, validation and service delivery processes; - **NFR123:** CNDDCM and relevant registry integration for determining disability degree and work capacity required for service delivery and measures; - **NFR124:** CREPOR integration for data exchange related to vocational rehabilitation services for persons with disabilities, within institutional competencies and the legal framework; - **NFR125:** RSCA integration for verifying driving licence and related data when required by operational workflows; - **NFR126:** integration with educational registries for verification and retrieval of data on education, qualifications, specializations, courses and professional training; - **NFR127:** data exchange with IGM for verification of data on beneficiaries of temporary protection, foreign nationals and other relevant categories within the legal framework; - **NFR128:** integration with the E-Zilieri digital registry for agricultural day laborers, managed by the State Labor Inspectorate, where relevant to operational processes; - **NFR129:** integration with EESSI for electronic exchange of social security information needed to determine social benefits and unemployment benefits, with ANOFM acting as both data consumer and data provider.

3.4. Cybersecurity and personal data protection

Procedure name: Requirements for service continuity, backup, and disaster recovery

Description: This section defines the key non-functional requirements related to service continuity, backup, restoration, failover and disaster recovery for the eSocial platform and the ANOFM employment-related components. The solution shall ensure automated backup of critical databases, electronic documents, attached files, configurations and application components; clearly defined RTO and RPO objectives; controlled restoration of data and services; redundancy of critical components; continuity monitoring; recovery testing; formal documentation of backup, restore, failover and disaster recovery procedures; and operational readiness to resume services after incidents or major outages. The Bidder shall demonstrate how these requirements will be implemented, tested, monitored, documented, validated by the Beneficiary and maintained throughout the project lifecycle without creating critical dependence on the Provider.

List of non-functional requirements:

Requirement	Description
NFR142 – NFR173 *(as per ToR Annex, Section 11: NON-FUNCTIONAL REQUIREMENTS*	The Bidder shall implement a complete service continuity, backup and disaster recovery capability covering critical data, documents, configurations, application services, integrations and operational procedures required for restoring the eSocial platform after incidents, component failures or major outages.

Requirement	Description
REGARDING THE TECHNICAL ARCHITECTURE AND PLATFORM INFRASTRUCTURE)	- implement automated backup mechanisms for databases, electronic documents, attached files, application configurations and other critical components required to resume operations; - define backup policies according to data and component criticality, including frequency, backup type, retention period, storage location, operational responsibilities and controlled disposal rules; - ensure that backup operations are performed without interrupting services or significantly affecting platform performance for end users; - define, configure and validate RTO and RPO objectives for critical components in accordance with the Beneficiary's requirements and continuity scenarios; - support controlled restoration of affected data, documents, files, configurations, entities, application services and integrations, including selective restoration where technically feasible; - ensure full platform restoration in the event of a major outage of the primary operational environment, using verified backups, configurations, artifacts and documented procedures; - store backup copies in logically separate locations or storage areas and periodically verify their existence, completeness, integrity, usability and available storage capacity; - periodically test and document restore, failover, service resumption and disaster recovery scenarios, including identified issues, corrective actions and post-restoration verification of critical functionalities; - implement redundancy mechanisms and controlled service resumption for critical components, including restart, reconnection to dependent components and verification of operational status; - continuously monitor backup, restore, replication, availability and failover processes, generate operational reports and notify responsible personnel in case of failures, delays or abnormal conditions; - document backup, restore, failover and disaster recovery procedures in the platform operating plan, with roles, responsibilities, execution steps, success criteria, escalation rules and minimum recovery scenarios; - log incidents requiring restoration or continuity intervention, classify components and data by operational criticality, define restoration priorities and align backup/recovery procedures with release and deployment plans; - ensure formal validation of the backup, recovery and continuity plan by the Beneficiary before production launch and after major technical changes to the platform.

3.5. Requirements for data migration, consolidation, and integrity

Procedure name: Data migration, consolidation, and integrity

Description: This section covers the main non-functional requirements related to the controlled, secure, phased and auditable migration of historical and operational data from ANOFM's existing information systems to the eSocial platform. The migration shall include, where applicable, data from the "Jobless" PIA IS, ISS, angajat.md backend, PPM IS, Labor Force Migration IS and other legacy sources indicated by the Beneficiary. The solution shall ensure data inventory, migration planning, ETL processes, mapping of legacy structures to the new eSocial data model, data cleansing, normalization, deduplication, consolidation, validation, reconciliation, preservation of relationships, migration of documents and attachments, rollback procedures, migration reporting, secure transfer, traceability, MCloud compatibility and post-migration functional validation. The Bidder shall prepare the Data Migration Plan, perform pilot and test migrations, deliver migration tools/scripts/procedures and demonstrate that migrated data is complete, consistent, usable, traceable and formally accepted by the Beneficiary.

List of non-functional requirements:

Requirement	Description
NFR174 – NFR225 *(as per ToR Annex, Section 11: NON-FUNCTIONAL REQUIREMENTS REGARDING THE TECHNICAL ARCHITECTURE AND PLATFORM INFRASTRUCTURE)*	The Bidder shall implement a complete data migration, consolidation and integrity approach that ensures ANOFM's legacy data, documents and operational history are transferred to eSocial in a secure, controlled, validated and formally accepted manner. - develop and submit a Data Migration Plan covering sources, data categories, volumes, mapping and transformation rules, stages, validation procedures, acceptance criteria and responsibilities; - migrate historical and operational data from existing ANOFM systems, including beneficiaries, jobseekers, employers, vacancies, files, services, active measures, training, payments, decisions, documents and relevant interaction history; - perform migration in phased, incremental and controlled batches, including pilot migration, test batches, inactive/active beneficiary migration, document migration and final synchronization activities; - configure automated, repeatable and documented ETL processes for extracting, transforming and loading legacy data into the eSocial target data model; - map legacy structures, fields, relationships, codes, nomenclatures, classifications, users, roles and permissions to the new eSocial structures and access model; - clean, normalize, deduplicate and consolidate migrated data, including resolution of incomplete records, non-compliant formats, inconsistent identifiers, duplicated entities and conflicts between sources; - preserve relational integrity between beneficiaries, cases, services, active measures, documents, employers, vacancies, applications, decisions and other operational entities after migration; - validate and reconcile migrated data through checks of formats, mandatory constraints, nomenclatures, classifiers, uniqueness of identifiers, checksums, volumes, relationships and reconciliation results; - generate migration reports for each batch, including processed volumes, migrated records, errors, conflicts, rejected data, processing time, error rate and separate reporting for documents/attachments; - support pilot/test migrations, incremental production migration, controlled resumption of interrupted processes and rollback procedures for each migration phase; - ensure secure migration through encrypted channels, full traceability of extraction/transformation/loading operations and preservation of links with original legacy identifiers; - migrate electronic documents, attached files and digital archives while preserving metadata, relationships, storage references, document types, formats, source information and access rights; - validate migrated files through checksums or equivalent mechanisms and identify missing, corrupted, unsupported, inaccessible or incompletely transferred files; - ensure compatibility with MCloud, STISC policies, security, storage, backup and eSocial operational procedures, including backups before major migration phases; - perform post-migration functional validation and UAT with ANOFM/STOFM users, and deliver mapping matrices, scripts, tools, procedures, error reports, reconciliation results and acceptance documentation.

3.6. Requirements for compatibility, accessibility, and user experience

Procedure name: Compatibility, accessibility, and user experience

Description: This section covers the main non-functional requirements related to compatibility, accessibility, user experience, multilingual interfaces, responsive design and compliance with the Unified Design Model (MUD) applicable to state information resources and systems. The solution shall ensure that all public and operational interfaces of the eSocial / ANOFM platform are consistent, user-centered, accessible, compatible with modern devices and browsers, and aligned with the unified government digital experience. Particular attention shall be given to the implementation of MUD requirements across pages, forms, workflows, UI components, notifications, error messages, navigation elements and visual resources. The Bidder shall demonstrate how MUD compliance, WCAG 2.1 Level AA accessibility, responsive behaviour, multilingual support, usability, interface consistency and user feedback mechanisms will be implemented, tested, documented and maintained throughout the project lifecycle.

List of non-functional requirements:

Requirement	Description
NFR226 – NFR265 *(as per ToR Annex, Section 11: NON-FUNCTIONAL REQUIREMENTS REGARDING THE TECHNICAL ARCHITECTURE AND PLATFORM INFRASTRUCTURE)*	The Bidder shall ensure that the eSocial / ANOFM platform provides a MUD-compliant, accessible, responsive, multilingual and user-centered digital experience across all public and operational interfaces. - **MUD compliance** (NFR226-NFR229): comply with the Unified Design Model applicable to state information resources and systems, in accordance with Government Decision No. 677/2025 and AGE Order No. 3005-094 of October 29, 2025, and apply it consistently to pages, forms, workflows, components, messages, notifications and navigation elements; - **MUD implementation** (NFR230-NFR232): use available MUD-compliant components, templates, styles, static resources and reusable packages, ensure that any additional UI components follow MUD principles and accessibility rules, and allow controlled updates of visual resources without unjustified changes to application logic; - **MUD verification** and documentation (NFR233-NFR234): verify compliance with MUD before production deployment and document the components used, adaptations, justified exceptions and the method for verifying compliance; - ensure compatibility with desktops, tablets and mobile devices, and support the two most recent major versions of Chrome, Firefox, Safari and Edge without degrading core digital services; - apply user-centered design principles so that interfaces, forms, messages and workflows are clear, intuitive, role-sensitive and consistent across modules of the eSocial ecosystem; - implement responsive design for public and operational interfaces, including content, forms, tables, menus and actions across different screen resolutions; - comply with WCAG 2.1 Level AA accessibility requirements and ensure compatibility with assistive technologies, including screen readers and full keyboard navigation for essential functionalities; - ensure sufficient contrast, readable content, visible interactive elements, alternative text for relevant non-text content and correct semantic structure of pages and interface components; - provide clear, explicit and correction-oriented error messages, contextual notifications, warnings and status indicators for processes, requests, files, documents and operations; - support correct and complete interface display in Romanian, Russian and English, including menus, forms, validation messages, system messages, notifications, informational texts, special characters and diacritics; - ensure consistent terminology, visual styles, icons, action labels, buttons, messages, navigation elements and functional behaviour across all platform modules; - optimize frequently used and critical workflows by reducing unnecessary steps, repetitive actions and manual entries, and support saving, resuming and continuing complex digital workflows; - allow users to access core digital services without installing additional applications, plugins or proprietary software components;

Requirement	Description
	- enable centralized configuration of static content, informational texts, guidance, support messages and explanations displayed in the user interface; - support subsequent integration of new interface components or digital services without compromising UX consistency or causing uncontrolled changes to existing interface behaviour; - test public and operational interfaces for usability, accessibility and compatibility across devices and browsers before go-live, collect and analyze user feedback, and ensure that interface changes do not negatively affect accessibility, usability or consistency.

3.7. Requirements for technical support, maintenance, and platform operation

Procedure name: Technical support, maintenance, and platform operation

Description: This section covers the main non-functional requirements related to continuous platform operation, technical support, warranty and maintenance, incident management, operational monitoring, release/change management, configuration management, knowledge transfer and operational reporting for the eSocial / ANOFM platform. The solution shall ensure stable operation according to the Beneficiary-approved availability schedule, clear support and escalation procedures, controlled maintenance windows, documented operational procedures, monitoring and alerts, post-go-live stabilization and transfer of technical knowledge to the Beneficiary or the designated operating entity. The Bidder shall demonstrate how support, maintenance, administration, incident resolution, operational independence and platform stability will be organized and maintained during the contract, warranty and maintenance periods.

List of non-functional requirements:

Requirement	Description
NFR266 – NFR310 *(as per ToR Annex, Section 11: NON-FUNCTIONAL REQUIREMENTS REGARDING THE TECHNICAL ARCHITECTURE AND PLATFORM INFRASTRUCTURE)*	The Bidder shall ensure that the eSocial / ANOFM platform can be operated, supported, maintained and administered in a controlled, documented and sustainable manner throughout the contract, warranty and maintenance periods. - Support and service levels: provide technical support during the contract, warranty and maintenance periods, in accordance with agreed service levels, response and resolution times, support hours and escalation procedures; - Incident management: provide procedures for reporting, classifying, investigating, escalating and resolving technical incidents, including prioritization by impact, urgency and criticality, and maintenance of a complete incident and intervention register; - Operation and administration: allow the Beneficiary or designated operating entity to operate, administer and maintain platform components based on approved procedures, appropriate access rights and documented operational responsibilities; - document operational procedures for startup, shutdown, restart, service status checks, integration checks, troubleshooting, preventive, corrective, adaptive and evolutionary maintenance; - Maintenance and releases: enable planned and controlled maintenance operations, updates, releases and technical changes with prior notification, minimal user impact, documented impact assessment and a versioned history of installed operational versions; - ensure that technical changes are documented with the reason, affected components, operational impact, risks, implementation steps and verification procedure before production application; - enable centralized management of operational parameters and separate parameter management for development, testing, staging, training and production environments; - Monitoring and reporting: enable verification of application services, databases, background processes, integrations and auxiliary components, with monitoring of critical

Requirement	Description
	services, alerts for outages/degradation and operational reports on availability, incidents, interventions, changes and maintenance activities; - support root-cause investigation of recurring incidents and proposal of preventive measures to maintain operational stability; - Knowledge transfer: transfer technical knowledge to the Beneficiary or designated operating entity through hands-on sessions, explanation of the operational architecture, intervention procedures, support scenarios and administration tools; - enable modular administration of platform components, controlled updating of functional and technical components, and management of dependencies between components; - maintain an up-to-date list of critical operational components, responsible parties, roles, dependencies and incident response procedures; - define planned maintenance windows and notify the Beneficiary and affected users about planned maintenance, scheduled outages or relevant operational changes; - Post-go-live stabilization: provide support after production launch, including monitoring of operational behavior, investigation of incidents, resolution of issues and updates necessary to maintain compatibility with approved technical environments; - Operational independence: avoid critical dependencies on individual persons, personal accounts, undocumented tools or procedures known exclusively to the Provider; - allow periodic operational verification, support remediation of findings from audits or compliance assessments, prevent regressions during maintenance, and provide periodic reports on resolved incidents, open issues, changes, planned actions and operational risks.

3.8. Requirements for compliance with the Government Technology Stack

Procedure name: Compliance with the Government Technology Stack

Description: This section covers the main non-functional requirements related to compliance with the Government Technology Stack, MCloud/STISC operational requirements, cloud-native deployment, approved technologies, API-first architecture, source code delivery, DevSecOps, observability, licensing, documentation, vendor independence and long-term maintainability of the eSocial / ANOFM platform. The solution shall use mature and supported technologies, containerized and reproducible deployments, PostgreSQL and open standards, secure government integrations, documented APIs, controlled dependencies, software component inventory, automated testing and security scanning, and complete technical handover to the Beneficiary or the designated operating entity. The Bidder shall demonstrate how technology choices, architecture, deployment, documentation, security controls and acceptance evidence will ensure compliance with the approved Government Technology Stack and avoid unsupported, non-portable, insecure or vendor-dependent solutions.

List of non-functional requirements:

Requirement	Description
NFR366 – NFR426 *(as per ToR Annex, Section 11: NON-FUNCTIONAL REQUIREMENTS REGARDING THE TECHNICAL*	The Bidder shall implement and demonstrate compliance with the following key Government Technology Stack requirements from ToR Annex, Section 11: - NFR366: The system must use mature, stable technologies that are actively supported and compatible with the Government Technology Stack, the MCloud infrastructure, and STISC's operational requirements.

Requirement	Description
ARCHITECTURE AND PLATFORM INFRASTRUCTURE)	- NFR367: The system must use technologies, platforms, frameworks, and libraries that are actively supported, preferably in Long-Term Support (LTS) versions, throughout the entire implementation, warranty, and maintenance periods. - NFR368: The platform's backend components must be developed using languages and frameworks accepted for backend services and APIs, including .NET/C#, Java, or PHP with established frameworks, depending on the approved architecture and available expertise. - NFR369: The system must be designed according to the "container-first" principle and must allow application components to run in containers, with support for orchestration via Kubernetes within the MCloud infrastructure. - NFR370: The system must be compatible with Linux operating systems used in government infrastructure, including the Red Hat/Rocky Linux/AlmaLinux family or the Debian/Ubuntu LTS family, in accordance with MCloud/STISC requirements. - NFR371: The system must use PostgreSQL as the primary relational database, with the option to use other systems accepted by the Government Technology Stack only in justified, approved, and documented cases. - NFR372: The system must use open standards and interoperable formats for data exchange, including JSON, XML, UTF-8, and other formats agreed upon in the interoperability and integration documentation. - NFR374: The system must use clear versioning mechanisms for the application, APIs, databases, configurations, artifacts, and software components, including Semantic Versioning where applicable. - NFR378: The system must support caching, asynchronous processing, messaging, and streaming mechanisms, using technologies compatible with the Government Technology Stack, such as Valkey/Redis, RabbitMQ, and Apache Kafka, as appropriate. - NFR379: The system must be compatible with CI/CD processes and DevSecOps practices, including automated builds, automated testing, security scanning, artifact publishing, automated deployment, and post-deployment checks. - NFR382: The system must use technologies and components that are compatible with the security, auditability, observability, backup, recovery, and operational requirements applicable to the MCloud infrastructure and government information systems. - NFR383: The system must be designed according to the cloud-native principle, with portable, configurable, and reproducible components that can be deployed and operated within the MCloud infrastructure without critical dependence on proprietary services or external vendors. - NFR386: The system must use web servers, reverse proxies, and ingress mechanisms compatible with the Government Technology Stack, including NGINX as the primary option or accepted alternatives in justified cases. - NFR399: The system must comply with the Unitary Design Model applicable to digital public services, including structuring rules, UI components, visual styles, and interface consistency requirements. - NFR406: The system must use only explicitly declared, versioned, and controlled software dependencies, avoiding unspecified, unstable, or hard-to-reproduce versions.

Requirement	Description
	- NFR409: The system must avoid technologies, components, or services that create an unjustified dependency on a single vendor, vendor accounts, proprietary platforms, unapproved commercial licenses, or infrastructure that cannot be operated by the Beneficiary. - NFR418: The system must allow for the controlled handover to the Beneficiary of administrative accounts, keys, certificates, passwords, tokens, sensitive configurations, and other credentials necessary for operating the system. - NFR423 - The system must comply with the technological restrictions applicable to government information systems, including the prohibition of technologies without active support, components posing a security risk, and solutions that limit independent maintenance. - NFR424: The system must allow for long-term operation and maintenance by the Beneficiary or the designated entity, without dependence on equipment, accounts, local configurations, or uncontrolled manual interventions by the Supplier. - NFR425: The Supplier must document any deviation from the Government Technology Stack or from the approved technical requirements, including justification and the impact on security, interoperability, maintainability, portability, and operating costs. - NFR426: The system must be designed so that updates, patches, version changes, and subsequent releases can be performed in a controlled, documented, and reproducible manner with minimal impact on service availability.

3.9. Requirements for the Database Management System and relational data administration

Procedure name: Database Management System and relational data administration

Description: This section covers the main non-functional requirements related to the relational database management system, database architecture, relational data administration, PostgreSQL compatibility, data model documentation, integrity rules, performance optimization, schema versioning, access control, secure connections, maintenance, monitoring, environment separation, data dictionary management and compatibility with the Government Technology Stack, MCloud and STISC operational requirements. The solution shall use PostgreSQL as the primary relational database unless another DBMS is formally justified and approved, ensure ACID-compliant transactions, preserve referential integrity, support controlled schema migrations, avoid storing large binary files directly in the relational database, and enable secure, scalable and auditable administration of operational data. The Bidder shall demonstrate how database design, configuration, maintenance, monitoring, scaling, documentation and deviations from the recommended stack will be implemented, tested, justified and maintained throughout the project lifecycle.

List of non-functional requirements:

Requirement	Description
NFR427 – NFR468 *(as per ToR Annex, Section 11: NON-FUNCTIONAL REQUIREMENTS REGARDING THE TECHNICAL*	The Bidder shall implement and demonstrate compliance with the following database management and relational data administration requirements from ToR Annex, Section 11: - NFR427: The system must use a relational database management system that is mature, stable, actively supported, and compatible with the Government Technology Stack, the MCloud infrastructure, and applicable operational policies.

Requirement	Description
ARCHITECTURE AND PLATFORM INFRASTRUCTURE)	- **NFR428: The system must use PostgreSQL as its primary relational database management system, in accordance with the option recommended in the Government Technology Stack for state information systems**. - NFR429: The use of another database management system, including Microsoft SQL Server, may be permitted only in justified, approved, and documented cases, with demonstration of technical, operational, and licensing compatibility with the hosting infrastructure. - NFR430: If Microsoft SQL Server is used, the Supplier must justify this choice based on compatibility with the .NET/ASP.NET Core technology ecosystem, the availability of technical expertise, the Beneficiary's operational requirements, and the associated total costs. - NFR431: The system must use a version of the DBMS that is actively supported, with no components that are End-of-Life, lack security support, or have no critical updates available. - NFR432: The database must be designed according to ACID principles to ensure the integrity, consistency, isolation, and reliability of operational transactions. - NFR433: The data model must be fully documented, including the relational schema, tables, fields, data types, primary keys, foreign keys, constraints, indexes, and relationships between entities. - NFR434: The data model must clearly reflect the system's functional entities, the relationships between them, and the integrity rules applicable to the operational processes managed by the platform. - NFR435: The system must use indexing mechanisms optimized for frequent queries, filters, searches, reports, and business-critical operations. - NFR436: The system must allow for the optimization of SQL queries and the analysis of execution plans to prevent database performance degradation as data volume increases. - NFR437: The system must allow for controlled management of changes to the database schema through scripts, migrations, or versioned and reproducible mechanisms. - NFR438: Changes to the database structure must be managed in a controlled manner, without uncontrolled manual interventions directly in the production environment. - NFR439: The system must allow for versioning of schema changes, including the creation, modification, or deletion of tables, columns, constraints, indexes, functions, and other database objects. - NFR440: The system must allow for logical separation between operational data, reference data, temporary data, and data used for reporting, in accordance with the approved architecture. - NFR441: The system must allow for the definition of data retention, archiving, and cleansing policies at the database level, in accordance with the Beneficiary's requirements and the applicable regulatory framework. - NFR442: The system must allow for the controlled management of large volumes of data, so that an increase in the number of records does not uncontrollably affect the functioning of operational processes. - NFR443: The system must ensure referential data integrity through the use of foreign keys, constraints, validations, and consistency rules applicable to the relational model. - NFR444: The system must allow for the validation of data integrity rules at the database and application levels to prevent incomplete, inconsistent, or non-compliant records.

Requirement	Description
	- NFR445: The system must implement mechanisms for controlling database access based on roles, separate technical accounts, and the principle of least privilege. - NFR446: The system must prohibit the use of general administrative accounts for day-to-day application operations; such accounts are reserved exclusively for authorized administrative activities. - NFR447: The system must use secure connections between the application and the database server, in accordance with the technical and operational policies applicable to the hosting environment.

3.10. Requirements for MCloud infrastructure, virtualization, containerization, and cloud operations

Procedure name: MCloud infrastructure, virtualization, containerization, and cloud operations

Description: This section covers the main non-functional requirements related to hosting, installation and operation of the eSocial / ANOFM platform within the government MCloud infrastructure managed by STISC. The solution shall be designed according to cloud-native and container-first principles, support deployment in containerized and virtualized environments, ensure compatibility with Kubernetes, OpenStack, approved Linux distributions, persistent and object storage, monitoring and observability mechanisms, environment separation, high availability, autoscaling, reproducible installation, infrastructure configuration artifacts and long-term operation without dependence on external cloud services or the Supplier's uncontrolled infrastructure. The Bidder shall demonstrate how the solution will be installed, configured, validated, scaled, monitored, documented, reconstructed and operated within MCloud in coordination with the Beneficiary and STISC.

List of non-functional requirements:

Requirement	Description
NFR469 – NFR505 *(as per ToR Annex, Section 11: NON-FUNCTIONAL REQUIREMENTS REGARDING THE TECHNICAL ARCHITECTURE AND PLATFORM INFRASTRUCTURE)*	The Bidder shall implement and demonstrate compliance with the following MCloud infrastructure, virtualization, containerization and cloud operations requirements from ToR Annex, Section 11: - NFR469: The system must be designed for hosting, installation, and operation within the government's MCloud infrastructure, managed by STISC, in accordance with the technical and operational requirements applicable to government information systems. - NFR470: The solution must comply with the compatibility requirements for the MCloud infrastructure, including requirements regarding computing, storage, networking, security, monitoring, and operational management resources. - NFR471: The system must be designed according to cloud-native and container-first principles, so that application components can be deployed, scaled, updated, and operated in government cloud environments. - NFR472: The system must allow application components to run in containers, using technologies compatible with the MCloud infrastructure and with the operational policies approved by the Beneficiary and STISC. - NFR473: The system must be compatible with the container orchestration mechanisms used or planned for use in the government infrastructure, including Kubernetes or approved compatible platforms. - NFR474: The system must be compatible with virtualization and cloud infrastructures based on OpenStack or other technologies approved within MCloud, to the extent that these are made available by STISC. - NFR475: The system must be compatible with Linux operating systems approved for MCloud environments, including distributions from the Red Hat/Rocky Linux/AlmaLinux family or Debian/Ubuntu LTS, in accordance with STISC policies.

Requirement	Description
	- NFR476: The system must allow for the logical and operational separation of development, testing, staging, training, and production environments, so that each environment can be configured, managed, and validated separately. - NFR477: The system must allow for the configuration of parameters specific to each operational environment without modifying the source code, including endpoints, environment variables, connection parameters, and operational settings. - NFR478: The vendor must provide detailed resource requirements specification for each environment, including CPU, RAM, storage, networking, persistent volumes, auxiliary services, middleware components, and resources required for operation. - NFR479: The supplier must present the logical and infrastructure of the solution, including application components, the relationships between them, communication flows, network zones, and technical dependencies. - NFR480: The Supplier must provide the Beneficiary and STISC with the technical requirements necessary for configuring the MCloud infrastructure, including resources, network segments, communication rules, DNS, certificates, load balancing, and storage volumes. - NFR481: The configuration of the physical infrastructure, virtual resources, networks, security segments, and core MCloud resources will be performed by STISC, based on the technical requirements provided by the Provider and approved by the Beneficiary. - NFR482: The Supplier must configure the application components, containers, middleware services, and parameters necessary for the solution to operate within the infrastructure provided by the Beneficiary and STISC. - NFR483: The system must allow for the independent scaling of application and infrastructure components, depending on resource consumption, load levels, and the limits of the approved MCloud environment. - NFR484: The system must support the implementation of high-availability, failover, and operational recovery mechanisms, to the extent permitted by the MCloud infrastructure and the approved solution architecture. - NFR485: The system must support the use of autoscaling and self-healing mechanisms for critical components, where these are supported by the orchestration infrastructure and approved by the Beneficiary/STISC. - NFR486: The system must support the use of persistent storage, object storage, and shared volumes that are compatible with the government cloud infrastructure and the application's requirements. - NFR487: The system must avoid critical dependence on unapproved external infrastructures, unauthorized public cloud services, or components incompatible with MCloud and STISC requirements. - NFR488: The system must be capable of being fully installed and operated within the MCloud infrastructure, without the need to use external cloud services, external accounts of the Vendor, or infrastructure not controlled by the Beneficiary or STISC. - NFR489: The Supplier must ensure that software, middleware, and infrastructure components are compatible with the policies, restrictions, and operational procedures applicable to the MCloud infrastructure prior to deployment. - NFR490: The Provider must participate in the configuration, installation, and validation of the solution in the operational environments provided by STISC until the system receives technical and final acceptance. - NFR491: The system must allow for the reproducible installation of application components in all approved environments, using controlled configurations, manifests, and artifacts.

Requirement	Description
	- NFR492: The system must allow for the definition of infrastructure and operational configurations through declarative and automated mechanisms, including Ansible, OpenTofu, or other tools approved within the technical architecture. - NFR493: The vendor must provide the configuration files, orchestration manifests, containerization files, and other artifacts necessary for installing and operating the application on the MCloud infrastructure. - NFR494: The system must allow integration with the administration, monitoring, and observability mechanisms available in the government infrastructure, in accordance with the requirements of the Beneficiary and STISC. - NFR495: The system must allow for checking the status of components installed in the MCloud infrastructure, including the status of containers, services, volumes, connections, application processes, and technical dependencies.

3.11. Requirements for DevSecOps, CI/CD, and reproducible delivery

Procedure name: DevSecOps, CI/CD, and reproducible delivery

Description: This section covers the main non-functional requirements related to DevSecOps, CI/CD, reproducible builds, automated testing, controlled release promotion, artifact publication, deployment, rollback, database migrations, post-deployment checks, technical logs, delivery reporting, version traceability, and handover of delivery procedures for the eSocial / ANOFM platform. The solution shall ensure that all builds, configurations, scripts, artifacts and deployment processes are managed through the approved repository, are repeatable across DEV, TEST, STAGING and PROD environments, and can be executed without dependence on the Supplier's local equipment, personal accounts or undocumented procedures. The Bidder shall demonstrate how the delivery pipeline, release controls, rollback mechanisms, acceptance evidence and knowledge transfer will be implemented, documented, verified and maintained throughout the project lifecycle.

List of non-functional requirements:

Requirement	Description
NFR526 – NFR565 *(as per ToR Annex, Section 11: NON-FUNCTIONAL REQUIREMENTS REGARDING THE TECHNICAL ARCHITECTURE AND PLATFORM INFRASTRUCTURE)*	The Bidder shall implement and demonstrate compliance with the following key DevSecOps, CI/CD and reproducible delivery requirements from ToR Annex, Section 11: - NFR526: The system must be delivered through documented DevOps/DevSecOps processes covering compilation, testing, packaging, publishing, installation and verification of application components. - NFR527: Build, testing and delivery processes must be automated, reproducible and executed from the source code, configurations and scripts located in the approved repository. - NFR528: The system must support controlled version promotion between DEV, TEST, STAGING and PROD environments in accordance with the release workflow approved by the Beneficiary. - NFR530: Software artifacts for all delivered components must be generated automatically and reproducibly so that the same version can be installed in different environments. - NFR531: Source code, build scripts, delivery configurations, installation files and related technical documentation must be managed through version control with traceability of changes.

Requirement	Description
	- NFR533: Each delivery must be identifiable by a unique version linked to the source code, generated artifacts, configurations, tests executed and related documentation. - NFR535: Mandatory automated technical tests must be executed before promoting a release to higher environments, and failed mandatory tests must block promotion. - NFR539: Deployment must be performed through automated and documented mechanisms, avoiding manual file copying, undocumented local configurations or uncontrolled interventions. - NFR540: Environment-specific parameters must be configured via files, variables or dedicated configuration mechanisms without modifying the application source code. - NFR541: Database migrations must be executed in a controlled manner, with records of applied versions, execution order, execution results and identified errors. - NFR543: Post-deployment checks must verify service availability, connectivity, component operation, technical integrations and critical workflows defined for each delivery. - NFR545: The system must support controlled rollback in the event of deployment failure, service degradation or critical errors identified after installation. - NFR547: The system must retain the history of deliveries made in each environment, including installed version, installation date, initiator and operation result. - NFR550: Promotion between environments must be subject to defined conditions, including mandatory tests, delivery approval, versioned artifacts and related documentation. - NFR551: Manual or automated approvals must be configurable before deployment to staging and production, in line with acceptance procedures established by the Beneficiary. - NFR554: Releases must be correlated with requirements, defects, approved changes or work orders to ensure traceability between development, testing and deployment. - NFR556: Delivery processes must be repeatable so that the same version can be reinstalled in the same or another environment without uncontrolled manual intervention. - NFR557: The delivery process must be documented, including pipeline stages, promotion conditions, responsibilities, artifact structure, configurable parameters and failure actions. - NFR558: The Supplier must provide all configurations, scripts, build files, deployment files, instructions and documentation necessary to run the delivery processes. - NFR559: The Beneficiary or designated technical entity must be able to execute delivery processes without relying on the Supplier’s local equipment, personal accounts or internal environments. - NFR563: Delivery must be validated against objective technical acceptance criteria, including successful installation, available services, passed tests, identifiable version and absence of critical errors. - NFR564: The system must maintain a clear record of versions installed in each environment to prevent uncontrolled differences between DEV, TEST, STAGING and PROD.

Requirement	Description
	- NFR565: The Supplier must transfer knowledge to the Beneficiary or designated technical entity regarding execution, monitoring and intervention in build, deploy and rollback processes.

3.12. Requirements regarding licensing, SBOM, and avoiding vendor lock-in

Procedure name: Licensing, SBOM, and avoiding vendor lock-in

Description: This section covers the main non-functional requirements related to licensing transparency, software component inventory, SBOM-style documentation, cost disclosure, lawful use of software components, third-party dependencies, open-source and commercial licensing, support status, renewal and transfer of rights, and avoidance of vendor lock-in for the eSocial / ANOFM platform. The solution shall ensure that all software products, libraries, frameworks, packages, middleware, subscriptions, certificates, tools and dependencies required for implementation and operation are explicitly disclosed, legally usable, versioned, supported, auditable and fully costed in the Bidder's proposal. The Bidder shall demonstrate that the proposed solution can be operated, administered, maintained, updated, migrated and further developed by the Beneficiary or a designated entity without hidden costs, undeclared licenses, personal/provider-controlled accounts, proprietary restrictions or unjustified dependence on a single vendor.

List of non-functional requirements:

Requirement	Description
NFR566 – NFR604 *(as per ToR Annex, Section 11: NON-FUNCTIONAL REQUIREMENTS REGARDING THE TECHNICAL ARCHITECTURE AND PLATFORM INFRASTRUCTURE)*	The Bidder shall ensure full transparency of all software components, licenses, costs, rights of use and operational dependencies so that the eSocial / ANOFM platform can be legally operated, independently maintained and further developed without hidden costs or unjustified vendor lock-in. - include in the technical and financial proposals all costs required for design, development, configuration, testing, implementation, migration, integration, piloting, commissioning, documentation, training, support, maintenance, software licenses, subscriptions, middleware, tools, certificates and third-party components; - explicitly disclose all technologies, software products, proprietary or commercial components, subscriptions, open-source components, third-party products, libraries, frameworks, packages and tools used within the solution, including licensing terms, validity periods, support status and associated costs; - provide and maintain an SBOM-style software component inventory covering direct and transitive dependencies, component names, versions, sources or manufacturers, intended use, license types, support status, usage restrictions and applicable costs; - guarantee that all software components are legally licensed and may be used within state information systems without obligations or restrictions incompatible with the Beneficiary's requirements, including source code publication obligations, modification restrictions or operational limitations; - give priority to permissive licenses such as MIT, BSD or Apache 2.0, and use copyleft or restrictive licenses such as GPL, AGPL or LGPL only where their impact has been analyzed, justified and expressly approved by the Beneficiary; - disclose and justify any proprietary, commercial or restrictive component that may create recurring costs, vendor dependence, migration limitations, special operating conditions, usage limits or additional financial obligations; - ensure that the solution does not create unjustified dependence on supplier-controlled accounts, personal accounts, exclusive third-party platforms, unapproved commercial licenses, external services or infrastructure that cannot be operated by the Beneficiary or the designated entity;

Requirement	Description
	- confirm that all rights of use, configuration, administration, operation, maintenance and further development necessary for the system are transferred to the Beneficiary or designated entity by final acceptance, including license keys, institutional accounts, support contracts, expiration dates and renewal instructions where applicable; - declare any limitations regarding users, transactions, data volume, number of instances, environments, optional modules, technical restrictions, renewal/extension/termination/transfer conditions, support periods and the financial impact of future growth; - ensure that security updates, critical fixes and patches are covered by the licensing/support arrangements and that the support status of each relevant component is declared, monitored and updated when components are introduced, removed or modified; - document licensing and operating costs in the technical documentation, including recurring costs, compliance obligations, legal risks, maintenance risks, auditability and third-party contractual terms that may affect confidentiality, data location, data transfer, support or service continuity; - obtain Beneficiary approval before introducing any new commercially licensed, restrictive, proprietary or cost-impacting component, and ensure the delivered solution contains no pirated, unlicensed or uncertain-origin software; - ensure that reused components from previous projects are explicitly disclosed with their legal status, usage rights and limitations, and that all components needed for testing, piloting, training and acceptance are included in the proposal where required; - guarantee that no software component restricts the Beneficiary's right to operate, audit, update, migrate, integrate or contract another provider for maintenance and further development of the system.

3.13. Requirements for quality assurance and system validation

Procedure name: Quality assurance and system validation

Description: This section covers the main non-functional requirements related to quality assurance, system validation, testing methodology, test traceability, defect management, performance and scalability testing, operational acceptance, user acceptance testing, piloting and final validation of the eSocial / ANOFM platform. The solution shall ensure that all functional and non-functional requirements, business rules, end-to-end workflows, integrations, roles, reports, dashboards, notifications, documents, data operations and critical operational scenarios are verified through approved test scenarios and objective evidence. The Bidder shall prepare the Quality Assurance and System Validation Plan, execute formal test cycles, support UAT and pilot validation, document defects and corrections, provide validation reports and demonstrate that the system is ready for production only after acceptance by the Beneficiary.

List of non-functional requirements:

Requirement	Description
NFR605 – NFR644 *(as per ToR Annex, Section 11: NON-FUNCTIONAL*	The Bidder shall implement a complete quality assurance and system validation approach that ensures the eSocial / ANOFM platform is tested, validated, piloted and accepted based on approved scenarios, objective evidence and traceability between requirements, tests, defects and corrections.

Requirement	Description
REQUIREMENTS REGARDING THE TECHNICAL ARCHITECTURE AND PLATFORM INFRASTRUCTURE)	- develop and submit a Quality Assurance and System Validation Plan covering the testing methodology, types of tests, responsibilities, schedule, deliverables, acceptance criteria and validation process; - cover functional testing, end-to-end flow testing, integration testing, regression testing, operational validation, UAT, system piloting and validation of relevant non-functional requirements; - prepare test scenarios and test cases based on approved functional requirements, non-functional requirements, operational workflows, business rules, user roles and acceptance criteria; - ensure traceability between requirements, test cases, test results, defects and corrections, so that the verification method and result can be identified for each relevant requirement; - submit test scenarios and test cases to the Beneficiary for review and approval before the start of formal test cycles; - perform functional, end-to-end and integration tests for critical workflows involving jobseekers, unemployed persons, employers, service providers, private employment agencies, ANOFM/STOFM specialists and administrators; - test positive, negative, exceptional and error scenarios, including incomplete or incorrect data, unauthorized actions, workflow interruptions, controlled resumption and validation of business rules; - perform regression testing after significant changes, major fixes or releases to confirm that existing functionalities, integrations and dependent modules have not been affected; - use fictitious, anonymized or pseudonymized test data in testing, validation and training environments, without unauthorized use of actual personal data; - maintain a defect management mechanism to record, classify, prioritize, assign, track, resolve, retest and close defects, including severity, priority, affected component, type, status, responsible person and operational impact; - generate test execution reports for each test cycle, including executed scenarios, results, identified defects, correction status, technical recommendations and confirmation of retesting; - perform performance, scalability and stability tests using representative user profiles, data volumes and operational scenarios, and document results, thresholds, metrics, bottlenecks and optimization recommendations; - support operational acceptance testing and UAT with the Beneficiary, including test environments, test data, accounts, execution guides, user assistance and formal documentation of observations, defects and acceptance conclusions; - organize an operational pilot before production launch with the participation of the Beneficiary, selected STOFM subdivisions and relevant users, monitoring application behavior, workflow completeness, performance, incidents, functional errors and user feedback; - log, analyze, prioritize, resolve and retest pilot issues, and prepare a Final Pilot and Operational Validation Report including results, user feedback, fixes, remaining risks and recommendation regarding production launch; - validate reports, dashboards, data consistency, filters, aggregations, exports, access rights, module interoperability, simultaneous use by multiple user categories and post-correction behavior; - ensure that the system is not submitted for final acceptance or production release while unresolved critical or major defects affect functionality, data integrity, interoperability, operational use or manageability;

Requirement	Description
	- provide a complete system validation dossier including the QA plan, test scenarios and cases, execution reports, defect lists, evidence of corrections, pilot report, validation conclusions and Beneficiary acceptance evidence.

3.14. Requirements for minimum technical deliverables

Procedure name: Minimum technical deliverables

Description: This section covers the main non-functional requirements regarding the minimum technical deliverables that the Supplier must provide for the acceptance, operation, maintenance, audit, security verification and further development of the eSocial / ANOFM platform. The deliverables shall include source code, configurations, scripts, technical documentation, architecture and API documentation, installation and operation instructions, manuals, tests and reports, software component inventory, security evidence, backup and recovery procedures, logging and monitoring descriptions, credentials handover information, nonconformity status and other materials required for independent operation by the Beneficiary or the designated entity. The Bidder shall ensure that all deliverables are complete, versioned, up-to-date, accessible, consistent with the installed system version and handed over without exclusive dependency on the Supplier.

List of non-functional requirements:

Requirement	Description
NFR780 –NFR800 *(as per ToR Annex, Section 11: NON-FUNCTIONAL REQUIREMENTS REGARDING THE TECHNICAL ARCHITECTURE AND PLATFORM INFRASTRUCTURE)*	The Bidder shall deliver a complete, controlled and verifiable technical handover package that enables the Beneficiary or the designated operating entity to accept, install, operate, maintain, audit and further develop the system without critical dependence on the Supplier. - provide all minimum technical deliverables required for acceptance, operation, maintenance, auditing and further development of the system; - hand over source code, configurations, scripts, documentation, automated tests, delivery artifacts and other essential materials in the form, media and timeframes established by the contract; - ensure that administrative accounts, keys, certificates, passwords, tokens and other operational credentials are managed in a controlled manner and handed over to the Beneficiary, system owner or designated operating entity; - hand over application and environment configurations for development, testing, staging, training and production environments, as applicable; - provide build, test, delivery and deployment scripts/files, together with published software artifacts and references to delivered versions, so that each installed version can be identified and verified; - provide system architecture documentation, including components, relationships, data flows, technical dependencies and major architectural decisions with justification and operational constraints; - provide complete API and integration documentation, including exposed and consumed services, endpoints, data models, security mechanisms, response codes and error scenarios; - provide installation, configuration and operation documentation, as well as user, functional administration and technical administration manuals, sufficiently clear to avoid critical dependence on the Supplier; - provide automated tests, test reports, security verification reports where applicable, backup/recovery/business continuity procedures and descriptions of logging, monitoring, alerts and investigation mechanisms; - provide an inventory of software components and dependencies, including direct and transitive libraries, frameworks, packages and relevant tools used by the system;

Requirement	Description
	- provide the list of accesses, accounts, certificates, keys, passwords, tokens and credentials required for system administration and operation, together with the list of identified nonconformities and their remediation status; - ensure that all technical deliverables are up-to-date, complete, accessible to authorized personnel and consistent with the version of the system actually delivered and installed; - ensure that deliverables essential for operation, security, maintenance, auditing or further development do not remain exclusively in the possession or control of the Supplier; - recognize that the absence of essential technical deliverables may constitute a major or critical nonconformity depending on the impact on system operation, security, maintenance, auditing or acceptance.

3.15. Requirements for delivery processes and CI/CD

Procedure name: Delivery Processes and CI/CD

Description: This section covers the main non-functional requirements related to documented, automated and reproducible delivery processes for the eSocial / ANOFM platform. The delivery process shall include build, testing, software component inventory, vulnerability scanning, artifact publication, deployment, post-deployment checks, version promotion, rollback, documentation and validation of delivered components. The solution shall ensure that delivery to DEV, TEST, STAGING and PROD environments is controlled, traceable, repeatable and independent of undocumented manual actions, local provider environments or personal accounts. The Bidder shall demonstrate how CI/CD processes, delivery artifacts, configurations, scripts, approvals, rollback procedures and acceptance evidence will support reliable implementation, maintenance and future releases.

List of non-functional requirements:

Requirement	Description
NFR801 – NFR820 *(as per ToR Annex, Section 11: NON-FUNCTIONAL REQUIREMENTS REGARDING THE TECHNICAL ARCHITECTURE AND PLATFORM INFRASTRUCTURE)*	The Bidder shall implement documented, automated and reproducible delivery processes that allow the eSocial / ANOFM platform to be built, tested, scanned, packaged, deployed, verified and accepted in a controlled and traceable manner. - define and document the full delivery process, including build, testing, software inventory, vulnerability scanning, artifact publication, deployment and post-deployment checks; - compile source code and generate executable software artifacts through automated and reproducible mechanisms based on the approved repository; - execute applicable tests, generate test reports and ensure that mandatory tests or validation failures block the delivery or promotion of non-compliant releases; - generate and maintain the inventory of software components and dependencies, and scan code, dependencies and artifacts for vulnerabilities, insecure configurations and technical risks; - publish compliant artifacts in a controlled technical environment, with each artifact linked to an identifiable version, source code reference and delivery record; - deploy or update system components in approved environments only through documented and reproducible mechanisms, avoiding manual file copying, undocumented local configurations or uncontrolled interventions; - perform post-deployment checks covering service availability, connectivity, integrations, database migrations and critical functionalities relevant to the delivered version; - document pipeline stages, promotion conditions, responsibilities, software artifact structure, configurable parameters, secrets management, rollback procedures and actions in case of delivery failure;

Requirement	Description
	- ensure that the Beneficiary, system owner or designated technical entity can configure, operate, validate and, where applicable, execute the delivery process without relying on the Supplier's local equipment, personal accounts or internal environments; - allow validation of critical functionalities and business flows after delivery, including objective evidence required for acceptance, rollback decisions or controlled resumption of failed deliveries.

3.16. Requirements for Testing, Technical Acceptance, and Final Acceptance

Procedure name: Testing, Technical Acceptance, and Final Acceptance

Description: This section covers the main non-functional requirements related to system testing, quality validation, technical acceptance, final acceptance and release readiness of the eSocial / ANOFM platform. The solution shall be validated through documented testing and acceptance processes, including functional, end-to-end, integration, regression, performance, security, accessibility, usability and UAT testing. The Supplier shall ensure traceability between requirements, test cases, results, defects, nonconformities and corrective actions, prepare objective acceptance evidence, complete the AGE compliance matrix and acceptance checklists, and demonstrate that the platform may be released to production only after critical workflows are validated, critical and major nonconformities are resolved, and the Beneficiary approves the final acceptance documentation.

List of non-functional requirements:

Requirement	Description
NFR875 – NFR919 *(as per ToR Annex, Section 11: NON-FUNCTIONAL REQUIREMENTS REGARDING THE TECHNICAL ARCHITECTURE AND PLATFORM INFRASTRUCTURE)*	The Supplier shall implement a complete testing, technical acceptance and final acceptance approach that ensures the delivered eSocial / ANOFM platform is verified against approved functional, non-functional, operational, security, interoperability and documentation requirements. - develop and submit a Testing and Acceptance Plan covering the testing methodology, types of tests, responsibilities, environments, schedule, acceptance criteria, deliverables and reporting method; - ensure traceability between functional and non-functional requirements, acceptance criteria, test cases, test results, identified nonconformities and corrective actions; - prepare test scenarios and test cases for all critical functional and operational workflows, including positive, negative, exceptional and error scenarios, and submit them to the Beneficiary for approval before formal testing; - perform functional testing covering digital forms, validations, statuses, workflow transitions, notifications, document generation, approvals, rejections, reports, dashboards and relevant administrative operations; - perform integration testing between internal modules, eSocial ecosystem components and external systems, including applicable government platforms such as MConnect, MPass, MSign, MLog, MNotify, MPay, MPower, MDelivery and MDocs where used; - perform regression testing after significant changes, major fixes, version updates or incremental releases to confirm that existing functionalities have not been affected; - perform performance, scalability and stability tests using realistic volumes of users, transactions, documents, reports, API requests and integration flows, and document bottlenecks and optimization recommendations; - perform security tests and, where applicable, penetration testing before production deployment, including authentication, authorization, access control, personal data protection, logging, insecure configurations and known vulnerabilities; - verify accessibility and usability of applicable interfaces, including compliance with WCAG 2.1 Level AA and the Universal Design Model where applicable; - use fictitious, anonymized or pseudonymized test data in test, staging, training and validation environments, without unauthorized use of real personal data;

Requirement	Description
	- provide the Beneficiary with test environments, test accounts, test data, user instructions and technical support necessary for testing and acceptance; - support Beneficiary UAT based on approved representative scenarios covering operational workflows, roles, responsibilities, forms, notifications, reports, user interactions and digital service results; - manage defects and nonconformities through a documented mechanism for recording, classification, prioritization, assignment, correction, retesting and closure; - generate test reports for each test cycle and include results of functional, integration, performance, security, regression and UAT testing in the technical and final acceptance documentation; - base acceptance on objective evidence, including test reports, screenshots, logs, minutes, demonstrations, updated documentation, AGE compliance matrix, checklists and other verifiable deliverables; - ensure technical acceptance verifies delivered source code, configurations, scripts, artifacts, APIs, integrations, technical documentation, security deliverables, test reports and access rights required for operation; - prevent technical or final acceptance when unresolved critical or major nonconformities affect security, functionality, interoperability, data protection, essential documentation or operational capability; - prepare the final acceptance dossier, including testing and acceptance evidence, defect remediation, performance validation, security validation, integration validation and technical compliance evidence; - allow the acceptance conclusion to be acceptance, conditional acceptance or rejection, with conditional acceptance limited to non-critical nonconformities and supported by a corrective action plan; - release the system to production only after mandatory tests are completed, critical workflows are validated, critical and major nonconformities are corrected, results are approved by the Beneficiary and final acceptance documentation exists; - ensure that final acceptance does not limit warranty obligations, rectification of latent defects, post-implementation support or subsequent correction of nonconformities under the contract.

IV. TECHNICAL AND USER DOCUMENTATION

This chapter refers to the official system documentation that shall remain as the reference set for the use, administration, operation, maintenance and further development of the employment-related components of the integrated information system “eSocial”. The documentation cover the implemented solution, including eSocial/ANOFM, ANOFM/STOFM Back Office, Digital Front Office, the public employment portal angajat.md, voucher-based professional training workflows, active labour market measures, labour migration processes, reporting, integrations and administration components.

All documentation shall be prepared in Romanian, delivered in digital format, and shall be compliant with the requirements applicable to governmental information systems, including interoperability, cybersecurity, personal data protection, auditability, accessibility, maintainability and future extensibility.

The Contractor shall deliver the documentation in both PDF and editable formats, such as DOCX, XLSX, VSDX/UML, Markdown, or other agreed formats. The documentation shall be versioned, updated after major releases, and aligned with the final accepted version of the system.

The documentation package shall include the following components:

- system architecture documentation;
- functional and technical documentation;

- database and data model documentation;
- API and integration documentation;
- user manuals;
- administrator manual;
- deployment, configuration and maintenance documentation;
- testing, acceptance, and operational support documentation.

4.1. System architecture documentation

The Contractor shall provide complete documentation of the overall system architecture, describing the structure, components, modules, interfaces, deployment model and integration mechanisms of the eSocial employment-related components.

The documentation shall include at least the following:

Documentation area	Minimum requirements
Architecture scope	– overall system architecture, including backend, frontend, databases, APIs, integration layer and infrastructure components; – description of eSocial/ANOFM as the central operational component for ANOFM/STOFM processes; – description of ANOFM/STOFM Back Office, Digital Front Office, angajat.md, voucher module, active measures module, labour migration module and reporting components; – description of the interaction between eSocial/ANOFM, angajat.md and other internal or external modules.
Diagrams and flows	– architecture diagrams showing system components, data flows, communication flows and dependencies; – logical, application, physical and integration architecture diagrams; – description of critical components, dependencies and failure points; – description of assumptions, constraints and future scalability considerations.
Governmental integrations and infrastructure	– deployment architecture, including environments, infrastructure, hosting model and cloud-readiness; – integration architecture with MCloud, MConnect, MPass, MSign, MNotify, MPay, MLog and other relevant governmental services; – integration approach with state registers and external systems used for identity, legal entity, employment, disability, fiscal, payment and labour market data exchange; – security, audit, logging and monitoring mechanisms implemented at architectural level.

4.2. Functional and technical documentation

The Contractor shall deliver complete functional and technical documentation describing all implemented functionalities, workflows, business rules, and operational processes.

The documentation shall include at least the following:

Documentation area	Minimum requirements
Functional scope	– description of all functional modules developed under the contract; – description of user roles, access rights and permission logic; – description of business workflows, including registration, electronic dossiers, applications, decisions, services, measures, vacancies, CVs, matching, payments, migration, reporting and administration; – mapping between functional requirements, implemented functionality and acceptance criteria.
	– description of statuses, transitions and workflow rules;

Workflow and business rules	– description of digital forms, mandatory fields, validation rules and error messages; – description of decision-making flows, approval/rejection processes and document generation logic; – description of notifications, alerts, reminders and operational tasks.
Operational behavior	– description of audit, traceability and activity logging mechanisms; – description of system behavior in standard cases, exceptions and error scenarios; – description of configuration parameters affecting business processes; – description of dependencies between functional modules and external services.

4.3. Database and data model documentation

The Contractor shall provide complete documentation of the database structure, data models, entities, relationships, and data flows used by the system.

The documentation shall include at least the following:

Documentation area	Minimum requirements
Data models and schemas	– conceptual, logical and physical data models; – database schema and description of tables, fields, relationships and constraints; – description of key entities, including beneficiaries, jobseekers, unemployed persons, employers, service providers, agencies, dossiers, applications, services, measures, vacancies, CVs, referrals, decisions, payments, documents, notifications, registers and logs; – data dictionary with field names, descriptions, formats, data types and validation rules.
Reference and external data	– description of master data, nomenclatures, classifiers and reference data; – mapping of data sources and target structures; – description of data imported from state registers and external systems; – description of migrated data, transformation rules and validation/reconciliation results.
Integrity and lifecycle	– description of data integrity rules, uniqueness rules and relationship constraints; – description of data retention, archiving, anonymization and pseudonymization rules, where applicable; – description of audit-relevant data and log retention dependencies; – description of mechanisms used to ensure consistency between modules and integrations.

4.4. API and integration documentation

The Contractor shall deliver complete API and integration documentation for all internal and external interfaces developed or configured within the system.

The documentation shall include at least the following:

Documentation area	Minimum requirements
API documentation	– list of endpoints, methods, request/response structures and parameters; – authentication and authorization mechanisms for API access; – error codes, exception handling and retry mechanisms; – API versioning and lifecycle management rules.
	– integration documentation with MPass, MSign, MNotify, MConnect, MCloud, MLog, MPay and other governmental services;integration documentation with state registers and external platforms;

Integration documentation	– data exchange formats, message structures and validation rules; – description of integration frequency, triggers, synchronization rules and dependencies.
Testing and troubleshooting	– logging, monitoring and audit requirements for integration calls; – technical instructions for testing and troubleshooting integrations; – description of integration error scenarios and remediation steps; – description of fallback procedures where an external service is unavailable.

4.5. User manuals

The Contractor shall prepare practical user manuals for internal and external users of the system. These manuals shall serve as the official reference documentation for day-to-day use of the platform.

The documentation shall include at least the following:

Documentation area	Minimum requirements
Manuals for ANOFM/STOFM staff	– step-by-step instructions for STOFM specialists and ANOFM users; – guidance for managing beneficiary dossiers, applications, services, measures, vacancies, CVs, referrals, decisions, payments and reports; – instructions for processing requests, validating data, issuing decisions and managing statuses; – instructions for working with employers, service providers, private employment agencies and other institutional actors; – guidance for using dashboards, reports, registers and operational monitoring tools.
Guides for external users	– guide for jobseekers and unemployed persons using the Personal Cabinet; – guide for creating and managing the digital profile and CV; – guide for registering as jobseeker or unemployed person; – guide for employers using the employer cabinet and angajat.md; – guide for declaring vacant jobs, managing announcements, viewing applications and communicating with candidates; – guide for private employment agencies, professional training providers, NGOs and partner organizations, where applicable.
Manual quality requirements	– instructions for handling exceptions, errors, incomplete data and clarification requests; – screenshots, examples and simulated case scenarios; – role-specific guidance for operators, specialists, managers and operational administrators; – simplified instructions with screenshots and examples for non-technical users.

4.6. Administrator manual

The Contractor shall prepare a dedicated administrator manual for system administrators, technical administrators and authorized operational administrators.

The documentation shall include at least the following:

Documentation area	Minimum requirements
User and access administration	– administration of users, roles, groups and access rights; – RBAC configuration and permission management; – management of institutional and external user profiles; – procedures for account activation, suspension, deactivation and access review.

System configuration	– management of nomenclatures, classifiers, statuses, templates and business parameters; – configuration of notifications, forms, workflows and system parameters; – administration of registers, dashboards and reporting configurations; – management of scheduled jobs and synchronization processes.
Operations and support	– monitoring of system activity, audit logs and operational events; – management of integrations and operational dependencies; – backup, restore and operational continuity procedures; – troubleshooting procedures and incident handling guidance; – instructions for managing updates, releases, configuration changes and technical maintenance.

4.7. Testing, acceptance and operational support documentation

The Contractor shall deliver documentation required for system testing, piloting, acceptance, and operational support.

The documentation shall include at least the following:

Documentation area	Minimum requirements
Testing documentation	– testing strategy and test plan; – functional test scenarios and test cases; – integration and interoperability testing documentation; – performance, security, accessibility and compatibility testing documentation; – user acceptance testing scenarios and results.
Acceptance documentation	– defect register, defect classification and remediation status; – pilot testing documentation and pilot feedback reports; – acceptance reports and acceptance checklists; – final acceptance package confirming that the system complies with the RFP, ToR and approved deliverables.

4.8. General delivery requirements for documentation

The Contractor shall ensure that all documentation delivered under this chapter is complete, consistent, versioned, and aligned with the implemented and accepted solution.

- Documentation shall be delivered in Romanian.
- Documentation shall be delivered in editable and PDF formats.
- Architecture diagrams, data models, and workflow diagrams shall be delivered in editable formats.
- Documentation shall be updated after major releases, UAT, pilot implementation, and final acceptance.
- Each document shall include version number, date, author/responsible party and change history.
- The final documentation package shall include a completeness checklist.
- The Beneficiary shall review and approve the final documentation package before final acceptance.

V. User Training Activities and Knowledge Transfer

The Contractor shall plan, prepare and deliver structured user training activities and knowledge transfer for all relevant user categories of the employment-related components of the integrated information system “eSocial”, including ANOFM, STOFM, MMPS, system administrators, technical staff, operational users and support/helpdesk staff. Training shall be practical, role-based, and aligned with the implemented workflows, user roles, business processes, and operational responsibilities of each target group. The Contractor shall ensure that all training materials are prepared in Romanian, delivered in editable and PDF formats, and updated after pilot testing, UAT, production launch or major system changes, where applicable.

5.1. Training plan and methodology

The Contractor shall develop a detailed training plan and methodology describing how the training process will be organized, delivered, evaluated, and adjusted during project implementation. The training plan shall define target groups, training objectives, delivery formats, calendar, training environment, evaluation approach, and post-training support arrangements.

- identify all target groups to be trained, including ANOFM central-level users, STOFM specialists, MMPS users, administrators, technical staff, helpdesk/support staff and relevant external users, where applicable;
- define the training objectives and expected learning outcomes for each user category;
- define the training methodology, including demonstrations, practical exercises, simulations, Q&A sessions and guided walkthroughs;
- define the training format, including in-person, online, hybrid, classroom-based, laboratory-based or recorded sessions;
- prepare a training calendar aligned with implementation milestones, pilot testing, UAT and production launch;
- define the number of sessions, estimated duration, group size, language training and trainer responsibilities;
- define the training environment, demo accounts, test data and simulated workflows to be used during sessions;
- define evaluation methods, including attendance lists, feedback questionnaires and practical exercise assessment;
- ensure that the training plan is reviewed and approved by the Beneficiary before the training activities start.

5.2. Training sessions for institutional users

The Contractor shall deliver training sessions for institutional users from ANOFM, STOFM, and MMPS. These sessions shall focus on the functional and operational use of eSocial/ANOFM Back Office workflows, Digital Front Office components, angajat.md interactions, dashboards and reporting tools.

- deliver role-based training sessions for ANOFM, STOFM and MMPS users;
- cover the main operational workflows relevant for institutional users;
- demonstrate authentication, role-based navigation and access to the relevant workspaces;
- explain how institutional users operate beneficiary dossiers, applications, documents, services, measures, vacancies, CVs, referrals, decisions, payments and reports;
- demonstrate workflows for profiling, Individual Employment Plan, referrals and job placement;
- demonstrate processes related to active labour market measures, voucher workflows and labour migration;
- demonstrate reporting, dashboards, registers and operational monitoring functionalities;
- include Q&A sessions and collection of user feedback after each training session;
- ensure that training sessions are aligned with the final configuration and implemented functionality.

5.3. Knowledge transfer and post-training assistance

The Contractor shall ensure structured knowledge of transfer to ANOFM, STOFM, MMPS and designated technical/operational staff. Knowledge transfer shall continue during pilot testing, UAT, production launch and the initial post-implementation period, with the objective of ensuring that the Beneficiary can independently use, administer and support the system after project completion.

- organize knowledge transfer sessions for functional, operational and technical teams;
- provide walkthroughs of system architecture, configuration, integrations and operational workflows;
- transfer knowledge on business rules, system parameters, user roles, permissions and administration logic;
- explain deployment model, environments, configuration and release/update approach at the level necessary for the Beneficiary;
- support ANOFM/STOFM users during pilot testing and UAT;
- provide post-training assistance during the initial operational period;
- organize follow-up sessions after users start working with the system;
- update training presentations, exercises and Q&A materials based on feedback and system changes;
- maintain a Q&A register and lessons learned log;
- provide recommendations for internal training replication and onboarding of future users.

SECTION 6: CONDITIONS OF CONTRACT AND CONTRACT FORMS

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

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

6.2 Special Conditions of Contract

Not applicable

6.3 Contract Form

In the event of an award, the following sample Contract will be used: Contract for Goods and/or Services to UNDP.
The conditions are available at: https://www.undp.org/procurement/doing-business-undp/how-we-buy

6.4 Performance Security

Performance Security must be issued using the official letterhead of the Issuing Bank.
Except for indicated fields, no changes may be made on this template.

INSERT LETTERHEAD OF THE BANK

[date]

To: Beneficiary
United Nations Development Programme (UNDP)
[insert address]

Contractor
[insert information on contractor]
Reference: Guarantee No. [**insert number**]

Dear Sirs,

WHEREAS, the United Nations Development Programme (the "Beneficiary") and [**Name of Contractor**] (the "Contractor") have entered into Contract No. [**contract number]** for [**insert description of contract**], which entered into force on [**date**] (the "Contract");

WHEREAS, the Contract requires that the Contractor furnishes a bank guarantee for a sum specified in the Contract as security for the Contractor's satisfactory compliance with its obligations under the Contract;

WHEREAS, we **[Name** of **the Bank]** (the "Guarantor"), have agreed to give the Contractor such Guarantee;

NOW THEREFORE, we, the Guarantor, hereby undertake to pay to the Beneficiary, upon the Beneficiary's first written demand and without cavil or arguments any sum or sums not exceeding in the aggregate **[currency][amount in words and figures]** or such lesser sum of money as the Beneficiary may by such written demand require to be paid, accompanied by the Beneficiary's written statement that the Contractor is in breach of its obligations under the Contract, without the need to specify, prove or show grounds or reasons for such demand. Such statement shall be conclusive evidence of the Beneficiary's entitlement to payment in the amount demanded, up to the amount of this Guarantee.

The maximum guaranteed amount under this Guarantee is **[currency] [amount in words and figures]**.

We, the Guarantor, further agree that no change or addition to or other modification of the terms of the Contract or of the works, goods and services acquired thereunder, which may be made between the Beneficiary and the Contractor, shall in any way release us, the Guarantor, from any liability under this Guarantee, and we hereby waive the notice of any such change, addition or modification.

This Guarantee shall be valid until thirty (30) days after the date of issuance by the Beneficiary of a certificate of satisfactory performance and full completion by the Contractor of its obligations under the Contract.

Subject to the paragraph below, this Guarantee is governed by the Uniform Rules for Demand Guarantees, ICC Publication No. 758. The supporting statement under Article 15(a) thereof is excluded.

Nothing herein or related hereto shall be deemed a waiver express or implied of the privileges and immunities of the United Nations, including its subsidiary organs nor shall it be interpreted or applied in a manner inconsistent with such privileges and immunities.

SIGNATURE AND SEAL OF THE GUARANTOR BANK

____

Date:
Name of Bank:
Address:

SECTION 7: PROPOSAL ANNEXES and 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**
- **Annex 2 to Form G: Offer compliance checklist matrix** *[Attached as a separate document to this package]*
- **Form H: Format for CV of Proposed Key Personnel**
- **Form I: Statement of Exclusivity and Availability**
- **Form J: Financial Proposal Submission** *[Form J is part of the Financial Proposal and shall be submitted directly in the system only in the "Commercial section" of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.]*
- **Form K: Format for Financial Proposal** *[Forms K is part of the Financial Proposal and shall be submitted directly in the system only in the "Commercial section" of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received.]*
- **Form L: Proposal Security** *[Scanned copy included in online submission and original submitted not later than 10 (ten) days after the submission deadline at the address indicated in Section 3 above]*

FORM A: PROPOSAL CONFIRMATION

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

To: Insert name of contact person

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

From: Insert name of proposer

Subject RFP reference **RfP26/03296**

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	☐
▪ Annex 2 to Form G: Offer compliance checklist matrix *[Attached as a separate document to this package]*	☐
▪ Form H: CVs of proposed key personnel	☐
▪ Form I: Statements of exclusivity and availability for key personnel	☐
▪ Form L: Proposal Security *[scanned copy included in online submission and original submitted not later than 10 (ten) days after the submission deadline at the address indicated in Section 3 above]*	☐
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	☐
Have you provided the required documents in support of Form D: Proposer Information?	☐

Financial Proposal:

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

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

FORM C: TECHNICAL PROPOSAL SUBMISSION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	**RfP26/03296**		

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	**RfP26/03296**
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:	**RfP26/03296**		

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:	**RfP26/03296**		

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 5 years**.

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

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

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

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

Financial Standing

Annual Turnover for the last 3 years	Year 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:	**RfP26/03296**		

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 (Annex 2 to Form G) must be submitted by the Bidder as separate document in accordance with compliance to all functional and non-functional requirements of the Section 5: Terms of Reference and Annex 1 to this RfP (Detailed Terms of Reference), 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:	**RfP26/03296**		

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:	**RfP26/03296**		

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:	**RfP26/03296**		

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:	**RfP26/03296**		

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 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 Terms of Reference outputs.

Key personnel and estimated working days

Key personnel	Estimated Number of personnel	Estimated quantity of working days needed
Key personnel 1: IT Project Manager / Scrum Master	1	350
Key personnel 2: IT Business Analyst	1	300
Key personnel 3: Solution Architect / Technical Lead	1	310
Key personnel 4: Senior Backend Developer	1	410
Key personnel 5: Middle Backend Developer	1	410
Key personnel 6: Senior Frontend Developer	1	391
Key personnel 7: Middle Frontend Developer	1	391
Key personnel 8: Full Stack Developer	1	220
Key personnel 9: UI/UX Designer	1	137
Key personnel 10: QA Engineer	1	265
Key personnel 11: Tester	1	265
Key personnel 12: DevOps Engineer	1	197
Key personnel 13: Data Engineer	1	188

Table 1: Financial Offer:

The presented number of working dates have an indicative purpose and shall be revised by the bidders in line with the proposed methodology and implementation approach, including a balanced distribution of costs between deliverables. UNDP reserves the right to readjust the final deliverables amounts in consultations with the awarded supplier.

Deliverable / Activity description	Professional Fees				Other Costs				Total Amount per deliverable (subtotal 1 + subtotal 2)
	Position	Daily fee Rate	No. of Working days	Total Amount	Description	Q-ty	Price	Total	
Deliverable 1: Project inception, implementation and acceptance action plan	1 (one) IT Project Manager / Scrum Master		29		Travel				
	1 (one) IT Business Analyst		21		Subsistence allowance				
	1 (one) Solution Architect / Technical Lead		21		Local transportation costs				
	1 (one) QA Engineer		6		Communication				
	1 (one) Tester		6		Other costs (specify)				
	1 (one) DevOps Engineer		9						
	Other experts (if any) [Please list]								
			Sub-total 1				**Sub-total 2**		
								Total:	
Deliverable 2: Business analysis, AS-IS / TO-BE processes and functional design	1 (one) IT Project Manager / Scrum Master		44		Travel				
	1 (one) IT Business Analyst		53		Subsistence allowance				
	1 (one) Solution Architect / Technical Lead		46		Local transportation costs				
	1 (one) UI/UX Designer		12		Communication				
	1 (one) QA Engineer		12		Other costs (specify)				
	1 (one) Tester		11						
	1 (one) Data Engineer		19						
	Other experts (if any) [Please list]								
			Sub-total 1				**Sub-total 2**		

								Total:	
Deliverable 3: Solution architecture, data model and technical design package	1 (one) IT Project Manager / Scrum Master		29		Travel				
	1 (one) Solution Architect / Technical Lead		69		Subsistence allowance				
	1 (one) Senior Backend Developer		10		Local transportation costs				
	1 (one) Middle Backend Developer		9		Communication				
	1 (one) Senior Frontend Developer		10		Other costs (specify)				
	1 (one) Middle Frontend Developer		9						
	1 (one) QA Engineer		11						
	1 (one) Tester		10						
	1 (one) DevOps Engineer		9						
	1 (one) Data Engineer		15						
	Other experts (if any) [Please list]								
			Sub-total 1				**Sub-total 2**		
								Total:	
Deliverable 4: Legacy systems assessment and data migration package	1 (one) IT Project Manager / Scrum Master		15		Travel				
	1 (one) IT Business Analyst		21		Subsistence allowance				
	1 (one) Solution Architect / Technical Lead		17		Local transportation costs				
	1 (one) Senior Backend Developer		47		Communication				
	1 (one) Middle Backend Developer		46		Other costs (specify)				
	1 (one) QA Engineer		58						
	1 (one) Tester		57						
	1 (one) DevOps Engineer		25						
	1 (one) Data Engineer		29						
	Other experts (if any) [Please list]								

			Sub-total 1				Sub-total 2		
								Total:	
Deliverable 5: Core platform foundation: users, access management, unified digital dossiers and document management	1 (one) IT Project Manager / Scrum Master		44		Travel				
	1 (one) IT Business Analyst		64		Subsistence allowance				
	1 (one) Solution Architect / Technical Lead		34		Local transportation costs				
	1 (one) Senior Backend Developer		107		Communication				
	1 (one) Middle Backend Developer		107		Other costs (specify)				
	1 (one) Senior Frontend Developer		109						
	1 (one) Middle Frontend Developer		109						
	1 (one) Full Stack Developer		40						
	1 (one) UI/UX Designer		48						
	1 (one) QA Engineer		29						
	1 (one) Tester		29						
	1 (one) DevOps Engineer		34						
	1 (one) Data Engineer		43						
	Other experts (if any) [Please list]								
			Sub-total 1				Sub-total 2		
								Total:	
Deliverable 6: Jobseeker and unemployed person registration, case management and individual employment plan	1 (one) IT Project Manager / Scrum Master		22		Travel				
	1 (one) IT Business Analyst		16		Subsistence allowance				
	1 (one) Solution Architect / Technical Lead		17		Local transportation costs				
	1 (one) Senior Backend Developer		33		Communication				
	1 (one) Middle Backend Developer		32		Other costs (specify)				
	1 (one) Senior Frontend Developer		34						

	1 (one) Middle Frontend Developer		33						
	1 (one) Full Stack Developer		30						
	1 (one) UI/UX Designer		18						
	1 (one) QA Engineer		15						
	1 (one) Tester		14						
	1 (one) DevOps Engineer		8						
	Other experts (if any) [Please list]								
			Sub-total 1				**Sub-total 2**		
								Total:	
Deliverable 7: Employer, service provider and private employment agency management	1 (one) IT Project Manager / Scrum Master		18		Travel				
	1 (one) IT Business Analyst		13		Subsistence allowance				
	1 (one) Solution Architect / Technical Lead		17		Local transportation costs				
	1 (one) Senior Backend Developer		28		Communication				
	1 (one) Middle Backend Developer		28		Other costs (specify)				
	1 (one) Senior Frontend Developer		34						
	1 (one) Middle Frontend Developer		33						
	1 (one) Full Stack Developer		13						
	1 (one) QA Engineer		6						
	1 (one) Tester		6						
	1 (one) DevOps Engineer		8						
	Other experts (if any) [Please list]								
			Sub-total 1				**Sub-total 2**		
								Total:	
	1 (one) IT Project Manager / Scrum Master		21		Travel				

	1 (one) IT Business Analyst		15		Subsistence allowance				
	1 (one) Solution Architect / Technical Lead		12		Local transportation costs				
	1 (one) Senior Backend Developer		42		Communication				
	1 (one) Middle Backend Developer		42		Other costs (specify)				
	1 (one) Senior Frontend Developer		43						
Deliverable 8: Vacancy management, labour intermediation, CV and recruitment workflows	1 (one) Middle Frontend Developer		42						
	1 (one) Full Stack Developer		23						
	1 (one) QA Engineer		12						
	1 (one) Tester		11						
	1 (one) DevOps Engineer		13						
	1 (one) Data Engineer		14						
	Other experts (if any) [Please list]								
			Sub-total 1				**Sub-total 2**		
								Total:	
	1 (one) IT Project Manager / Scrum Master		12		Travel				
	1 (one) IT Business Analyst		11		Subsistence allowance				
	1 (one) Solution Architect / Technical Lead		7		Local transportation costs				
	1 (one) Senior Backend Developer		24		Communication				
Deliverable 9: Public employment portal angajat.md and eSocial Digital Front-Office	1 (one) Middle Backend Developer		25		Other costs (specify)				
	1 (one) Senior Frontend Developer		33						
	1 (one) Middle Frontend Developer		33						
	1 (one) Full Stack Developer		19						
	1 (one) UI/UX Designer		29						
	1 (one) QA Engineer		23						

	1 (one) Tester		23						
	1 (one) DevOps Engineer		17						
	Other experts (if any) [Please list]								
			Sub-total 1				**Sub-total 2**		
								Total:	
Deliverable 10: Career guidance and occupation catalogue	1 (one) IT Project Manager / Scrum Master		15		Travel				
	1 (one) IT Business Analyst		11		Subsistence allowance				
	1 (one) Solution Architect / Technical Lead		12		Local transportation costs				
	1 (one) Senior Backend Developer		16		Communication				
	1 (one) Middle Backend Developer		16		Other costs (specify)				
	1 (one) Senior Frontend Developer		24						
	1 (one) Middle Frontend Developer		24						
	1 (one) Full Stack Developer		11						
	1 (one) UI/UX Designer		18						
	1 (one) QA Engineer		12						
	1 (one) Tester		11						
	1 (one) DevOps Engineer		8						
	Other experts (if any) [Please list]								
			Sub-total 1				**Sub-total 2**		
								Total:	
Deliverable 11: Active Labour Market Programmes, training, voucher and benefits management	1 (one) IT Project Manager / Scrum Master		15		Travel				
	1 (one) IT Business Analyst		11		Subsistence allowance				
	1 (one) Solution Architect / Technical Lead		12		Local transportation costs				
	1 (one) Senior Backend Developer		24		Communication				

	1 (one) Middle Backend Developer		24		Other costs (specify)				
	1 (one) Senior Frontend Developer		24						
	1 (one) Middle Frontend Developer		25						
	1 (one) Full Stack Developer		18						
	1 (one) UI/UX Designer		12						
	1 (one) QA Engineer		8						
	1 (one) Tester		9						
	1 (one) DevOps Engineer		8						
	1 (one) Data Engineer		10						
	Other experts (if any) [Please list]								
			Sub-total 1				**Sub-total 2**		
								Total:	
Deliverable 12: Labour migration management	1 (one) IT Project Manager / Scrum Master		6		Travel				
	1 (one) IT Business Analyst		10		Subsistence allowance				
	1 (one) Solution Architect / Technical Lead		10		Local transportation costs				
	1 (one) Senior Backend Developer		16		Communication				
	1 (one) Middle Backend Developer		16		Other costs (specify)				
	1 (one) Senior Frontend Developer		16						
	1 (one) Middle Frontend Developer		16						
	1 (one) Full Stack Developer		15						
	1 (one) QA Engineer		8						
	1 (one) Tester		9						
	1 (one) DevOps Engineer		8						
	1 (one) Data Engineer		9						

	Other experts (if any) [Please list]								
			Sub-total 1				**Sub-total 2**		
								Total:	
Deliverable 13: Reporting, registers, dashboards, analytics and interoperability layer	1 (one) IT Project Manager / Scrum Master		37		Travel				
	1 (one) IT Business Analyst		26		Subsistence allowance				
	1 (one) Solution Architect / Technical Lead		11		Local transportation costs				
	1 (one) Senior Backend Developer		24		Communication				
	1 (one) Middle Backend Developer		24		Other costs (specify)				
	1 (one) Senior Frontend Developer		24						
	1 (one) Middle Frontend Developer		25						
	1 (one) Full Stack Developer		13						
	1 (one) QA Engineer		11						
	1 (one) Tester		12						
	1 (one) DevOps Engineer		13						
	1 (one) Data Engineer		19						
	Other experts (if any) [Please list]								
			Sub-total 1				**Sub-total 2**		
								Total:	
Deliverable 14: Quality assurance, testing, UAT, pilot and go-live	1 (one) IT Project Manager / Scrum Master		13		Travel				
	1 (one) IT Business Analyst		7		Subsistence allowance				
	1 (one) Solution Architect / Technical Lead		8		Local transportation costs				
	1 (one) Senior Backend Developer		18		Communication				
	1 (one) Middle Backend Developer		19		Other costs (specify)				
	1 (one) Senior Frontend Developer		19						

	1 (one) Middle Frontend Developer		19						
	1 (one) Full Stack Developer		15						
	1 (one) QA Engineer		39						
	1 (one) Tester		40						
	1 (one) DevOps Engineer		17						
	1 (one) Data Engineer		16						
	Other experts (if any) [Please list]								
		Sub-total 1				**Sub-total 2**			
								Total:	
Deliverable 15: Source code, deployment artefacts and technical documentation	1 (one) IT Project Manager / Scrum Master		15		Travel				
	1 (one) Solution Architect / Technical Lead		11		Subsistence allowance				
	1 (one) Senior Backend Developer		14		Local transportation costs				
	1 (one) Middle Backend Developer		14		Communication				
	1 (one) Senior Frontend Developer		14		Other costs (specify)				
	1 (one) Middle Frontend Developer		15						
	1 (one) Full Stack Developer		15						
	1 (one) QA Engineer		11						
	1 (one) Tester		12						
	1 (one) DevOps Engineer		17						
	1 (one) Data Engineer		14						
	Other experts (if any) [Please list]								
		Sub-total 1				**Sub-total 2**			
								Total:	
	1 (one) IT Project Manager / Scrum Master		15		Travel				

Deliverable 16: Training, rollout and post-implementation support	1 (one) IT Business Analyst		21		Subsistence allowance				
	1 (one) Solution Architect / Technical Lead		6		Local transportation costs				
	1 (one) Senior Backend Developer		7		Communication				
	1 (one) Middle Backend Developer		8		Other costs (specify)				
	1 (one) Senior Frontend Developer		7						
	1 (one) Middle Frontend Developer		8						
	1 (one) Full Stack Developer		8						
	1 (one) QA Engineer		4						
	1 (one) Tester		5						
	1 (one) DevOps Engineer		3						
	Other experts (if any) [Please list]								
		Sub-total 1				**Sub-total 2**			
								Total:	
Grand total								**Total Amount of Financial Proposal** *[Please specify currency]*	

FORM L: PROPOSAL SECURITY

Proposal Security must be issued using the official letterhead of the Issuing Bank.
Except for indicated fields, no changes may be made on this template.

Beneficiary: Insert contact information for procuring organisation as provided in Section 3: Data Sheet.

RFP Reference: Click or tap here to enter text.

WHEREAS (hereinafter called "the Proposer") has submitted a Proposal to UNDP dated Click or tap to enter a date. to execute services Click or tap here to enter text. (hereinafter called "the Proposal"):

AND WHEREAS it has been stipulated by you that the Proposer shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security if the Proposer:

a) Fails to sign the Contract after UNDP has awarded it;
b) Withdraws its Proposal after the date of the opening of the Proposals;
c) Fails to comply with UNDP's variation of requirement, as per RFP instructions; or
d) Fails to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering the contract effective.

AND WHEREAS we have agreed to give the Proposer such Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Proposer, up to a total of [*amount of guarantee*] [*in words and numbers*], such sum being payable in the types and proportions of currencies in which the Price Proposal is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of *[amount of guarantee as aforesaid*] without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid up to 30 days after the final date of validity of proposals.

SIGNATURE AND SEAL OF THE GUARANTOR BANK

Signature: ____

Name: ____

Title: ____

Date: ____

Name of Bank ____

Address ____

[Stamp with official stamp of the Bank]