



REQUEST FOR PROPOSAL (RFP)

Procurement of Services for the design, development and implementation of the «Disability» Module within the eSocial platform

RFP Reference No.:	RfP26/03377
Country:	Republic of Moldova

SECTION 1: LETTER OF INVITATION: LETTER OF INVITATION

United Nations Development Programme, hereinafter referred to as UNDP, **through the “Digital Transformation of Social Protection” Project**, hereby invites prospective proposers to submit a proposal for the Procurement of services for the development, configuration and implementation of additional functionalities for the dedicated Information System for Work Capacity Determination (SIDDCM) in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

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

Section 1: This Letter of Invitation

Section 2: Instruction to Proposers

Section 3: Data Sheet

Section 4: Evaluation Criteria

Section 5: Terms of Reference

Section 6: Conditions of Contract and Contract Forms

Section 7: Proposal Forms

- Form A: Proposal confirmation
- Form B: Checklist
- Form C: Technical Proposal Submission
- Form D: Proposer Information
- Form E: Joint Venture/Consortium/Association Information
- Form F: Eligibility and Qualification
- Form G: Format for Technical Proposal
 - **Annex 1: Proposal functional and non-functional 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

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

Should you be interested to submit a proposal, please log in to the Quantum NextGenERP supplier portal and subscribe to this tender following the instructions in the system user guide. Please search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-01138**. Once subscribed to the tender, you will be able to receive notifications in case of amendments of the tender document and requirements.

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

Offers must be submitted directly in the Quantum NextGenERP supplier portal following this link: <http://supplier.quantum.partneragencies.org/> using the profile you may have in the portal (please log in using your username and password). In case you have never registered before, follow the [Supplier Portal Registration Link](https://estm.fa.em2.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=TUW16eK6qsD94MNMxATNMoyCOHny7FmchTkUZsdOqrAW4sy6L5xSAB033Q%3D%3D) (<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 even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.
2. Interpretation of the RFP	Any proposal submitted will be regarded as an offer by the proposer and does not constitute or imply the acceptance of the proposal by UNDP. UNDP is under no obligation to award a contract to any proposer as a result of this RFP.
3. Supplier Code of Conduct, Fraud, Corruption, Gifts and Hospitality	All proposers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labor, human rights, environment and ethical conduct may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct Moreover, suppliers should note that certain provisions of the Code of Conduct will be binding on the supplier in the event that the supplier is awarded a contract, pursuant to the terms and conditions of any such contract. UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at: http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners. In pursuance of this policy, UNDP: - Shall reject a proposal if it determines that the selected proposer has engaged in any corrupt or fraudulent practices in competing for the contract in question; - Further to the UNDP's vendor sanctions policy, shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.

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 information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal. 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.
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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: ○ to sign the contract after UNDP has issued an award; or ○ 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 the pre-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 of the 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 meeting or 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 DS; • The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. • The Financial Proposal file must be uploaded separately only in the commercial section of the RFP in the system. • Documents which are required to be in original form (e.g., Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in DS. Detailed instructions on how to submit, modify or cancel a bid in the online portal are provided in the system Bidder User Guide made available in the procurement notice site and in the portal.
27. Deadline for Submission of Proposals	Complete proposals must be received by UNDP in the manner, and no later than the date and time, specified in Section 3: Data Sheet. If any doubt exists as to the time zone in which the Proposal should be submitted, refer to http://www.timeanddate.com/worldclock/. It shall be the sole responsibility of the proposers to ensure that their proposal is received by the closing date and time. UNDP shall accept no responsibility for proposals that arrive late due to any technical issues and shall only 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 valid and 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 and financial proposals. Evaluation of proposals shall be undertaken in the following steps: - Preliminary examination; - Evaluation of minimum eligibility and qualification (if pre-qualification is not done); - Evaluation of technical proposals; - 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: - 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; - They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments; - 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; - They are able to comply fully with the UNDP General Terms and Conditions of Contract; - They do not have a consistent history of court/arbitral award decisions against the Bidder; and - 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: Rating the Technical Proposal (TP): TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100 Rating the Financial Proposal (FP): FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100 Total Combined Score: 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 information provided by the proposer; b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the proposer, or with previous clients, or any other entity that may have done business with the proposer; d) Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary; e) Physical inspection of the proposer's offices, branches or other places where business transpires, with or without notice to the proposer; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
38. Clarification of proposals	UNDP may request clarification or further information in writing from the proposers at any time during the evaluation process. The proposers' responses shall not contain any changes regarding the substance or price of the proposal, except to confirm the correction of arithmetic errors discovered by UNDP in the evaluation of the proposals, in accordance with Instructions to Proposers Article 23 (Errors or omissions). UNDP may use such information in interpreting and evaluating the relevant proposal but is under no obligation to take it into account. Any unsolicited clarification submitted by a proposer in respect to its proposal which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the proposals.
39. Responsiveness of proposal	UNDP's determination of a proposal's responsiveness is to be based on the contents of the proposal itself. A substantially responsive proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that: a) affects in any substantial way the scope, quality, or performance of the services specified in the contract; or b) limits in any substantial way, inconsistent with the solicitation documents, UNDP's rights or the proposer's obligations under the contract; or c) if rectified would unfairly affect the competitive position of other proposers presenting substantially responsive proposals. If a proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the proposer by correction of the material deviation, reservation, or omission.
40. Nonconformities, reparable errors and omission	Provided that a proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the proposal that, in the opinion of UNDP, do not constitute a material deviation. These are a matter of form and not of substance and can be corrected or waived without being prejudicial to other proposers. Provided that a proposal is substantially responsive UNDP may request the proposer to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the proposal related to

	documentation requirements. Such omission shall not be related to any aspect of the price of the proposal. Failure of the proposer to comply with the request may result in the rejection of its proposal. For financial proposals that have been opened, UNDP shall check, and correct arithmetical errors as follows: a) if there is a discrepancy between the unit price and the line-item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line-item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected; b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail. If the proposer does not accept the correction of errors, its proposal shall be rejected, and its proposal security may be forfeited.
41. Right to accept any proposal and to reject any or all proposals	UNDP reserves the right to accept or reject any proposals, and to annul the proposal process and reject all proposals at any time prior to contract award, without thereby incurring any liability to the affected proposer or proposers or any obligation to inform the affected proposer or proposers of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
AWARD OF CONTRACT	
42. Award criteria	Prior to expiration of the proposal validity, UNDP shall award the Contract to the qualified proposer based on the award criteria indicated in Section 3: Data Sheet.
43. Right to vary requirement at time of award	At the time the Contract is awarded, UNDP reserves the right to increase or decrease the quantity of services originally specified by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions and the solicitation document.
44. Notification of award	Prior to the expiration of the period of proposal validity, UNDP will notify the successful proposer in writing by email, fax or post, that its proposal has been accepted. Please note that the proposer, if not already registered at the appropriate level in UNGM, will be required to complete the vendor registration process on the UNGM prior to the signature and finalization of the contract.
45. Debriefing	In the event that a proposer is unsuccessful, the proposer may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the proposer's submission, in order to assist the proposer in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the proposer's submission shall not be discussed.
46. Publication of contract award	UNDP will publish the contract award on UNDP Procurement Notices website https://procurement-notice.undp.org/view_awards.cfm which is linked to the United Nations Global Marketplace , with the RFP Reference number, the information of the awarded proposer's company name, contract amount or LTA and the date of the contract.
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 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
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 an advance payment is allowed as per Section 3: Data Sheet, and if specified there, the proposer shall submit a Bank Guarantee in the full amount of the advance payment using this bank guarantee form available at: https://popp.undp.org/document/4736/download/en. Banks issuing bank guarantees must be acceptable to the UNDP comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank.
51. Liquidated Damages	If specified in Section 3: Data Sheet, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per the Contract. The payment or deduction of such liquidated damages shall not relieve the Contractor from any of its other obligations or liabilities pursuant to any current contract or purchase order.
52. Proposal protest	Any proposer that believes to have been unjustly treated in connection with this proposal process or any contract that may be awarded as a result of such proposal process may submit a complaint to UNDP. The following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html
53. Other Provisions	In the event that the Bidder offers a lower price to the host Government (e.g., General Services Administration (GSA) of the federal government of the United States of America) for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence. UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence. The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 https://digitallibrary.un.org/record/590193?v=pdf

SECTION 3: DATA SHEET (DS)

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

Ref. Article in Section 2	Data	Specific Instructions / Requirements
1.	Scope	The reference number of this Request for Proposal (RFP) is RfP-26/03377 The services include carrying out: development, configuration and implementation of additional functionalities for the Information System Dedicated to Determining Work Capacity (SIDDCM), operated by the National Council for Disability and Work Capacity Determination (CNDDCM), including the complete and documented source code, technical and user documentation, updated API documentation conforming to OpenAPI 3.1, and training materials and activities for users within the beneficiary institution, as further described in Section 5 of this RFP.
2.	Eligible proposers	Proposers from all countries are eligible to participate in this proposal process.
3.	Clarification of solicitation documents	Any request for clarification of solicitation documents must be sent directly in the system through Quantum message functionality. ATTENTION: PROPOSALS (OR ANY PART OF IT) SHALL NOT BE SUBMITTED IN THE ABOVE MANNER. Deadline for submitting requests for clarifications / questions: 5 (five) days before the submission deadline Supplemental information to the RFP and responses / clarifications to queries will be posted directly in the system.
4.	Language	All proposals, information, documents and correspondence exchanged between UNDP and the proposers in relation to this solicitation process shall be in English and/or Romanian .
5.	Partial proposals	N/A
6.	Currencies	Prices shall be quoted only in the currency indicated in the system: USD (United States Dollars) – applicable to both international and local Bidders; or MDL (Moldovan Leu) – applicable to local Bidders only. Local Bidders may submit their financial offers either in USD or MDL, at their discretion. For the purpose of bid evaluation, all financial offers shall be converted into USD using the United Nations Operational Rate of Exchange (UNORE) applicable on the bid submission deadline, available at: https://treasury.un.org/operationalrates/OperationalRates.php If the contract is awarded to a local Bidder that submitted its financial offer in USD, payments will be made in MDL based on UN Operational Rate of Exchange valid on the date of money transfer, as per the “payment terms and conditions” stipulated in this solicitation document: https://treasury.un.org/operationalrates/OperationalRates.php

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

Ref. Article in Section 2	Data	Specific Instructions / Requirements
17.	Right to vary requirement at time of award	The maximum percentage by which quantities may be increased 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.
20.	Expected date for commencement of contract	1 December 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	<i>Not Required.</i>
23.	Advance payment	Not Allowed
24.	Liquidated damages	Will be imposed as follows: Percentage of contract price per week of delay: 2.5% up to a maximum of 10% of the Contract value, after which UNDP may terminate the contract.
25.	Documents to be submitted with your Proposal	Please attach the following documents with your Proposal: ▪ Company Profile, which should not exceed fifteen (15) pages (experience, human resources, managerial and technical capacities in the field, etc.), including list of relevant institutions the Company has been cooperating with, including the topic and year must be presented together with the application package ▪ Certificate of Incorporation/ Business Registration ▪ Latest Audited Financial Statements (Income Statements and Balance Sheets) including Auditor's Reports (for international companies) or registered Financial Report at the Statistical Bureau (for local companies) for the past 3 (three) years for the Bidder (2023-2025) ▪ Statement of Satisfactory Performance from the Top three (3) Clients in terms of Contract Value per each JV partner/Subcontractor (if the case) ▪ Joint Venture / Consortium / Association Information (as per Form E) or a copy of preliminary Agreement in case of Consortium, if applicable. ▪ 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.

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		▪ Detailed description of the Methodology, Approach and Implementation Plan (sequence of actions) for the services required in the ToR, with clear distribution of roles of the Consortium members (if the case) and responsibilities of the proposed key personnel. ▪ Copies of contracts to prove that Offeror meets the similar experience requirement (stated under Section 4: Evaluation Criteria) ▪ 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 ▪ A written statement certifying that the proposed key personnel have no personal, professional, or financial conflict of interest under the envisaged contract. ▪ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any ▪ Duly filled Annex 1 - Proposal functional and non-functional compliance checklist matrix ▪ Dully filled in Proposal Forms A-K (as per Section 7: Proposal Forms). ▪ Forms J and K, representing the Financial Proposal shall be submitted directly in the system only in the “Commercial section” of the requirements. Please, ensure that no other documents are disclosing your financial proposal apart from Forms J and K. Non-compliance with this instruction may result in rejection of the proposal received

SECTION 4: EVALUATION CRITERIA

Preliminary Examination Criteria

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

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

Minimum Eligibility and Qualification Criteria

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

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

Eligibility Criteria	Documents to establish compliance
Legal Status: Bidder is a legally registered entity that can ensure rapid local response (including physical presence of staff in the country) to any of the contract related requests (whether through a local branch or office, through a local consortium partner – all relationships to be documented through official documents and valid contracts submitted with the Bid).	Form D: Proposer Information
Eligibility: Vendor is not suspended, nor otherwise identified as ineligible by any UN Organization, the World Bank Group or any other International Organisation in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
Conflict of Interest: No conflicts of interest in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
Bankruptcy: The Proposer has not declared bankruptcy, is 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 contracts¹: Non-performance of a contract did not occur as a result of contractor default within the last 3 years ¹ .	Form F: Eligibility and Qualification
Litigation History: Non-consistent history of court/arbitral award decisions against the Proposer for the last 3 years.	Form F: Eligibility and Qualification
Previous Experience	
Minimum 3 (three) years of experience in development of software products / systems.	Form F: Eligibility and Qualification

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

(For JV/Consortium/Association, each Party should meet the requirement)	
Minimum 3 (three) successfully completed contracts within the last 36 months prior to the proposal submission deadline, each featuring a multi-tier custom architecture (separated frontend/backend) with an integrated database and at least 3 distinct core functional modules. All 3 contracts must have been delivered using an Agile development framework (Scrum, Kanban, or equivalent iterative cycles). At least 1 (one) of these must be a custom software development project for a public sector entity (Government Ministry, Agency, or other public institution). (For JV/Consortium/Association, all Parties cumulatively should meet the requirement)	Form F: Eligibility and Qualification Bidders are required to submit copies of the original contracts alongside the corresponding certificates of final acceptance for the entire scope of work. Please note that certificates pertaining only to individual deliverables or interim milestones will not be accepted as sufficient evidence of contract completion. <i>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.</i>
Minimum Key Personnel	
The minimum personnel mandatory for the implementation of the contract includes 7 key positions across development, quality assurance, and project management functions. Total Minimum Personnel Required: 7 positions Management & Analysis: • 1 (one) IT Project Manager Backend Development: • 1 (one) Senior Backend Developer • 1 (one) Middle Backend Developer Frontend Development: • 1 (one) Senior Frontend Developer • 1 (one) Middle Frontend Developer DevOps & Infrastructure: • 1 (one) DevOps Engineer Quality Assurance: • 1 (one) QA Engineer Bidders may add supplementary personnel roles aligned to their implementation methodology, clearly describing responsibilities and reporting lines as part of the technical proposal. Key personnel positions shall not be cumulated. (For JV/Consortium/Association, all Parties cumulatively should meet requirement).	Duly signed CVs and Statements of Exclusivity and Availability, including any other supporting documents, attached to Form G: Format for Technical Proposal.
Financial Standing	

Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. UNDP will check the financial accounts to compute the current ratio (CR). If CR is less than 1: UNDP shall verify financial capacity of the bidder and has the authority to seek references from concerned parties & banks on the bidder's financial standing. UNDP has the right to reject any bid if submitted by a contractor whom investigation leads to a result that the bidder is not financially capable and/or had serious financial problems.	Copy of audited financial statements for the last 3 (three) years. Form F: Eligibility and Qualification
Turnover: Proposers should have minimum average sales turnover of USD 200,000 for the last 3 (three) years. <i>For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Copy of audited financial statements for the last 3 (three) years. Form F: Eligibility and Qualification

Proposed methodology, approach and implementation plan

Summary of technical proposal evaluation sections		Points obtainable
1.	Proposer's qualification, capacity and experience	300
2.	Proposed methodology, approach and implementation plan	350
3.	Management structure and key personnel	350
Total		1,000

Section 1. Proposer's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing (up to 50 pts.) Organization / Company profile – 25 pts: - Excellent: Organization and staff have an outstanding reputation, proven reliability, and a strong company profile supported by verifiable references and achievements: 25 pts - Good: Organization and staff have a very good reputation and reliability, with strong references and a solid company profile: 23 pts - Satisfactory: Organization and staff have a good reputation and reliability, with adequate references and company profile: 18 pts - Poor: Organization and staff have limited reputation and reliability; references and company profile are weak or incomplete: 10 pts. - Very Poor: Organization and staff have very little reputation or credibility; references are minimal or questionable: 3 pts. - No submission: No information provided or completely unacceptable: 0 pts. Financial standing and project financing capacity – up to 25 pts: - Average sales turnover for the last three years of 200,000 USD to 250,000 USD – 15 pts.; more than 250,000 USD – 25 pts.	50
1.2	General Organizational Capability which is likely to affect implementation: - Years in business (3 years –15 pts, 5 pts for each additional year, up to 30 pts) - Project management controls (organigram) (up to 15 pts)	45
1.3	Relevance of specialized knowledge and experience: - Relevant experience in development of software products (3 years – 50 pts., each additional year – 5 pts., up to max 60 pts.); - Successfully completed contracts within the last 36 months prior to the proposal submission deadline, each featuring a multi-tier custom architecture (separated frontend/backend) with an integrated database and at least 3 distinct core functional	130

	modules. Contracts must have been delivered using an Agile development framework (Scrum, Kanban, or equivalent iterative cycles) (3 contracts – 30 pts., each additional contract – 5 pts., up to max 40 pts.); • Demonstrated experience in the development of software products related to the thematic areas of social protection, disability, health, labour or employment would be an advantage (no – 0 pts., yes – 20 pts.); • Working experience with UN Agencies and/or other international organizations will be an advantage (no – 0 pts., yes – 10 pts.).	
1.4	Experience in the Republic of Moldova public sector and e-Government ecosystem: • Custom software developed for a public sector entity (Government Ministry, Agency, or other public institution) in the Republic of Moldova within the last 3 years (1 assignment – 10 pts., each additional assignment – 5 pts., up to max 20 pts.); • Demonstrated integration of delivered solutions with the national e-Government shared services: MPass, MSign/EVOSign, MNotify, MConnect, MCloud, MLog (5 pts. per service, up to max 20 pts.); • Development, extension or maintenance of an information system owned by the Ministry of Labour and Social Protection of the Republic of Moldova or an institution subordinated to it (1 information system – 15 pts., 2 or more – 20 pts.). Evidence: copies of contracts, acceptance certificates and/or reference letters from the beneficiary institution confirming the scope of work and the services integrated. Claims without supporting documents will not be scored.	60
1.5	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		300

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: 150 pts. • Good Understanding. The proposer demonstrates a good understanding of the assignment and provides good evidence of ability to support the ToR requirements: 135 pts. • Satisfactory Understanding. The proposer demonstrates a general understanding of the assignment. The requirements submitted are supported by satisfactory evidence of ability to support ToR requirements: 105 pts. • Poor Understanding. The proposer shows limited understanding of the assignment. The requirements submitted are supported by marginally acceptable or weak evidence of ability to support ToR requirements: 60 pts. • Very poor Understanding. The proposer demonstrates very little understanding of the assignment. The requirements submitted but not supported by evidence to demonstrate ability to comply with ToR requirements: 15 pts. • No submission. Information has not been submitted or is unacceptable: 0 pts	150
2.2	Is the conceptual framework adopted appropriate for the assignment?	150

	• Excellent. The conceptual framework is fully appropriate for the assignment, all aspects are excellently described, and requirements fully addressed: 150 pts • Good. The conceptual framework is appropriate, minor refinements may be possible, but unnecessary, and overall meets requirements well: 135 pts. • Satisfactory. The conceptual framework is appropriate but may require some adjustments to fully incorporate all aspects and requirements: 105 pts • Poor. The conceptual framework requires significant adjustments to address most aspects and requirements: 60 pts. • Very poor. The conceptual framework is largely inadequate, missing critical elements, and does not meet requirements: 15 pts. • No submission. No conceptual framework provided or completely unacceptable: 0 pts.	
2.3	The preliminary implementation plan is clear, the sequence of project phases, activities, milestones and the planning are logical, realistic and the needed human and material resources promise an efficient implementation of the project: • Excellent. The proposed plan is clear, well-structured with a defined and realistic sequence of activities; all needed human and material resources promise efficient implementation: 50 pts. • Good. The proposed plan is clear and structured, resources mostly sufficient for efficient implementation: 45 pts. • Satisfactory. The proposed plan is clear and structured with minor refinements possible, has a realistic sequence of activities if refined; resources may not be fully sufficient for implementation: 35 pts. • Poor. The proposed plan is partially structured, with significant gaps in activity sequence and resource allocation: 20 pts. • Very poor. The proposed plan is not well-structured, lacks clarity in sequence, and resources are largely missing: 5 pts • No Submission. No plan provided or completely unacceptable: 0 pts.	50
Total Section 2		350

Section 3. Management Structure and Key Personnel			Points obtainable
3.1	IT Project Manager		
	Years of experience working as a project manager in software development projects (<i>5 years – 20 pts., each additional year – 5 pt., up to a max. of 25 pts.</i>)	25	
	Number of assignments with Agile methodologies (<i>3 assignments – 6 pts., each additional assignment – 2 pts., up to a max. of 10 pts.</i>)	10	
	Number of assignments working with software development teams using modern JavaScript frameworks (<i>1 assignment – 4 pts., each additional project – 2 pts., up to 10 pts.</i>)	10	
	Number of previous assignments working with public institutions (<i>1 assignment – 2 pts., each additional project – 1 pt., up to 5 pts.</i>)	5	
	<i>Language proficiency: English and Romanian (both mandatory) – 2 pts. each; Russian – 1 pt.)</i>	5	
3.2	Senior Backend Developer		65
	Number of years' experience in .NET development (<i>5 years – 20 pts., each additional year – 5 pts., up to a max. of 30 pts.</i>)	30	
	Number of assignments with Angular, React, Vue, or other modern JavaScript frameworks (<i>2 assignments – 10 pts., each additional assignment – 5 pts., up to a max. of 15 pts.</i>)	15	
	Number of previous assignments with cloud platforms (e.g., Azure, AWS) and microservices architecture (<i>1 assignment – 8 pts., each additional project – 1 pt., up to 10 pts.</i>)	10	
	Number of previous assignments working with a public institution (<i>1 assignment – 5 pts., each additional project – 5 pts., up to 10 pts.</i>)	10	
3.3	Middle Backend Developer		50
	Number of years' experience in .NET development (<i>3 years – 15 pts., each additional year – 5 pts., up to a max. of 25 pts.</i>)	25	
	Number of assignments in Angular, React, Vue, or other modern JavaScript frameworks (<i>1 assignment – 5 pts., each additional assignment – 5 pts., up to a max. of 10 pts.</i>)	10	

	Number of previous assignments with cloud platforms (e.g., Azure, AWS) (1 assignment – 5 pt., each additional project – 5 pts., up to 10 pts.)	10	
	Number of previous assignments working with a public institution (1 assignment – 2 pts., each additional project – 1 pt., up to 5 pts.)	5	
3.4	Senior Frontend Developer		
	Number of years' experience in software development (5 years – 20 pts., each additional year – 5 pts., up to a max. of 25 pts.)	25	
	Number of assignments in Angular, React, Vue, or other modern JavaScript frameworks (3 assignments – 6 pts., each additional assignment – 2 pt., up to a max. of 10 pts.)	10	
	Number of previous assignments with Docker and Kubernetes for development and deployment processes (1 assignment – 5 pts., each additional assignment – 5 pts., up to a max. of 10 pts.)	10	
	Number of previous assignments working with a public institution (1 assignment – 2 pts., each additional assignment – 1 pt., up to a max. of 5 pts.)	5	50
3.5	Middle Frontend Developer		
	Number of years' experience in software development (5 years – 15 pts., each additional year – 1 pt., up to a max. of 20 pts.)	20	
	Number of assignments in Angular, React, Vue, or other modern JavaScript frameworks (3 assignments – 6 pts., each additional assignment – 2 pt., up to a max. of 10 pts.)	10	
	Number of previous assignments with Docker and Kubernetes for development and deployment processes (1 assignment – 5 pts., each additional assignment – 5 pts., up to a max. of 10 pts.)	10	
	Number of previous assignments working with a public institution (1 assignment – 2 pts., each additional assignment – 1 pt., up to a max. of 5 pts.)	5	45
3.6	QA Engineer		
	Number of years' experience in QA engineering (5 years – 15 pts., each additional year – 5 pt., up to a max. of 20 pts.)	20	
	Number of assignments using Agile and Scrum methodologies (1 assignment – 5 pts., each additional assignment – 5 pts., up to a max. of 10 pts.)	10	
	Number of previous assignments in designing, executing, and documenting manual test cases (1 assignment – 2 pts., each additional assignment – 1 pt., up to a max. of 5 pts.)	5	
	Number of previous assignments working with a public institution (1 assignment – 2 pts., each additional assignment – 1 pt., up to a max. of 5 pts.)	5	
	Language proficiency: English and Romanian (both mandatory) – 2 pts. each; Russian – 1 pt.	5	45
3.7	DevOps Engineer		
	Number of years' experience in DevOps (5 years – 15 pts., each additional year – 1 pt., up to a max. of 20 pts.)	20	
	Number of assignments with CI/CD tools (GitHub Actions, GitLab CI, Azure DevOps, etc.) (2 assignments – 5 pts., each additional assignment – 2.5 pt., up to a max. of 10 pts.)	10	
	Number of previous assignments with cloud services (AWS, Azure, etc.) (1 assignment – 2 pts., each additional assignment – 1 pt., up to a max. of 5 pts.)	5	
	Number of previous assignments working with a public institution (1 assignment – 2 pts., each additional assignment – 1 pt., up to a max. of 5 pts.)	5	40
Total Section 3			350

SECTION 5. TERMS OF REFERENCE

I PROJECT OVERVIEW

1. Background

Against a changing socio-economic backdrop, the Ministry of Labour and Social Protection (MLSP) is undertaking a major transformation of Moldova's social protection system. Implemented by UNDP and financed by the Government of Italy through the Italian Agency for Development Cooperation (AICS), the Digital Transformation of Social Protection Project supports this process by addressing inefficiencies, limited digital integration and gaps in institutional capacity and service delivery. The Project aims to modernise the system's digital infrastructure and strengthen its capacity to deliver efficient, inclusive and adaptable services. It contributes to the Ministry's major reforms in social services under RESTART, as well as reforms involving the National Employment Agency (NEA), the State Labour Inspectorate (SLI) and the National Council for Determination of Disability and Work Capacity (CNDDCM). Together, these reforms seek to ensure that social protection responds more effectively to changing needs and remains accessible as a right for all citizens, in line with the 2030 Agenda.

The Project addresses the fragmentation of Moldova's social protection information infrastructure, which currently comprises multiple, separate and non-interoperable systems. This limits the efficient management and exchange of data and affects the timely delivery of appropriate support to beneficiaries. To address these challenges, the Project is supporting the development of eSocial, the MLSP's unified information system for the digitalisation and integration of social protection and employment services. Within the RESTART reform programme, eSocial will bring previously separate systems together under a common digital infrastructure, supporting standardised processes, centralised data management and improved coordination between institutions. The platform will also strengthen the Ministry's ability to respond to current demands and adapt its services as needs evolve.

At present, the process of determining disability and work capacity is managed through the SIDDCM system (Dedicated Information System for Work Capacity Determination), administered by CNDDCM. While SIDDCM supports the internal operations of CNDDCM, including the work of experts, case managers and technical specialists, several gaps remain in relation to inter-ministerial coordination and citizen-facing services:

- No public interface for applicants;
- No centralised, real-time managerial overview of the volume and status of cases nationwide;
- Limited interoperability with other social services integrated into eSocial;
- Reliance on manual operational reporting; and
- Limited capacity for proactive monitoring of risks, including overdue deadlines, bottlenecks and procedural irregularities.

The Disability Module within eSocial will address these gaps by connecting to SIDDCM through a secure REST API and providing five back-office capabilities and one front-office capability, in line with the approved growth plan.

The module will be developed as a standard component of the eSocial platform, reusing existing production components, microservices and technical conventions wherever possible. This approach will reduce unnecessary duplication, support consistency across eSocial modules and allow the bidder to distinguish clearly between the existing platform foundation and the additional development required.

1.1. Reusability

The estimated degree of reuse is high: approximately 40–60% of the typical effort of such a module is already covered by the eSocial platform. The «Disability» Module, as defined in this TOR, is predominantly a data-consumption and presentation module — the operational data remains in SIDDCM — and precisely this type of module benefits maximally from the platform foundation: authentication, notifications, audit, the citizen portal, the design system, infrastructure and interoperability conventions exist and are in production.

The real new effort is concentrated in three areas: (1) the SIDDCM integration client, (2) the KPI computation and risk-rules engine, and (3) the functional content of the pages (dashboard, PIRIS, institutions catalogue).

Estimated reuse per capability:

Capability (TOR)	Estimated reuse	Dominant new effort
D.1 Document Workflow (acts, dossier history)	~50%	SIDDCM API client, dossier reflection model
D.2 Management Dashboard	~40–50%	KPI formulas (catalogue D.2.4), aggregations, real-time
D.3 Interoperability (ANOFM / ISM / SIDDCM)	~60%	Own exposed API + pass-through
D.4 Risk monitoring	~50%	Rules engine (deadlines, anomalies, appeals)
D.5 Reporting (SSRS integration)	~70%	Reports catalogue + SSRS iframe embedding
D.6 Front Office page (esocial.gov.md)	~60–70%	Page content: dossier stepper, PIRIS guide, catalogue + map
Cross-cutting technical requirements (F.1–F.8)	~90%	Almost entirely covered by the platform

The indicated reuse percentages are not contractual guarantees of development effort or component readiness. The Contractor remains responsible for validating the actual reusability, compatibility and implementation implications during inception and for promptly identifying any material deviation affecting delivery.

1.2. Directly Reusable eSocial Components

The following components exist in production and are directly usable by the Disability Module, without significant new development:

TOR requirement	Existing eSocial component	Degree
MPass authentication (citizens + internal), OAuth/SAML, JWT (F.1, F.3)	Identity microservice (SAML 2.0, JWT, MPass) + common authorisation library	80%
MNotify notifications — SMS / email / portal (F.1, D.4, D.6)	Notification microservice + MNotify gateway (send, status, cancel), templates with own UI	100%
Complete audit trail (F.3, F.4)	Audit microservice — activity logging on Kafka, used by all modules	90%
Document signing / verification (if needed)	Existing MSign gateway	100%
Document storage (cache of downloaded PDFs)	Object Storage microservice (MinIO)	100%
Nomenclatures / reference data	Registry microservice + registry administration UI	~80%
Inter-module communication REST + Kafka (F.3)	Platform conventions: Kafka events, soft-FK references (SourceModule, SourceId)	80%

TOR requirement	Existing eSocial component	Degree
External systems integration (F.2)	Service Access / DataHub microservice — the SIDDCM client is added as a new connector on an existing pattern	pattern ready
CNDDCM Back Office (D.1, D.2, D.4, D.5)	Back-office application (Angular/Nx): shell, menu, roles, tables, the dashboard / reports / notifications domains	~50–60%
Design system + RO/RU (F.6)	Common design system (Taiga UI + Tailwind), i18n Transloco with RO/RU switching	100%
Embedded BI reports (D.5)	Reporting microservice — existing BI-embedding pattern (Metabase); the SSRS iframe follows the same model	~70%
Infrastructure: Docker/K8s, Helm, CI/CD, environments (F.1)	owa.infra + Azure DevOps pipelines — the module is added as a service in the monorepo	100%

1.3. Analysis by Capability

1.3.1. D.1 Document Workflow — reuse ~50%

Reused: the back-office shell, table/listing components, document viewing, Object Storage for cache, audit, role-based access control.

New: the SIDDCM API client (dossiers, acts, stage history), the local reflection model (read-model) and its synchronisation. This is the foundation of the entire module — it is built once and used by D.1, D.2, D.4 and D.6.

1.3.2. D.2 Management Dashboard — reuse ~40–50%

Reused: the "dashboard" domain in the UI (widget structure, the data/feature/ui libraries), the design system for KPI cards, CNDDCM role-based authorisation.

New: the formula catalogue from D.2.4 (the indicator computation engine), the aggregations on the SIDDCM read-model, real-time updating (SSE/WebSocket, max 60s delay). The business-logic part is entirely new — this is the largest pure-development effort in the TOR.

1.3.3. D.3 Interoperability — reuse ~60%

Reused: the inter-module conventions (REST + Kafka), the soft-FK reference model, Service Access for consuming from ANOFM and ISM (existing/in-progress eSocial modules, so consumption is internal to the platform), standard OpenAPI/Swagger.

New: the own exposed API (examination report, PIRIS) with data minimisation and the ANOFM/ISM → SIDDCM pass-through logic.

1.3.4. D.4 Risk monitoring — reuse ~50%

Reused: the complete alerting channel: Notification + MNotify gateway (email/SMS), in-portal notifications, templates with administration UI, alert display in the back-office.

New: the risk-rules engine (legal deadlines, blocked dossiers, repeated appeals, anomalies) and the periodic evaluation jobs. The rules themselves are new business logic.

1.3.5. D.5 Reporting — reuse ~70%

Reused: the "reports" domain in the UI (navigation, catalogue), the Reporting microservice with the existing external-BI-embedding pattern (Metabase) — the SSRS iframe integration is a variation of the same mechanism, with per-report authorisation.

New: the catalogue of the 46 SIDDCM reports with the 3-level structure, the parametrisation and securing of the SSRS URLs.

1.3.6. D.6 Front Office page in esocial.gov.md — reuse ~60–70%

Reused: MPass authentication, the personal cabinet, session management, the conditional menu, in-portal notifications (including unread marking), secured document downloading, RO/RU i18n, responsiveness and the WCAG foundation of the design system.

New: the content of the 3 sections (the 5-stage dossier stepper, the document list with validity badges, the PIRIS guide across 4 accordion compartments) and the institutions catalogue with map. The legal-representative logic needs verification — if the current cabinet does not have it, it is new development.

Key point: the esocial.gov.md portal IS the portal application of the eSocial platform. The «Disability and social inclusion» page is not a new portal, but a new section within an existing application.

1.4. Components to be Built Entirely New

- a) The SIDDCM integration client (secured REST API, local read-model, synchronisation) — the foundation of the module; it exists neither in the platform, nor as a ready-to-consume API in SIDDCM over the entire required perimeter (see 1.5).
- b) The KPI engine (D.2.4) and the risk-rules engine (D.4.3) — disability-specific business logic.
- c) Real-time dashboard updating (SSE/WebSocket) — the platform does not yet have a generic real-time channel for dashboards.
- d) The PIRIS guide and the institutions catalogue with map — new portal functionality, including the administration of the institutions catalogue (natural candidate: Registry + the existing CMS).

1.5. Risks and Conditions Influencing Reuse

- a) Dependence on the SIDDCM API: the entire module consumes data from SIDDCM. The API option (stable, versioned contract) is strongly recommended, not direct access to the SIDDCM database, which would create rigid coupling with a system under maintenance/transition and would bypass audit controls.
- b) Availability of ANOFM/ISM data: where a dependent eSocial component is not operational within the required timeframe, the Contractor shall implement the agreed interface/API contract and use appropriate mocks or test services where feasible. Final end-to-end activation shall be subject to availability of the dependent component and shall be managed through the project dependency register.
- c) Legal representative in the portal: it must be verified whether the current esocial.gov.md cabinet supports viewing the beneficiary's data in the representative's cabinet; if not, this is new cross-cutting effort (auth + portal).
- d) SSRS: the iframe integration maintains the dependence on the SIDDCM reporting infrastructure (SQL Server Reporting Services) in the long term; acceptable as a tactical solution, but the migration of critical reports to the platform's BI stack should be planned.

2. Objectives

The overall objective of this assignment is to design, develop, configure and implement the «Disability» Module within the eSocial platform, in order to close the current gaps at inter-ministerial level and towards citizens, by consuming data from SIDDCM through a secured REST API and providing five Back Office capabilities and one Front Office capability.

The specific strategic objectives of the module are:

- **Creating a single digital channel for citizens** — tracking the status of the dossier and accessing the generated documents, and guiding the citizen towards rehabilitation institutions according to the issued PIRIS.
- **Providing a strategic managerial dashboard at CNDDCM level** — **CNDDCM management will see in real time the status of dossiers, the performance of CNDDCM case managers and compliance with the legal deadlines at national level, without requiring access to SIDDCM.**
- **Integrating disability into the eSocial ecosystem** — the disability dossier becomes visible and correlated with the beneficiary's other social services within the eSocial platform.
- **Proactive risk monitoring** — **the system automatically detects and flags anomalies (overdue deadlines, blocked dossiers, repeated appeals) and notifies CNDDCM management proactively.**
- **Eliminating manual reporting** — operational reports and statistics are generated automatically from the system data, without parallel Excel spreadsheets or manual consolidation.

In order to ensure the objectives set, the following general principles will be considered in the design and implementation of the module:

- **Principle of legality:** setting up and operating the information module in line with national legislation and the applicable regulatory framework.
- **Principle of focusing on stakeholders' needs:** **the information solution supplies the functionalities required by the beneficiaries (citizens, CNDDCM, MLSP) and is oriented towards their real needs.**
- **Principle of layered architecture:** designing and implementing the functionalities in distinct architectural layers (presentation, business logic, data).
- **Principle of microservice-oriented architecture:** distributing the functional components as independent services, consistent with the eSocial platform architecture.
- **Principle of reusing existing capabilities:** the functionalities of the new module reuse to the maximum the components, microservices and conventions already existing and in production in the eSocial platform.
- **Principle of an open and interoperable data model:** the data model supported by the module allows secured data exchange with SIDDCM and the other eSocial components (REST + Kafka).
- **Principle of security by design:** designing the module with data-protection and security requirements built in from the outset (data minimisation, encryption, audit).
- **Principle of data integrity, completeness and accuracy:** implementing mechanisms that ensure the consistency of the reflected data with the source of truth (SIDDCM).
- **Principle of scalability:** ensuring constant performance of the solution as the volume of dossiers and users grows.
- **Principle of simplicity and convenience in use:** designing and implementing all the interfaces to be accessible, intuitive and compliant with WCAG 2.1 AA for the citizen portal.

3. Scope of Work and Development Approach

This assignment covers the design, development, configuration, implementation and deployment of the «Disability» Module within the eSocial platform. The module consumes data from SIDDCM through a secured REST API and delivers five Back Office capabilities for CNDDCM management and one Front Office capability for citizens. The scope of work comprises the following capabilities:

- **Document Workflow (D.1)** — reflecting per dossier the acts issued and signed in SIDDCM (certificates, decisions, PIRIS), with full stage history and validity badges, for strategic viewing by CNDDCM and for consumption by other eSocial modules.
- **Management Dashboard (D.2)** — a strategic real-time dashboard for CNDDCM management, with volume, performance, equity and integrity indicators at national level and per territorial subdivision.
- **Interoperability (D.3)** — bidirectional data exchange with the Case Management, ANOFM and ISM components, exposure of the examination report and PIRIS, and pass-through of ANOFM/ISM data to SIDDCM.

- **Risk Monitoring (D.4)** — proactive detection and flagging of operational, procedural, performance and integrity risks, with alerting to CNDDCM management.
- **Reporting (D.5)** — integration of the SIDDCM reports module through an embedded SSRS iframe, with a three-level navigation catalogue.
- **Applicant Portal Page (D.6)** — the «Disability and social inclusion» page within the esocial.gov.md portal, with dossier status, issued documents, the PIRIS information portal and application submission via EVOsign.

Out of scope: the operational workflows of CNDDCM within SIDDCM (covered by SIDDCM itself), and the developments for exposing data from the third-party modules (ANOFM, ISM), which are assumed to expose their data through their own APIs.

Agile Development Approach

The Contractor shall deliver the module following an iterative and incremental Agile approach, opened by a two-week inception phase (Deliverable 1) and organised into six monthly work packages (one capability area per package), each concluded with a demonstration and feedback session with the CNDDCM team. The inception phase establishes the SIDDCM API contract, the architecture and reuse register, the backlog and sprint plan, the Requirements Traceability Matrix, the environments and the Data Protection Impact Assessment; no work package is started before the inception report is approved. The Agile approach ensures early and continuous delivery of working software, transparency of progress and the ability to incorporate feedback between iterations.

The development approach shall observe the following practices:

- **Iterative delivery** — work is planned and delivered in short iterations (sprints), each producing a potentially shippable increment that is demonstrated to the beneficiary.
- **Continuous stakeholder involvement** — the beneficiary (CNDDCM), supported by the UNDP technical team, participates in backlog refinement, sprint reviews and the acceptance of each deliverable; feedback is incorporated in the following iterations.
- **Reuse-first** — the module reuses to the maximum the existing eSocial components, microservices and conventions, and is built as a standard platform module — a new microservice plus extensions to the existing portal and back-office, with no new infrastructure component.
- **Engineering discipline** — a clear Definition of Ready and Definition of Done, automated testing (unit, integration, accessibility), continuous integration and delivery through the existing Docker + Kubernetes + CI/CD pipeline, and code review for every change.
- **Requirement traceability** — each increment is validated against the functional (FRQ) and non-functional (NFRQ) requirements defined in this TOR before being considered complete.

Complete and documented source code, together with the technical and user documentation, shall be delivered incrementally and consolidated in the final work package. A warranty period of 6 months from final acceptance into production applies to all delivered components.

Use of Artificial Intelligence in Software Development

Where Artificial Intelligence (AI), generative AI, AI coding assistants or agentic software-development tools are used in performing the assignment, the Contractor shall apply such tools within a controlled software-development and quality-assurance process. The Contractor remains fully responsible for the correctness, security, maintainability, licensing compliance and quality of all code and other artefacts delivered under the Contract, irrespective of whether such artefacts were produced wholly or partially with AI assistance.

The use of AI shall not replace human technical responsibility or the required peer-review and approval processes. All AI-assisted code changes shall have an identifiable human developer responsible for reviewing, understanding and accepting the change before it is merged into the relevant codebase. AI-generated or AI-modified code shall be subject to the same or higher level of code review, testing, security verification and acceptance as code developed without AI assistance. AI-generated tests shall not constitute the sole basis for validation of AI-generated functionality, particularly for security-critical or business-critical components.

The Contractor shall disclose and document the use of AI tools in the development lifecycle, including the tools/models used, their intended purpose, the applicable level of autonomy, the categories of development activities in which they are used, and the human review and approval controls applied. Such traceability shall be maintained at an appropriate development-artifact level, such as work package.

AI tools shall not be provided with credentials, secrets, production data, personal or medical data, or other confidential information. Source code or internal technical information shall not be submitted to external AI services unless the Contractor can demonstrate appropriate contractual, security, data-retention and confidentiality safeguards and such use has been approved.

AI agents or automated development tools shall not autonomously approve or merge their own changes, modify protected branches, deploy to production, or perform irreversible actions in project environments without an authorised human approval step.

For purposes of this assignment, AI-assisted development shall be classified according to the following levels:

- Level 0 - No AI use: development activity performed without generative AI assistance.
- Level 1 - Assistive use: AI provides suggestions, explanations, documentation, test ideas, code completion or limited snippets, with the developer making and validating the implementation decisions.
- Level 2 - Supervised code generation: AI generates or materially modifies functions, classes, tests, scripts or other defined code components, which are reviewed, tested and approved by a human developer before integration.
- Level 3 – Supervised agentic development: an AI agent may perform multi-step or multi-file development activities, including code modification, test execution or preparation of pull requests, subject to defined tool permissions and mandatory human review and approval before merging.

Autonomous merging, deployment to production or operation without human approval is not permitted under this assignment.

Where AI-assisted development is used, the Contractor shall maintain an **AI Usage Register** throughout implementation. The register shall record, at an appropriate level of materiality:

- AI tool/model used;
- applicable autonomy level;
- purpose/type of activity;
- affected module, work package, or equivalent development artefact;
- responsible human developer; and
- confirmation of human review and applicable testing/security verification.

Minor code-completion suggestions or purely editorial assistance need not be individually recorded where their use falls within an approved Level 1 development practice.

4. Technological requirements

All functionalities developed under the scope of this TOR shall be implemented using the existing eSocial platform technology stack and shall ensure full compatibility with the current platform architecture, deployment model and operational environment. The «Disability» Module shall be built as a standard module of the eSocial platform — a new microservice plus extensions to the existing portal and back-office — reusing the platform's components, microservices and conventions, with no new infrastructure component.

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

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

The eSocial platform technology stack used by the «Disability» Module includes:

- **Backend:** .NET, Entity Framework
- **Database:** PostgreSQL
- **Frontend:** Angular (within the eSocial monorepo, using the eSocial design system)
- **Object storage:** MinIO (via the eSocial Object Storage service)
- **Search and indexing:** PostgreSQL full-text search (eSocial platform convention)

- **Structured logging and centralized monitoring:** JSON-based application logs compatible with the platform's centralized logging stack (ELK); audit events via the eSocial Audit service
- **Event streaming (real-time notifications, Audit Log, real-time Dashboard):** Apache Kafka
- **Containerization:** Docker / Kubernetes
- **Real-time Dashboard:** WebSocket or Server-Sent Events for automatic updates
- **CI/CD Integration:** Azure DevOps with GitOps deployment (ArgoCD)
- **Infrastructure as Code:** deployment configurations and infrastructure-provisioning scripts follow Infrastructure as Code (IaC) principles (Helm charts, Kubernetes manifests)
- **Authentication and government services:** MPass (eSocial Identity service), MNotify (eSocial Notification service); APIs documented with OpenAPI

The module runs centrally on infrastructure designed for high availability and is hosted on the Common Government Technology Platform (MCloud).

Where authentication, authorization, interoperability, notification or digital-signature capabilities are required, the module shall integrate with the governmental shared-services ecosystem, including MPass (authentication), MConnect (interoperability), MSign / EVOsign (electronic signature) and MNotify (notifications), as well as with the SIDDCM system through a secured, versioned REST API.

5. Main stakeholders

The delivery and operational functioning of the «Disability» Module depends on close coordination between the policy owner, the operational institutions, the technical platform operators, the integration partners and the end users. The following stakeholders participate in the lifecycle and operation of the module:

- **Policy Owner and System Owner:** the Ministry of Labour and Social Protection (MLSP) is the main stakeholder and the policy owner of the «Disability» Module. MLSP exercises ownership over the module within the eSocial platform, defines the strategic requirements, and is the primary beneficiary of the managerial dashboard, risk monitoring and reporting capabilities at inter-ministerial level.
- **Platform Owner:** the eSocial platform, of which the «Disability» Module is a standard module, is owned by the Ministry of Labour and Social Protection (MLSP) and operated under the responsibility of the MLSP Development Unit. All source code, documentation and artefacts produced under this TOR become the property of the MLSP.
- **Technical Administrator:** the Information Technology and Cybersecurity Service (STISC) ensures the technical hosting of the eSocial platform on the governmental shared technology platform MCloud. STISC is responsible for infrastructure maintenance, network availability and compliance with cybersecurity standards.
- **Data Provider (SIDDCM / CNDDCM):** the National Council for the Determination of Disability and Work Capacity (CNDDCM), through the SIDDCM system, is the source of the disability data consumed by the module (dossiers, acts, PIRIS, examination reports) via a secured REST API. CNDDCM users work exclusively within SIDDCM.
- **Integration Partners and Data Providers:** the following components and systems exchange data with the module through the platform's interoperability mechanisms and the MConnect platform:
 - **the Case Management component** — provides case-management data, individualised assistance plans and information on the implementation of social measures.
 - **the Employment and Unemployment Insurance component (ANOFM)** — provides information on unemployment status, labour-market participation and active employment measures.
 - **the State Labour Inspectorate component (ISM)** — provides the minutes of the investigation of occupational accidents and related conclusions.
 - **Medical and Healthcare Institutions (IMS)** — provide clinical data and electronic medical documents (including Form F-088) through the health-sector information systems.
 - **the Public Services Agency (ASP)** — provides identity and civil-status data through the State Population Register.
 - **the National Social Insurance House (CNAS)** — provides information regarding social-insurance status and disability-related benefits.
- **System Users:** the module serves the following categories of users, with secure role-based access according to their responsibilities:

- **CNDDCM Managers** — CNDDCM management — the primary users of the Back Office capabilities (Document Workflow, Dashboard, Risk Monitoring, Reporting), with a strategic national and per-territorial-subdivision view.
- **eSocial Administrators** — configure module access, alert thresholds, the institutions catalogue and the SSRS report URLs.
- **Citizens and Applicants** — final users and beneficiaries who access the «Disability and social inclusion» page within the esocial.gov.md portal — viewing the dossier status, the issued documents, the PIRIS information portal, and submitting applications via EVOsign.
- **Legal Representatives** — access the beneficiary's data in their own cabinet in esocial.gov.md, where registered in SIDDCM.

6. Deliverables

The implementation of the «Disability» Module is organized into a two-week inception phase followed by 6 monthly work packages, each concluded with a demonstration and feedback session with the CNDDCM team. Each deliverable is accepted against the acceptance criteria stated in its row; «final acceptance into production», which starts the warranty period, means the acceptance of Deliverable 7. The deliverables, the functional modules and requirements covered, and the indicative delivery timeframes are presented in the table below:

No.	Description	Functional modules	Functional requirements	Delivery timeframe
Deliverable 1 — Month 1: Inception and governance plan				
D1	Inception and governance plan, comprising: (a) the SIDDCM REST API contract confirmed with CNDDCM and the SIDDCM operator (b) the AI-assisted software-development approach and the format, level of detail and maintenance procedure for the AI Usage Register Acceptance: inception report approved in writing by UNDP, MLSP and CNDDCM.	All (D.1–D.6)	FRQ001–FRQ082 (traceability baseline)	1 month from contract date
Deliverable 2 — Month 1: Module infrastructure, authentication, Document Workflow				
D2	Module infrastructure and skeleton, MPass authentication, SIDDCM integration client (read-model), Document Workflow. Acceptance: SIDDCM integration client operational against the agreed API; acts, dossier history and validity badges	D.1	FRQ001–FRQ012	1 month from contract date
Deliverable 3 — Month 2: Management Dashboard				
D3	Strategic real-time CNDDCM Dashboard Acceptance: all indicators of the D.2.4 catalogue computed and independently reconciled against SIDDCM source data	D.2	FRQ013–FRQ024	2 months from contract date
Deliverable 4 — Month 3: Risk Monitoring				

D4	Risk-rules engine — operational, procedural, performance and integrity risk detectors, alerting to CNDDCM, composite incidents, false-positive feedback. Acceptance: each detector runs to the schedule and within the NFRQ-07 execution time; detector output validated against a CNDDCM-agreed test set with documented true and false positives; alert lifecycle (new / acknowledged / resolved / rejected) and audit logging demonstrated; detector output confirmed as advisory only, with no automated decision affecting any individual.	D.4	FRQ043–FRQ057	3 months from contract date
Deliverable 5 — Month 4: Automated Reporting				
D5	Integration of the SIDDCM reports module through an embedded SSRS iframe, with a three-level navigation catalogue and per-report authorisation. Acceptance: the full catalogue of 46 reports reachable through the three-level navigation; each configured SSRS URL loads within the NFRQ-03 criterion; per-report authorisation enforced and verified against direct-URL access.	D.5	FRQ058–FRQ066	4 months from contract date
Deliverable 6 — Month 5: Applicant Portal Page and Interoperability				
D6	The «Disability and social inclusion» page in esocial.gov.md (dossier status, documents, PIRIS portal, EVOsign submission). Interoperability with the Case Management, ANOFM and ISM components; API exposure and pass-through to SIDDCM. Acceptance: portal page live for authenticated beneficiaries and legal representatives; EVOsign submission produces a registration number returned from SIDDCM.	D.6, D.3	FRQ067–FRQ082, FRQ025–FRQ042	5 months from contract date
Deliverable 7 — Month 6: Final Integration, Testing and Deployment				
D7	Full integration of all modules, end-to-end regression testing, UAT with CNDDCM users and pilot citizens, defect remediation, final technical documentation, user manuals per role, training, production deployment. Acceptance: end-to-end regression suite passing; UAT signed off by	All modules D.1–D.6	FRQ001–FRQ082	

	CNDDCM users and pilot citizens with no open critical or high defects; independent penetration test report with all critical and high findings remediated; unit and integration test coverage per NFRQ-29; final technical documentation, per-role user manuals and training delivered; production deployment completed and the Requirements Traceability Matrix closed. Where AI-assisted software development was used, the Contractor shall submit the final AI Usage Register and confirm that all materially AI-assisted code included in the production release has undergone the required human review, testing and security verification			6 months from contract date
Warranty — 6 months from the date of final acceptance into production				
D8	6-month warranty period from the date of final acceptance into production. Remediation of any identified defects.			Month 6 + 6 months

****The implementation timeline and sprint structure are finalised during the inception phase (Deliverable 1), in agreement with the MLSP, CNDDCM and UNDP teams, and are recorded in the approved inception report. The inception phase runs in parallel with the environment set-up of Deliverable 2 and does not extend the six-month delivery schedule.***

7. Regulatory framework

The Contractor shall design, build, test, deploy, and operate the «Disability» Module functionalities in compliance with these acts and the platform standards mandated for eGovernment systems:

1. Law no. 91/2014 on electronic signature and electronic document
2. Law no. 71/2007 on registries
3. Law no. 1069/2000 on informatics
4. Law no. 467/2003 on informatics and state informational resources
5. Law no. 982/2000 on access to information
6. Law No. 195/2024 on Personal Data Protection, in force from 23 August 2026
7. Law no. 142/2018 on data exchange and interoperability
8. Law no. 133/2008 of 13.06.2008 on social assistance.
9. Government Decision No. 357/2018 regarding the determination of disability
10. Government Decision No. 39 of 29-01-2025 on the approval of the Concept of the "eSocial" Information System
11. MMPS Order No. 104/2022 On the approval of the Guidelines for completing the Individual Rehabilitation and Social Inclusion Program (PIRIS).
12. MMPS Order No. 105/2022 On the approval of the Methodological Guidelines for establishing the duration of disability for 6 months/2 years/without specifying a duration/up to the age of 18 in the case of children.
13. Directive (EU) 2024/2841 of the European Parliament and of the Council of 23 October 2024 on establishing the European Disability Card and the European Parking Card for persons with disabilities

14. Directive (EU) 2024/2842 of 23 October 2024 on extending the application of Directive (EU) 2024/2841 to third-country nationals legally residing in a Member State.

Mandatory condition: Government Decision No. 357/2018 regarding the determination of disability is subject to amendments. At the time of development, it is mandatory to apply the latest approved version of this Decision, including any amendments in force, so that the disability determination rules, criteria and terminology implemented in the system reflect the current regulatory framework.

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

8. Estimated Workload and Key Personnel

The table below provides an indicative estimation of the workload required for the implementation of the activities under the current ToR. The estimated workload is provided as a reference level of effort and includes the inception phase under Deliverable 1. The estimated quantities are provided for planning and estimation purposes only and shall not be interpreted as fixed staffing requirements or mandatory implementation effort for bidding purposes.

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

Bidders remain responsible for proposing sufficient personnel and working days to achieve all required outputs within the contractual timeframe and quality requirements. Variations from the indicative allocation are permitted where adequately justified by the proposed methodology and implementation plan. The mandatory key personnel shall nevertheless remain available during the periods in which their functions are required under the approved implementation plan.

The proposed key personnel shall have no personal, professional or financial conflict of interest in relation to the envisaged contract. The Bidder shall submit, as part of its proposal, a written statement certifying the absence of any such conflict of interest for each proposed key expert.

Activity Description	Unit of Measurement	Indicative estimated quantity
Key Personnel 1: IT Project Manager (Scrum Master)	Working Days	55
Key Personnel 2: Senior Backend Developer	Working Days	105
Key Personnel 3: Middle Backend Developer	Working Days	80
Key Personnel 4: Middle Frontend Developer	Working Days	60
Key Personnel 5: Senior Frontend Developer	Working Days	80
Key Personnel 6: DevOps Engineer	Working Days	30
Key Personnel 7: QA Engineer	Working Days	90
TOTAL	Working Days	500

II FUNCTIONAL REQUIREMENTS

D.1. Document Workflow — Issued documents, acts, dossier history

D.1.1. Functional description

The acts issued in SIDDCM (disability certificates, decisions, PIRIS, Conclusion with transport service, Certificate of loss of work capacity) are reflected in the «Disability» Module in eSocial per dossier, for strategic viewing by CNDDCM management and for consumption via API by other eSocial modules (interoperability with the "Case Management" information module, the "employment and unemployment insurance" information component and the "State Labour Inspectorate" information module). The data includes the full tracking of each stage and the change history. In addition, when a dossier is displayed, the information on whether the person benefits from transport-service compensation is also presented. The module does not display on the graphical interface the IDNP, surname and first name of the beneficiaries — they are identified through non-nominal identifiers (e.g. dossier number). Access to these documents is restricted exclusively to authorised CNDDCM users; the acts are transmitted to the other social services only upon request, through an online request-offer mechanism with acceptance by a CNDDCM user.

D.1.2. Actors involved

- CNDDCM Manager (strategic viewing of documents per dossier)
- Other eSocial modules (consumption of document data via internal API, for interoperability)
- eSocial Administrator (access configuration)
- SIDDCM System (data source via API)

D.1.3. Functional requirements

Requirement	Actor	Description
FRQ001	CNDDCM Manager	As a CNDDCM manager, I can view the list of acts issued per dossier (disability certificates, decisions, PIRIS, etc).
FRQ002	CNDDCM Manager	I can view the details of an individual act (type, issue date, signing date, disability grade for certificates) and can download the PDF of the signed act through a temporary secured URL.
FRQ003	CNDDCM Manager	I can view the complete history of a dossier's transitions (stages completed, dates, responsible CNDDCM users).
FRQ004	System	The module displays exclusively the documents that have been issued and signed in SIDDCM. Documents under preparation, unsigned or cancelled are not visible in eSocial — the module reflects only the final acts, with legal force, retrieved from SIDDCM.
FRQ005	CNDDCM Manager	I can search and filter dossiers by: dossier number, current stage, document status, period, CNDDCM territorial subdivision.
FRQ006	System	The document data displayed in the module is synchronised with SIDDCM with a maximum delay of 1 day. This applies to issued acts and dossier history only; dossier state data feeding the Dashboard (D.2) and the risk detectors (D.4) is synchronised in near real time in accordance with FRQ013 and NFRQ-02.
FRQ007	System	For re-issued acts (e.g. a certificate re-issued after amending the report in accordance with C.5 SIDDCM), the module displays the version history per individual act: the current version, the previous versions with the issue date and the reason for re-issuance. The CNDDCM manager can compare the versions to track the changes.
FRQ008	System	Each disability certificate displayed in the list of acts (FRQ001) contains an automatically updated visual validity badge: «Valid»

		(green), «Expires in X days» (yellow, for certificates with a validity term of fewer than 60 days remaining), «Expired» (red). The badge is calculated based on the certificate's expiry date relative to the current date.
FRQ009	CNDDCM Manager	When a dossier is displayed, the module shows the information on whether the person benefits from transport-service compensation, as a visual indicator retrieved via API («Benefits from transport compensation» / «Does not benefit from transport compensation»).
FRQ010	System	The module does not display on the graphical user interface the IDNP, surname and first name of the beneficiaries. Beneficiaries are identified in the interface exclusively through non-nominal identifiers (e.g. dossier number). The IDNP may be used as a search criterion entered by the authorised user, but it is not shown among the displayed results; personal identification data is transmitted only through the interoperability API in accordance with the data-minimisation principle.
FRQ011	System	Access to the documents and acts produced by CNDDCM (disability certificates, decisions, PIRIS, conclusions) is restricted exclusively to authorised CNDDCM users. No other user category and no other eSocial module has direct access to these documents through the interface.
FRQ012	System	On request, the documents produced by CNDDCM are transmitted to the other social services integrated in eSocial exclusively through an online request-offer mechanism: the requesting service submits a request for a given applicant, and the documents are provided in PDF format only upon the acceptance of that request by an authorised CNDDCM user (as detailed in D.3).

D.2. Management Dashboard

D.2.1. Functional description

The management dashboard is intended exclusively for management and provides a strategic panoramic view over the volume and status of all dossiers in SIDDCM, at national level and per CNDDCM territorial subdivision, updated in real time. It displays how many dossiers are active, which are overdue, the performance of case managers and compliance with legal deadlines — all in a single interface, without accessing SIDDCM directly. CNDDCM operational users have their own Administrator Dashboard in SIDDCM (C.6.7) for operational management.

D.2.2. Actors involved

- CNDDCM Manager (strategic national viewing and per CNDDCM territorial subdivision)
- eSocial Administrator (dashboard configuration, alert thresholds)

D.2.3. Dashboard structure

The dashboard will compute and display a set of strategic indicators grouped into complementary categories. The indicators are computed automatically from the SIDDCM data retrieved via API, without manual intervention.

- Total active dossiers
- Non-assessed dossiers with overdue legal deadline
- Blocked dossiers (no activity / blocked status)
- Distribution of active dossiers per stage (Completion, Determination, Internal control, External control)

- Median processing time
- SLA compliance rate — % of dossiers completed within the legal deadline
- Reported prevalence of disability — at national level and per district
- Table with each territorial subdivision: active, on-time, expired, blocked dossiers
- Drill-down capability: click on a subdivision → the list of that subdivision's dossiers
- Live table with dossiers that are expired, blocked, undistributed beyond the configured threshold and in Completion for more than 3 working days
- Columns: Dossier No. (hyperlink), Territorial subdivision, Stage, Status, Days overdue, Responsible user
- Users active on the current day (number of actions)
- Users with assigned dossiers without activity in the last working day
- Top users by dossiers processed
- Users with unresolved blocked dossiers
- Evolution of dossier volume over the period
- Median examination time per institution
- Rate of compliance with legal deadlines per institution
- Distribution of dossiers by disability grade and age categories
- Geographic distribution of disability grades
- Distribution by ICD-10 categories — top 10 diagnoses
- Distribution of disability grades by gender
- Trend of dossiers with overdue deadline, backlog vs. capacity (K.P.4) — trend chart
- Digital-usage index — trend of electronic vs. manual referrals.

D.2.4. Computation formulas (mathematical references)

Volume and Demand Indicators

- K.V.1 Reported disability prevalence (%) — Formula: $(\sum \text{beneficiaries with a valid certificate at the reporting date} / \text{Total population per district}) \times 100$, disaggregated by age group $\times$ sex $\times$ district; monthly frequency; target: alignment with the WHO estimated prevalence $\pm 20\%$
- K.V.2 New-application submission rate — Formula: $(\sum \text{new applications submitted in period T} / \text{District population}) \times 100,000$; monthly frequency; comparison with period T–12 months
- K.V.3 Disability incidence rate — Formula: $(\sum \text{certificates issued for the first time in quarter T} / \text{Total population}) \times 100,000$; quarterly frequency; comparison with WHO baseline
- K.V.4 Distribution by disability grades — Formula: COUNT(active beneficiaries) GROUP BY disability_grade (I, II, III) $\times$ age_group (0–17, 18–44, 45–64, 65+); monthly frequency; visualisation: trend stacked bar chart per period
- K.V.5 Distribution by ICD-10 categories — Formula: COUNT(issued certificates) GROUP BY ICD10_chapter_code ORDER BY count DESC LIMIT 10; quarterly frequency; visualisation: ranking + trend per quarter
- K.V.6 Ratio of child vs. adult beneficiaries — Formula: $(\sum \text{active beneficiaries aged 0–17} / \sum \text{total active beneficiaries}) \times 100$; semi-annual frequency; target: alignment with the WHO reference prevalence per age group

Operational Performance Indicators

- K.P.1 Median end-to-end processing time — Formula: MEDIAN(certificate_issue_date – application_submission_date) for all dossiers completed in period T, expressed in calendar days; monthly frequency; target: <30 days
- K.P.2 Average time per stage — Formula: AVG(stage_exit_date – stage_entry_date) GROUP BY stage (Completion, Determination, Internal control, External control), expressed in working days

- K.P.3 SLA compliance rate — Formula: $(\sum \text{dossiers completed with completion_date} \leq \text{submission_date} + \text{legal_deadline_days} / \sum \text{total dossiers completed in period T}) \times 100$; monthly frequency; target: >90%
- K.P.4 Backlog vs. capacity — Formula: $\text{COUNT}(\text{active dossiers with SLA_consumed} > 75\%) / \text{AVG}(\text{dossiers completed per month over the last 3 months})$; weekly frequency; target: <1.0; values >1.0 indicate backlog accumulation
- K.P.5 First-examination resolution rate — Formula: $(\sum \text{decisions issued in T without appeal within 90 days} / \sum \text{total decisions issued in T}) \times 100$; quarterly frequency; target: >85%
- K.P.6 Digital-usage index — Formula: $(\sum \text{applications submitted through the eSocial Portal in T} / \sum \text{total applications submitted in T, including counter}) \times 100$; monthly frequency; target: upward trend; baseline: the first month of Portal operation
- K.P.7 Return rate — Formula: $(\sum \text{dossiers returned from the Control stage to the Determination stage in accordance with C.16 in T} / \sum \text{total dossiers that entered the Control stage in T}) \times 100$; quarterly frequency; target: <10%

Equity and Non-Discrimination Indicators

- K.E.2 Gender gap in the approval rate — Formula: $|R_M - R_F|$ where $R_M = (\text{favourable decisions men} / \text{total decisions men}) \times 100$ and $R_F = (\text{favourable decisions women} / \text{total decisions women}) \times 100$, computed on a subset with a similar clinical profile (ICD-10 chapter $\times$ age group); quarterly frequency; target: <5pp
- K.E.3 Urban-rural gap — Formula: $|R_U - R_R|$ where $R_U = (\text{favourable decisions urban} / \text{total decisions urban}) \times 100$ and $R_R = (\text{favourable decisions rural} / \text{total decisions rural}) \times 100$, on a subset with a similar clinical profile; quarterly frequency; target: <7pp
- K.E.4 Median time urban vs. rural — Formula: $\text{MEDIAN}(\text{processing_time} \mid \text{area}=\text{urban}) - \text{MEDIAN}(\text{processing_time} \mid \text{area}=\text{rural})$, expressed in calendar days; semi-annual frequency; target: $|\text{difference}| < 10$ days
- K.E.5 Appeal rate per case manager — Formula: $R_{cm} = (\sum \text{appeals filed on the dossiers of case manager cm in T} / \sum \text{decisions issued by case manager cm in T}) \times 100$; alert if $R_{cm} > \text{AVG}(R) \times 1.15$; quarterly frequency; target: each cm < national average +15%

Integrity and Compliance Indicators

- K.C.1 Active-fraud detection rate — Formula: $\sum \text{«integrity and fraud» alerts with «new» status generated in month T} / \sum \text{«integrity and fraud» alerts generated in month T-1}$; ratio >1.0 indicates increased detection; monthly frequency
- K.C.2 Resolution time for critical alerts — Formula: $\text{MEDIAN}(\text{marked_resolved_date} - \text{alert_generated_date})$ for «critical»-priority alerts resolved in month T, expressed in working days; monthly frequency; target: <15 days
- K.C.3 Post-audit decision accuracy — Formula: $(\sum \text{decisions confirmed compliant in the annual QA audit} / \sum \text{total decisions included in the audit sample}) \times 100$; annual frequency; target: >95%; audit sample: min 2% of completed dossiers, stratified per case manager $\times$ application type

D.2.5. Functional requirements

Requirement	Actor	Description
FRQ013	System	The dashboard updates automatically without reloading the page, with a maximum delay of 60 seconds from the current state in SIDDCM, via WebSocket or Server-Sent Events.
FRQ014	CNDDCM Manager	As a CNDDCM manager, I see a consolidated national view with all the indicators from D.2.3 aggregated at country level, grouped into categories: Summary, Trends, Geographic Distribution, Age Distribution, Gender Distribution, Integrity.

FRQ015	eSocial Administrator	As an eSocial administrator, I can configure the dashboard access permissions — exclusively for the authorised CNDDCM roles.
FRQ016	System	The KPI panel displays the indicators from the D.2.4 catalogue: KPI Cards for K.V (volume), K.P (operational performance), plus active, expired, blocked, undistributed dossiers, distribution per stage — updated in real time.
FRQ017	System	The «Status per Territorial Subdivision» panel displays for each subdivision: active, on-time, expired, blocked, undistributed dossiers and users active on the current day.
FRQ018	System	The «Urgent dossiers» panel lists in real time the expired, blocked and long-pending dossiers, with all the fields defined in D.2.3.
FRQ019	System	The «User Activity» panel displays daily activity, users inactive on their dossiers and unresolved blocked dossiers.
FRQ020	System	The «Trends» panel displays the evolution over time of the key performance indicators through six interactive analytical charts: median processing time (days), SLA-timely assessment rate (%), distribution by disability grades (stacked bar severity levels), top 10 ICD-10 diagnoses (horizontal bar), rate of electronic referrals through the portal (%) and distribution of dossiers by procedural stages in the current month (pie chart). The analysis period is selected globally from the 7-day / 30-day / 90-day / 12-month toggle bar; the static charts (Top ICD-10, stage distribution) are not affected by the selector.
FRQ021	CNDDCM Manager	On clicking any element in the dashboard (dossier count, table row, chart segment), the user is automatically redirected to the corresponding filtered list of dossiers.
FRQ022	System	The «Geographic Distribution» panel displays the territorial distribution of disability dossiers by grade (Severe, Accentuated, Moderate) at district level, through four complementary sections: (1) an interactive Leaflet map with proportional circles coloured by the predominant grade and a detailed tooltip on click; (2) a Top 10 districts table by prevalence (dossiers / 1000 inhabitants) with stacked mini-bars per grade and a national donut in a side panel; (3) a horizontal stacked bar chart for the top 15 districts by total number of dossiers, alongside a prevalence ‰ chart with a reference line at the national average; (4) regional profile cards (North, Centre, South, Gagauzia ATU, Chisinau Municipality) with progress bars per grade and regional prevalence. The KPI band in the header displays the national totals for each grade with percentage and the national prevalence indicator computed against the district population. The «Age Distribution» panel displays the distribution of disability dossiers by grade (Severe, Accentuated, Moderate) against five age groups (0–17, 18–39, 40–59, 60–74, 75+ years), through four sections: (1) a KPI band in the header with the national totals per grade and the national prevalence ‰; (2) a row of cards per age group, each with total dossiers, prevalence ‰, a visual stacked bar and the numerical breakdown by grade; (3) two side-by-side charts — absolute stacked bars (volume per group)

		and 100% stacked bars (the percentage composition of grades, highlighting how the mix changes with age); (4) a combo chart of prevalence ‰ (coloured bars per group) overlaid with the severity index % Severe (line on the secondary axis), alongside a detailed table with absolute values, percentages, severity index and prevalence per group with a totalling row. The «Gender Distribution» panel displays the comparative Female / Male analysis of disability dossiers by grade and age group, through five sections: (1) a KPI band in the header with the total dossiers per gender, prevalence ‰ against the population, the F/M ratio and the approval gap (pp) between genders; (2) two side-by-side donuts (the distribution of severe/accenuated/moderate for Female and Male) plus a grouped bar chart comparing the absolute values per grade between genders; (3) a grid of gender-equity cards with F vs. M progress bars for six indicators — approval rate, median processing time, SLA met, refusal rate, prevalence ‰ and % Severe — each with a coloured verdict (ok / warning / alert); (4) age-group distribution charts: grouped bars total F+M per group, 100% stacked bars by grade separately for Female and separately for Male, plus an urban/rural combo chart with volume bars and approval-rate lines on the secondary axis; (5) a full table with the breakdown by grade × gender × age (severe/accenuated/moderate per Female and Male, total and % Female), with a national totalling row.
FRQ023	System	The «Integrity» panel displays the monitoring of the anomaly-detection and compliance system for the disability assessment process, through five sections: (1) a header with the overall accuracy score (%) and the alert-resolution rate against the 90% target, plus a row of six KPIs — total alerts, new alerts, acknowledged, resolved, false positive and average resolution time (days) with the delta against the previous month; (2) three side-by-side charts — a donut of alert distribution per detector type, stacked bars per severity level (Critical / High / Medium / Low) broken down by status (New / Acknowledged / Resolved / False +), and horizontal bars with the average resolution time per detector; (3) a detector-performance panel with four anomaly detectors (Decision Pattern, Velocity, Rejection Rate, Re-Examination), each with the description of the triggering rule, the accuracy % with traffic-light colouring and progress bars for total / confirmed / false positive / resolved; (4) a recent-alerts feed with the lateral coloured severity bar, detector type, dossier number, description, timestamp and status chip (New / Acknowledged / Resolved / False +); (5) a monthly global-accuracy trend chart for 2026 against the 90% target line.
FRQ024	CNDDCM Manager	On clicking any KPI value in the dashboard (e.g. «143 expired dossiers», «87% SLA compliance», «K.V.4 grade II: 1,240 beneficiaries»), the manager is automatically redirected to the filtered list of dossiers or beneficiaries that make up that value, with the ability to navigate and drill down per individual dossier.

D.3 Interoperability of the "Disability" information module

D.3.1. Functional description

Within the "eSocial" Integrated Information System, the "Disability" information module will carry out bidirectional data exchange with the "Case Management", "Employment and Unemployment Insurance" and "State Labour Inspectorate" information components. Interoperability will be implemented through web services (the data exchange will take place through the person's IDNP code, API) and will allow the consumption, exposure and re-exposure of the data necessary for managing the beneficiary's dossier, the process of determining disability and work capacity, the elaboration and monitoring of the PIRIS, as well as the monitoring of social and professional inclusion measures.

D.3.1.1 Data flows

Interoperability will be implemented through the following categories of information flows:

- Exposure of data to the authorised components of the "eSocial" IIS;
- Consumption of data from the integrated information components;
- Re-exposure (pass-through) of data to the authorised systems and components, in accordance with the established access rights and interoperability rules.

A. Data exchange between the "Disability" information module and the information components of the "eSocial" IIS

The process aims to ensure the automated, secured and traceable exchange of data between the "Disability" information module and the "Case Management", "Employment and Unemployment Insurance" and "State Labour Inspectorate" information components, in order to support the process of assessing persons, elaborating the Individual Rehabilitation and Social Inclusion Programme (PIRIS) and monitoring the implementation of social and professional inclusion measures.

(1) Data exchange with the "Case Management" information component

Structure of the data consumed by the "Disability" information module:

- beneficiary identification data:
 1. IDNP;
 2. surname, first name;
 3. date of birth;
 4. sex;
 5. address;
- information about the case-management dossier;
- assessments and identified needs;
- the social services provided to the beneficiary;
- the individualised assistance plan;
- the status and progress of the implementation of the social measures;
- information regarding the legal representative (the personal assistant).

Lives with: ☐ alone ☐ spouse ☐ partner ☐ parents ☐ children ☐ other

Support network: ☐ close family ☐ extended family ☐ neighbours ☐ friends ☐ no support

Emergency contact person: Name/Surname _____ Phone _____

☐ legal representative (parent, in the case of children) ☐ relative ☐ other

Structure of the data exposed by the "Disability" information module:

- the established disability grade;
- the determined work capacity;
- the examination report;
- the date and result of the assessment;
- the Individual Rehabilitation and Social Inclusion Programme (PIRIS);
- rehabilitation, social and professional inclusion recommendations;
- the date and results of the re-assessments.

I. Identification details (SIDDCM → MC eSocial)

Case no. ID (auto-generated number) _____ Date created in the system _____ Case manager _____

Case type: ☐ Primary — Date completed _____ ☐ Repeat — Date completed _____

Assessment type: ☐ Complex — Date completed _____

Case initiation type:

- ☐ request — ☐ of the person ☐ of the representative
- ☐ self-notification — ☐ community social worker ☐ other specialist in the social field
- ☐ referral — ☐ police ☐ medical institution ☐ LPA ☐ educational institution ☐ neighbours ☐ other
- Situation invoked: _____

Education and employment:

Level of studies: ☐ no studies ☐ primary ☐ lower secondary ☐ upper secondary ☐ technical vocational ☐ college ☐ vocational school ☐ higher (SIPAS)

Occupational status: ☐ employed ☐ unemployed ☐ inactive ☐ pupil/student (ANOFM/MEC)

Age category (SIDDCM):

☐ Child with disability (0–18 years) ☐ Adult with disability (18–63 years) ☐ Elderly person with disability (63+)

Disability grade (SIDDCM):

- ☐ severe disability ☐ with term: from _____ to _____ ☐ no term
- ☐ accentuated disability ☐ with term: from _____ to _____ ☐ no term
- ☐ moderate disability ☐ with term: from _____ to _____ ☐ no term

Disability type (SIDDCM):

- ☐ sensory disability ☐ hearing ☐ vision
- ☐ locomotor disability
- ☐ intellectual or psycho-social disabilities

(2) Data exchange with the "Employment and Unemployment Insurance" information component

Structure of the data consumed by the "Disability" information module:

- the person's status on the labour market;
- registration as unemployed;
- the active employment measures provided;
- participation in vocational training programmes;
- employment counselling and mediation;
- information regarding employment or professional reintegration;
- the job held and the history of employment measures.

Structure of the data exposed by the "Disability" information module:

- the disability grade;
- the work capacity and work restrictions;
- professional recommendations from the PIRIS;
- the need to adapt the workplace;
- recommendations regarding professional rehabilitation;
- the re-assessment deadlines

(3) Data exchange with the "State Labour Inspectorate" information component

Structure of the data consumed by the "Disability" information module:

- minutes of the investigation of occupational accidents;
- the date and circumstances of the accident;
- the conclusions of the investigation;
- the supporting acts and documents;
- information regarding the causes that led to the loss of work capacity.

Structure of the data exposed by the "Disability" information module:

- the result of the work-capacity assessment;
- the established disability grade;
- relevant conclusions regarding the impact of the accident or occupational disease;
- recommendations regarding professional rehabilitation and reintegration;
- the re-assessment date and subsequent changes to the person's status.

D.3.2. Actors involved

- Other eSocial modules (ANOFM — employment measures; ISM — labour inspection; social services, social aid)
- SIDDCM (consumer of the exposed disability data and of the re-exposed ANOFM/ISM data)
- eSocial case manager (cross-module user)
- eSocial Administrator (interoperability configuration)
- Beneficiary / Citizen (indirect beneficiary)

D.3.3. Functional requirements

FRQ	Title/Actor	Description
FRQ025	Interoperability between components	The system will ensure interoperability between the "Disability" information module and the "Case Management", "Employment and Unemployment Insurance" and "State Labour Inspectorate" information components, through the internal web services (API) of the "eSocial" Integrated Information System.

FRQ026	Unique identification of the beneficiary	The "Disability" information module will carry out the data exchange using the person's unique identifier (IDNP) and the beneficiary's internal identifier from the eSocial platform.
FRQ027	Consumption of data from the "Case Management" information module	The "Disability" information module will automatically retrieve the following data: ▪ beneficiary identification data; ▪ information about the case-management dossier; ▪ available assessments; ▪ social services provided; ▪ individualised assistance plans; ▪ information regarding the implementation of social support and inclusion measures.
FRQ028	Consumption of data from the "Employment and Unemployment Insurance" information module	The "Disability" information module will automatically retrieve: • the person's occupational status; • information regarding registration as a job-seeker; • the active employment measures provided; • participation in vocational training courses; • information regarding employment and professional reintegration.
FRQ029	Consumption of data from the "State Labour Inspectorate" information module	The "Disability" information module will automatically retrieve: ▪ the minutes of the investigation of occupational accidents; ▪ information regarding occupational diseases; ▪ the conclusions of the investigations carried out; ▪ the supporting documents associated with the case.
FRQ030	Display of information in the electronic dossier	The data received from the integrated information modules will be displayed in the beneficiary's electronic dossier and will contain: ▪ the source of the information; ▪ the date of the last update; ▪ the status of the information.
FRQ031	Exposure of data generated by the "Disability" information module	The "Disability" information module will expose to the authorised components the following information: • the established disability grade; • the determined work capacity; • the issued decisions; • the examination reports; • the Individual Rehabilitation and Social Inclusion Programme (PIRIS); • the rehabilitation, integration and social inclusion recommendations.
FRQ032	Transmission of the PIRIS	The "Disability" information module will transmit in electronic format the data structure related to the PIRIS to the authorised components for the monitoring and implementation of the established measures.
FRQ033	System	The disability data exposed to other modules and to SIDDCM contains exclusively the information necessary for the purpose (data minimisation). Detailed medical data and clinical notes are not exposed through the interoperability API.

FRQ034	Administrator	The administrator configures which eSocial modules have access to which types of exposed disability data, through an authorisation matrix based on role and data type, without code changes.
FRQ035	System	All inter-module accesses to disability data (exposure, consumption, pass-through) are recorded in the Audit Log with: the requesting/source module, the data type, the anonymised IDNP, the timestamp. Immutable logs, minimum 5-year retention.
FRQ036	System	The module exposes an endpoint /api/v1/health that returns: the module status (up/degraded/down), the timestamp of the last synchronisation with SIDDCM and the average latency. Status «degraded» if the last synchronisation exceeds the configured threshold.
FRQ037	Module eSocial / CNDDCM	The other social-service components integrated in the eSocial platform can request, through a dedicated mechanism, the acts produced by CNDDCM for a given applicant (disability certificates, decisions, PIRIS, conclusions) in PDF format. The request is submitted for a specific applicant identified by IDNP and is routed to the responsible CNDDCM user for review.
FRQ038	CNDDCM User	The acts requested by another eSocial social-service component are provided only upon the acceptance of the request by a CNDDCM user. Upon acceptance, the requested acts are made available to the requesting component in PDF format through a secured, temporary URL. If the CNDDCM user rejects the request, the requesting component is notified and no act is transmitted. Every request, acceptance or rejection is recorded in the Audit Log.

Consumption of data from external information systems through the MConnect interoperability platform

Through the MConnect interoperability platform, the "eSocial" Integrated Information System will ensure the automated consumption of data from external information systems by the "Disability" information module, for the purpose of supporting the processes of determining disability, assessing work capacity, and elaborating and monitoring the Individual Rehabilitation and Social Inclusion Programme (PIRIS).

- identification and validation of the person's identification data;
- data from Form F-088 and other electronic medical documents available through the health-sector information systems, including information regarding diagnosis, medical history, the person's functional status, medical recommendations, treatments and other information necessary for the process of determining disability and work capacity
- verification of the information necessary for assessing disability and work capacity;
- completion and updating of the beneficiary's electronic dossier
- elaboration and monitoring of the implementation of the PIRIS;
- support for the process of re-assessment and monitoring of the beneficiary.

Exposure of the data set from the "Disability" information module through the "eSocial" Integrated Information System to the MConnect interoperability platform

Process description

The "Disability" information module will ensure the controlled exposure of the managed data sets to the MConnect interoperability platform, through the "eSocial" Integrated Information System, in order to facilitate the exchange of data with public authorities, government information systems and other authorised information systems.

Exposed data sets

The DDCM module will expose, as appropriate, the following categories of information:

Data regarding the person

1. IDNP;
2. surname and first name;
3. date of birth;
4. sex;
5. data regarding domicile or residence.

Data regarding disability determination

1. the number and date of the decision;
2. the established disability grade;
3. the validity term of the disability grade;
4. the cause of disability;
5. the dossier status;
6. the history of re-assessments.

Data regarding work capacity

1. the degree of loss of work capacity;
2. the determined work capacity;
3. the work restrictions and recommendations;
4. the date of assessment and re-assessment.

Data regarding the PIRIS

1. the number and date of PIRIS approval;
2. the implementation period;
3. the established objectives;
4. the rehabilitation recommendations;
5. the educational recommendations;
6. the professional recommendations;
7. the recommended social inclusion measures.

Data regarding the issued documents

1. the examination report;
2. extracts and information related to the approved decisions;
3. other documents and information approved for exchange through the interoperability platform.

The "Disability" information module will be developed in compliance with the principles and requirements of Directive (EU) 2024/2841 of the European Parliament and of the Council of 23 October 2024 establishing the European Disability Card and the European Parking Card for persons with disabilities, and of Directive (EU) 2024/2842, which extends the application of these mechanisms to third-country nationals who have the right of legal residence in a participating state, in order to facilitate the recognition of the status of person with disabilities and the exercise of the related rights within the European area.

FRQ	Title/Actor	Description
FRQ039	Interoperability requirements	The "Disability" information module will expose, through the "eSocial" IIS within the MConnect interoperability platform, the data necessary for confirming the status of a person with disabilities, within the limits of the approved competences and access rights
FRQ040	Minimum data structure	The "Disability" information module will ensure the availability of information regarding: 1. the disability grade; 2. the validity period of the status; 3. the date of assessment and re-assessment; 4. the disability determination decision; 5. the information necessary for issuing and verifying the documents related to persons with disabilities.

FRQ041	Non-functional requirement — Alignment with the European interoperability standards	The solution will be developed in accordance with the principles of interoperability, data reuse and secure information exchange promoted at European Union level, so as to allow subsequent adaptation to the European legislative and technical requirements applicable to the disability field.
FRQ042	Verification of the beneficiary's status	Through the interoperability mechanisms, the "Disability" information module will be able to verify: ■ the existence of a European Disability Card; ■ the existence of a European Parking Card; ■ the card status; ■ the validity period; ■ the issuing state; ■ the category of the beneficiary and their eligibility. Minimum required data set ■ the person's identifier; ■ citizenship; ■ residence status; ■ the disability grade; ■ the date of establishment of the disability; ■ the validity term; ■ the identifier of the European Disability Card; ■ the identifier of the European Parking Card; ■ the issuing state; ■ the status and validity period of the cards

D.4. Risk Monitoring — Anomalies, overdue deadlines, appeals

D.4.1. Functional description

The system flags to CNDDCM management strategic anomalies in the disability determination process: overdue legal deadlines, blocked dossiers, repeated appeals, procedural deviations at the level of the case manager and the multidisciplinary-team member, as well as integrity and fraud risks (abnormal decision patterns, suspicious re-examinations). The monitoring is proactive and gives CNDDCM an overview of the system's performance, without duplicating the operational alerts, which remain in SIDDCM for the CNDDCM teams.

D.4.2. Actors involved

- CNDDCM Manager (recipient of strategic alerts at inter-ministerial level)
- eSocial Administrator (risk-rule configuration)
- SIDDCM System (risk-data source via API)

D.4.3. Types of monitored risks

Operational risks

- Dossiers with an overdue legal deadline — automatic identification based on the SLA data from SIDDCM
- Blocked dossiers (no activity beyond the configured threshold or with a manually set «Blocked» status)
- Undistributed dossiers — without an assigned expert beyond the configured deadline
- Dossiers blocked in the Completion stage for more than 3 working days

Procedural risks

- Repeated appeals per dossier (the same dossier appealed 2+ times)
- Decision divergences between the determination service and the control service
- Acts issued on the basis of an amended report (inconsistency detected)

Performance and decision-quality risks

- Dossiers with an average examination time significantly above the national average (possible operational blockages)
- Users with a rate of compliance with legal deadlines below the configured threshold
- Expert / case manager with an abnormally fast decision rate — average examination time significantly below the national average (possible superficial decisions, insufficiently documented clinically)
- Expert / case manager with an abnormally high rejection rate — individual rejection rate $>2\sigma$ above the average for the same case mix (possible excessive restrictiveness or inconsistent application of criteria)

Integrity and fraud risks

- Abnormal decision pattern per case manager or individual member of the multidisciplinary team — abnormally high grading rate ($>2\sigma$ above the national average on similar cases) at a case manager or an individual expert (social worker / rehabilitation specialist / special-education specialist), controlled for the case mix
- Suspicious re-examination pattern — dossiers in which the disability grade is changed favourably within an abnormally short interval (<6 months after the initial decision) without documented clinical justification of the worsening of the condition

D.4.4. Alerting mechanism

- The alerts are displayed in Panel 3 of the Dashboard (D.2) and in the CNDDCM manager's notification bar
- Critical alerts (overdue deadline, blocked for more than 5 days, suspicious fraud pattern) generate push notifications in the eSocial interface for CNDDCM management and, optionally, email through MNotify
- Each alert contains: the risk type, the affected dossier, the CNDDCM territorial subdivision, the case manager / team member involved (for decisional risks), the duration and the recommended strategic action at CNDDCM level

D.4.5. Functional requirements

Requirement	Actor	Description
FRQ043	System	The module continuously monitors the data from SIDDCM and automatically detects dossiers with an overdue legal deadline, blocked, undistributed and long-pending in the Completion stage.
FRQ044	System	On detecting a risk, the system generates an alert visible in the CNDDCM management Dashboard within a maximum of 5 minutes of detection. The operational alerts for CNDDCM users remain in SIDDCM and are not duplicated in eSocial.
FRQ045	System	Critical alerts (overdue legal deadline, dossier blocked for more than 5 working days, suspicious fraud pattern) generate push notifications in the eSocial interface and, optionally, email through MNotify for the authorised CNDDCM management.
FRQ046	System	The system detects repeated appeals per dossier (2+ appeals) and flags them as a procedural risk at CNDDCM strategic level.
FRQ047	System	The system detects decision divergences between the CNDDCM determination service and control service and generates a strategic alert, visible to CNDDCM management.
FRQ048	Administrator	The administrator configures the risk thresholds: the number of days for «undistributed dossier», the number of appeals for

		«procedural risk», the threshold for «user with a low SLA-compliance rate».
FRQ049	System	All generated alerts are recorded in the Audit Log with: the alert type, the affected dossier, the detection timestamp and the alert status (new / acknowledged / resolved).
FRQ050	CNDDCM Manager	The CNDDCM manager can mark an alert as «acknowledged» (confirmed, in progress), «resolved», or «rejected» (false positive), adding an optional comment. A «rejected» mark triggers the false-positive classification required by FRQ057.
FRQ051	System	Abnormal decision-pattern detector: the system computes monthly the z-score of the grading rate at the case-manager level and separately for each individual member of the multidisciplinary team (social worker, rehabilitation specialist, special-education specialist), controlled for the case mix (adjustment for demographic profile, ICD-10 code, age, severity). Cases with a z-score $>2\sigma$ above the national average generate a CNDDCM alert for independent audit. The analysis is not carried out at the level of the expert panel, since the panels are formed ad-hoc per dossier.
FRQ052	System	Suspicious re-examination detector: the system automatically identifies dossiers with a favourable change of the disability grade (e.g. moving from grade III to grade II, or from non-graded to grade III) within an interval <6 months after the initial decision, without clinical documentation of worsening. On detection, it generates a CNDDCM alert with: the affected dossier, the initial decision, the amended decision, the interval, the responsible case manager, the absence of worsening documentation. The interval threshold (default 6 months) is configurable by the administrator.
FRQ053	System	Velocity-outlier detector (abnormally fast decision rate): the system computes monthly the z-score of the average examination time per case manager and per individual member of the multidisciplinary team (social worker, rehabilitation specialist, special-education specialist — analysed separately), controlled for the complexity of the dossiers (ICD-10 code, requested grade, beneficiary profile). Values significantly below the national average (z-score $<-2\sigma$) generate a discreet QA-review flag for CNDDCM, without public stigmatisation and without direct notification of the flagged person — the flag is visible exclusively in the CNDDCM strategic dashboard for independent audit. The z-score threshold is configurable by the administrator.
FRQ054	System	Abnormal decision-pattern detector (anomalous rejection rate): the system computes monthly the individual rejection rate (non-grading decisions) per case manager and per individual team member, compared with the national average on similar case profiles — with statistical control for the complexity and severity of the cases (ICD-10 mix, age, requested grade). Cases with a rejection rate $>2\sigma$ above the average for the same mix generate a CNDDCM alert for audit. The analysis is anonymised in the public notification and identifies the person only in the confidential CNDDCM audit report.
FRQ055	System	The module generates an automatic weekly report with a risk summary: number of alerts per type (operational, procedural,

		performance and decision quality, integrity and fraud), average resolution time, unresolved alerts, trend compared with the previous week.
FRQ056	System	When the system detects simultaneously two or more alerts of a different type for the same person (case manager or team member) — for example, a velocity outlier (FRQ053) and an abnormal decision pattern (FRQ054) — the alerts are automatically grouped into a «composite incident» with severity automatically raised to «critical». The composite incident displays in the dashboard all the correlated component alerts, with a common timeline and the recommendation for an integrated audit.
FRQ057	System	When an alert is marked «rejected» (false positive) by the CNDDCM manager (FRQ050), the system mandatorily records the false-positive type (predefined categories: threshold too sensitive, justified exceptional context, source-data error, other — with comment). The system computes monthly the precision rate per detector: $(\text{confirmed alerts} / (\text{confirmed alerts} + \text{rejected alerts})) \times 100$, and includes it in the weekly risk-summary report (FRQ055). If a detector's precision rate falls below 50% for 3 consecutive months, the system generates a threshold-recalibration alert for the administrator.

D.5. Reporting — Integration of the SIDDCM Reports Module

D.5.1. Functional description

The reporting module within the «Disability» Module of the eSocial platform integrates the existing SIDDCM reports module. At present, the reports are built on the SSRS (SQL Server Reporting Services) server available at the dedicated subdomain <https://rapoarte.siddcm.cnddcm.gov.md/>, and the display is done on the main SIDDCM interface at <https://siddcm.cnddcm.gov.md/>. The same principle will be applied in eSocial: the Disability module will display the available report types in its own navigation interface, and the report itself will be loaded in an integrated iframe from the SIDDCM reports domain, where the SSRS server is located.

The eSocial user navigates through the 3-level tab structure and selects the desired report type. On selection, the system loads the corresponding report in an iframe that points to the SSRS URL of that report. The report parameters (period, ATU, filters) are set directly in the SSRS interface inside the iframe — the eSocial module does not manage the parameters, only the display and navigation.

D.5.2. Actors involved

- CNDDCM Manager (reports-catalogue navigation, report viewing in the iframe, export)
- eSocial Administrator (configuration of access to report categories, management of SSRS URLs)
- SIDDCM System / SSRS Server (report source, parameter management, content generation)

D.5.3. Structure of the reporting interface

The reporting interface in eSocial provides navigation across three tab levels, followed by a report selector. On selecting the report, it is loaded in an iframe below the selector.

Level 1 — Report categories (main tabs)

- Statistical Reports — analytical distribution reports per various dimensions
- List Reports — registry-type reports with lists of dossiers and beneficiaries
- Other Reports — special reports (Form F-13 etc.)

Level 2 — Sub-categories (secondary tabs, visible under «Statistical Reports»)

- Control stage — reports for the dossiers in the control stage
- Examination stage — reports for the dossiers in the examination/determination stage

Level 3 — Beneficiary category (tertiary tabs)

- Children — reports for beneficiaries aged 0–17 years
- Adults — reports for beneficiaries aged 18+ years

D.5.4. Complete reports catalogue

After selecting the tabs on the 3 levels, the user selects the desired report from a «Select the report» dropdown. Below is the complete catalogue of the available reports, organised by category.

I. Statistical Reports

Control Stage — Children

- Distribution of children with disabilities by forms of disease and age group
- Distribution of children with disabilities by forms of disease and disability grade
- Distribution of children with disabilities by cause of disability and age group
- Distribution of children with disabilities by cause of disability and disability grade
- Distribution of children with disabilities by administrative-territorial units and age group
- Distribution of children with disabilities by administrative-territorial units and disability grade
- Distribution of children with disabilities by administrative-territorial units and impairments
- Results of the re-examination of children with disabilities
- Distribution of children with disabilities by disability grade and age group
- Result of the re-examination of children's dossiers following the control (SCDGD)

Control Stage — Adults

- Distribution of adults with disabilities by forms of disease and age group
- Distribution of adults with disabilities by forms of disease and disability grade
- Distribution of adults with disabilities by cause of disability and age group
- Distribution of adults with disabilities by cause of disability and disability grade
- Distribution of adults with disabilities by administrative-territorial units and age group
- Distribution of adults with disabilities by administrative-territorial units and disability grade
- Distribution of adults with disabilities by administrative-territorial units and impairments
- Results of the re-examination of adults with disabilities
- Result of the re-examination of adults' dossiers following the control (SCDGD)

Examination Stage — Children

- Distribution of children with disabilities by forms of disease and age group
- Distribution of children with disabilities by forms of disease and disability grade
- Distribution of children with disabilities by cause of disability and age group
- Distribution of children with disabilities by cause of disability and disability grade
- Distribution of children with disabilities by administrative-territorial units and age group
- Distribution of children with disabilities by administrative-territorial units and disability grade
- Distribution of children with disabilities by administrative-territorial units and impairments
- Results of the re-examination of children with disabilities
- Distribution of children with disabilities by disability grade and age group

- Result of the re-examination of children's dossiers following the appeal (SGDG)
- Distribution of the recommendations from the PIRIS (for children)

Examination Stage — Adults

- Distribution of adults with disabilities by forms of disease and age group
- Distribution of adults with disabilities by forms of disease and disability grade
- Distribution of adults with disabilities by cause of disability and age group
- Distribution of adults with disabilities by cause of disability and disability grade
- Distribution of adults with disabilities by administrative-territorial units and age group
- Distribution of adults with disabilities by administrative-territorial units and disability grade
- Distribution of adults with disabilities by administrative-territorial units and impairments
- Results of the re-examination of adults with disabilities
- Result of the re-examination of adults' dossiers following the appeal (SGDG)
- Distribution of the recommendations from the PIRIS (for adults)

II. List Reports

- List of persons with disability established at the examination stage
- Report on the number of dossiers distributed on a date
- List of persons with non-classification into disability established at the examination stage
- List of the reports signed at the control stage
- Questionnaire data for adults with disability

III. Other Reports

- Form F-13

Overall total of reports: 46 (40 statistical + 5 list + 1 other reports)

D.5.5. Integration mechanism — SSRS iframe

On selecting a report from the dropdown, the eSocial module loads the report in an iframe element that points to the corresponding URL on the SIDDCM SSRS server (<https://rapoarte.siddcm.cnddcm.gov.md/>). The SSRS interface inside the iframe provides its own controls for setting the report parameters (period, ATU, report-specific filters) and for export (PDF, Excel, Word). The eSocial module does not intervene in the parametrisation or generation logic — its role is exclusively that of a navigator (catalogue + tabs) and a display container (iframe).

The SSRS URLs per report are configurable by the administrator from the eSocial administration interface, allowing the updating or addition of new reports without code changes in the eSocial module.

D.5.6. Functional requirements

FRQ	Actor	Description
FRQ058	CNDDCM Manager	The reporting module in eSocial displays the catalogue of reports available from SIDDCM, organised across 3 tab levels. On selecting a report, its content is loaded in an integrated iframe from the SIDDCM SSRS server (rapoarte.siddcm.cnddcm.gov.md). eSocial is a navigator and display container, not a producer of reports.
FRQ059	CNDDCM Manager	The reporting interface provides navigation across three tab levels: Level 1 (Statistical Reports List Reports Other Reports), Level 2 (Control stage Examination stage — visible only under «Statistical Reports»), Level 3 (Children Adults — visible only under «Statistical Reports»). Changing the tab resets the report selection in the dropdown.

FRQ060	CNDDCM Manager	After selecting the tabs, the user selects the desired report from a «Select the report» dropdown populated with the list of reports available for the selected tab combination. On selection, the iframe is loaded with the SSRS URL corresponding to the chosen report.
FRQ061	System	The report parameters (period, ATU, specific filters) are managed exclusively by the SSRS interface inside the iframe. The eSocial module does not provide its own parametrisation controls — the user interacts with the native SSRS controls to set and modify the parameters.
FRQ062	System	The iframe resizes automatically to the height of the report content displayed by SSRS, without double scrolling (scrolling only on the main eSocial page, not inside the iframe). If automatic resizing is not possible for cross-origin security reasons, the iframe will have a configurable fixed height with internal scrolling.
FRQ063	System	The export of reports (PDF, Excel, Word) is performed through the native SSRS functionalities available in the toolbar inside the iframe. The eSocial module does not duplicate the export buttons.
FRQ064	Administrator	The SSRS URLs per report are configurable by the administrator from the eSocial administration interface: for each report in the catalogue, the administrator can set or modify the corresponding SSRS URL, allowing the addition of new reports or the updating of URLs without code changes.
FRQ065	System	If the SIDDCM SSRS server is unavailable, the iframe displays an informative message «The reporting service is temporarily unavailable. Please try again later.» in place of the report, without a technical error visible to the user (graceful degradation).
FRQ066	System	All report accesses are recorded in the Audit Log with: the user, the accessed report (category + type), the timestamp, the action (viewing). The report parameters are not logged by eSocial (they are managed by SSRS).

D.6. The «Disability and social inclusion» page in the esocial.gov.md Portal

D.6.1. Functional description

The «Disability and social inclusion» page is a dedicated section within the existing government portal <https://esocial.gov.md/>. The page appears as a menu item in the <https://esocial.gov.md> portal and displays content exclusively for beneficiaries who have at least one dossier registered in SIDDCM — identification is done automatically by the IDNP of the user authenticated in the portal. If a legal representative is registered in SIDDCM for the beneficiary, the data is viewed in the personal cabinet of the legal representative in esocial.gov.md. The page presents 2 main functional areas: (1) the status of the active dossier with recent notifications and the issued documents, (2) the PIRIS section with a personalised rehabilitation guide and a catalogue of service institutions.

D.6.2. Actors involved

- Citizen / Applicant authenticated in esocial.gov.md (viewing dossier status, documents, PIRIS)
- Legal representative — if a legal representative is registered in SIDDCM, the beneficiary's data is accessible in the representative's cabinet in esocial.gov.md
- SIDDCM System (data source via API — dossiers, documents, PIRIS, stages)
- esocial.gov.md Portal (authentication, session, navigation — the existing infrastructure)
- MNotify System (SMS / email notifications)

D.6.3. The «Disability and social inclusion» page — Main content

On accessing the «Disability and social inclusion» page from the menu of the "eSocial" Integrated Information System, the system checks via the SIDDCM API whether the IDNP of the authenticated user has at least one registered dossier. If so, the content organised into 3 sections is displayed. Where the applicant has several dossiers in SIDDCM, the data

in the personal cabinet reflects the latest dossier in chronological order (the most recent). If there is no dossier, the «Disability and social inclusion» page item is not displayed in the menu.

Section 1 — The active dossier

A main card with the number of the active dossier (e.g. «Active dossier D2024-00001») and a visual timeline stepper with 5 stages: Submitted → Completion → Determination → Control → Finalised. Each completed stage is marked with a green check and the date on which it was reached. The current stage is highlighted with a solid blue circle and bold text. The upcoming stages are displayed with inactive grey circles.

Within the «Active dossier» section, the information on whether the person benefits or not from transport-service compensation is also displayed. The status is retrieved via API and displayed as a visual indicator: «Benefits from transport compensation» or «Does not benefit from transport compensation».

Section 2 — Recent notifications

A card with the list of recent notifications, displayed chronologically (the newest first). Each notification contains: a bell icon, the notification text (e.g. «Your dossier has moved to the Determination stage», «Your certificate expires in 87 days. Initiate the re-examination.»), the date and time (e.g. «Today, 09:30», «Yesterday, 14:00»). Unread notifications are highlighted visually.

Section 3 — My documents

A table with all the documents issued and signed in the beneficiary's name, with the columns:

- Document No. — unique identifier with a downloadable link (e.g. CERT-2023-00001, PIRIS-2023-00001, CT-2023-00001, DSC-2023-00001)
- Issue date — the date on which the document was issued
- Document type — the type of act: Disability certificate, PIRIS, Transport conclusion, Control-service decision (Confirmation/Rejection)
- Validity — a coloured badge: «until DD.MM.YYYY» (green) for valid documents with a term, «Expired» (red) for documents past their term, «No term» (blue) for documents without a validity term

Clicking on the document number initiates the download of the electronically signed PDF through a temporary secured URL.

D.6.4. PIRIS — Individual Rehabilitation and Social Inclusion Programme

The PIRIS section provides the beneficiary with the complete information portal for the social services to which they are entitled. The page is titled «PIRIS — Individual Rehabilitation and Social Inclusion Programme» with the subtitle «The complete information portal for you as a beneficiary of social services» and is organised into 2 tabs:

Tab 1 — Rehabilitation Guide

Displays the personalised rehabilitation guide, based on the elaborated PIRIS (with the elaboration date visible). The recommendations are organised into 4 compartments displayed as expandable accordions, each with the number of recommendations:

- Medical assistance and rehabilitation — recommendations regarding kinesitherapy, physiotherapy, medication treatment, prostheses, assistive devices
- Work and professional activity — recommendations regarding adapted employment, professional retraining, vocational guidance, working conditions
- Social services — recommendations regarding personal assistance, home services, day centres, protected housing, compensations
- The educational process — recommendations regarding inclusive education, curricular adaptation, educational support, assistive learning technologies

On expanding a compartment, the detailed list of recommendations from the PIRIS for that category is displayed, with a description of each recommended action.

Tab 2 — Institutions Catalogue & Map

Displays the catalogue of institutions accredited for rehabilitation and social-inclusion services in Moldova, titled «Catalogue of Service Institutions». Functionalities:

- Filtering by service type — horizontal tabs: All | Kinesitherapy | Physiotherapy | Speech therapy | Psychotherapy | Hydrotherapy (and other types configurable by the administrator)
- Interactive map — map visualisation of the filtered institutions, with geolocated pins
- Institution cards — a grid of cards, each containing: the institution name, the type (Placement centre, Polyclinic, Day centre, etc.), the full address, the working hours (e.g. «Non-stop», «Monday–Saturday: 08:00–18:00»), the rating (e.g. 4.4/5, 4.6/5), a «Directions →» button (link to the map/navigation), a «Contact» button (display of contact details)

The institutions catalogue is managed by the administrator and updated periodically from the official sources of the service-provider institutions.

D.6.5. Notifications and communication

The system generates automatic notifications through 3 channels (SMS, email via MNotify, in-app notification) on each important event:

- Dossier stage change (e.g. «Your dossier has moved to the Determination stage»)
- Issuance or signing of an act (certificate, decision, PIRIS)
- Imminent certificate expiry (at 90, 60, 30 days — e.g. «Your certificate expires in 87 days. Initiate the re-examination.»)

The notifications are displayed in the «Recent notifications» section on the home page.

D.6.6. Accessibility and multilingualism

The «Disability and social inclusion» page inherits the accessibility standards of the esocial.gov.md portal.

D.6.7. Legal-representative access

If a legal representative is registered in SIDDCM for a beneficiary (a minor aged 0–17 or a legally incapacitated person), the beneficiary's data is automatically accessible in the personal cabinet of the legal representative in esocial.gov.md. The legal representative sees the same information as the beneficiary (dossier status, documents, PIRIS, scheduling). The representative-beneficiary association is retrieved from SIDDCM via API and does not require separate configuration in esocial.gov.md. A legal representative can view the data of all the beneficiaries for whom they are registered in SIDDCM.

D.6.8. Submission of the application for the determination of the disability grade via EVOsign

The citizen can submit an application for the determination of the disability grade directly from the «Disability and social inclusion» page, by electronically signing the application using the government EVOsign service. The functionality provides for integration with EVOsign for the secure signing and transmission of the application.

The submission flow:

- The citizen completes the application form for the determination of the disability grade in the portal;
- On confirmation, the application is transmitted to the EVOsign service for electronic signing;
- After signing via EVOsign, the signed application is automatically transmitted to SIDDCM via API, and the citizen receives the submission confirmation and the registration number;
- The submitted application and its status become visible on the citizen's page.

D.6.9. Functional requirements

FRQ	Actor	Description
FRQ067	Citizen	On accessing the https://esocial.gov.md portal, the system checks via the SIDDCM API for the existence of dossiers for the authenticated IDNP. If they exist, it displays the data according to the latest dossier in chronological order. The active-dossier card presents a visual timeline stepper across 5 stages (Submitted → Completion → Determination → Control → Finalised): the completed stages with a green check and the date, the current stage with a solid blue circle, the upcoming stages inactive grey. If there are no dossiers, it displays an informative message.
FRQ068	Citizen	The «Recent notifications» section displays the notifications chronologically with: icon, text, date/time. Unread notifications are highlighted visually. A numeric badge with the total of unread notifications is visible in the navigation bar.
FRQ069	Citizen	The «My documents» section displays the table of issued and signed documents with the columns: Document No. (downloadable link), Issue date, Document type (Disability certificate, PIRIS, Transport conclusion, Control-service decision), Validity (badge: green «until DD.MM.YYYY», red «Expired», blue «No term»). Only the issued and signed acts are visible.
FRQ070	Citizen	Clicking on the document number initiates the download of the electronically signed PDF through a temporary secured URL (expires after download or after 60 minutes).
FRQ071	Citizen	The PIRIS section displays the «PIRIS — Individual Rehabilitation and Social Inclusion Programme» page with 2 tabs: «Rehabilitation Guide» and «Institutions Catalogue & Map». The PIRIS elaboration date is displayed visibly below the title.
FRQ072	Citizen	The «Rehabilitation Guide» tab displays the personalised guide with the recommendations from the PIRIS organised into 4 expandable compartments (accordions): (1) Medical assistance and rehabilitation, (2) Work and professional activity, (3) Social services, (4) The educational process. Each compartment displays the number of recommendations. On expansion, the detailed list of recommendations is displayed.
FRQ073	Citizen	The «Institutions Catalogue & Map» tab displays the catalogue of accredited institutions with: (a) filtering by service type through tabs (All, Kinesithrapy, Physiotherapy, Speech therapy, Psychotherapy, Hydrotherapy), (b) an interactive map with geolocated pins, (c) a grid of institution cards with: name, type, address, working hours, rating, «Directions» and «Contact» buttons.
FRQ074	Administrator	The list of service types in the filters of the institutions catalogue and the institution data (name, address, hours, type, rating) are configurable by the administrator from the administration interface, without code changes.
FRQ075	System	The system generates automatic notifications on 3 channels (SMS, email via MNotify, in-app) on: dossier stage change, act issuance/signing, imminent certificate expiry (at 90, 60, 30 days).
FRQ076	System	The page inherits the accessibility of the esocial.gov.md portal.
FRQ077	System	The page supports the languages available in the esocial.gov.md portal (Romanian, Russian). PIRIS informational content is available in Romanian in accordance with the act issued by CNDDCM.
FRQ078	Legal representative	If a legal representative is registered in SIDDCM, the beneficiary's data is automatically accessible in the representative's cabinet in esocial.gov.md . The association is retrieved from SIDDCM via API. The representative sees the same information. All actions are logged with the indication of the representative's cabinet.

FRQ079	System	The page is responsive and functions in accordance with the standards of the esocial.gov.md portal on all supported devices and browsers.
FRQ080	Citizen	The citizen can submit an application for the determination of the disability grade directly from the «Disability and social inclusion» page, by completing the form and electronically signing the application using the government EVOsign service. The functionality provides for integration with EVOsign.
FRQ081	System	After the application is signed via EVOsign, the system automatically transmits the signed application to SIDDCM via API and returns to the citizen the submission confirmation and the registration number. The submitted application and its status become visible on the citizen's page.
FRQ082	Citizen	In the «Active dossier» section of the page, the citizen views the information on whether the person benefits or not from transport-service compensation, displayed as a visual indicator based on the data retrieved via API.

III NONFUNCTIONAL REQUIREMENTS

F.1. Architecture and Platform

- **Backend:** .NET, Entity Framework
- **Database:** PostgreSQL
- **Frontend:** Angular (within the eSocial monorepo, using the eSocial design system)
- **Object storage:** MinIO (via the eSocial Object Storage service)
- **Search and indexing:** PostgreSQL full-text search (eSocial platform convention)
- **Structured logging and centralized monitoring:** JSON-based application logs compatible with the platform's centralized logging stack (ELK); audit events via the eSocial Audit service
- **Event streaming (real-time notifications, Audit Log, real-time Dashboard):** Apache Kafka
- **Containerization:** Docker / Kubernetes
- **Real-time Dashboard:** WebSocket or Server-Sent Events for automatic updates
- **CI/CD Integration:** Azure DevOps with GitOps deployment (ArgoCD)
- **Infrastructure as Code:** deployment configurations and infrastructure-provisioning scripts follow Infrastructure as Code (IaC) principles (Helm charts, Kubernetes manifests)
- **Authentication and government services:** MPass (eSocial Identity service), MNotify (eSocial Notification service); APIs documented with OpenAPI

F.2. Integration with SIDDCM

- The module shall consume and exchange SIDDCM data through secured, documented and versioned API
- Consumption through a versioned REST API (stable contract) is strongly recommended, not direct access to the SIDDCM database, in order to avoid rigid coupling and to preserve traceability in the Audit Log
- The module re-exposes (pass-through) to SIDDCM the data consumed from the "Employment and Unemployment Insurance" (ANOFM) and "State Labour Inspectorate" (ISM) components, in accordance with D.3

F.3. Integration with the eSocial platform

- The module integrates with the eSocial Identity microservice (MPass)
- The module integrates with the eSocial Notifications microservice (MNotify)
- The module integrates with the eSocial Audit microservice (MLog)
- The module exposes an internal eSocial API for interoperability with other modules (D.3)
- The module complies with the microservices architecture and the inter-module communication standards of the eSocial platform (REST + Kafka events)
- The module carries out bidirectional data exchange with the "Case Management", "Employment and Unemployment Insurance" (ANOFM) and "State Labour Inspectorate" (ISM) information components, through web services, with the beneficiary being identified by the IDNP code (consumption, exposure and re-exposure), in accordance with D.3
- The module consumes, through the MConnect interoperability platform, the data from the external information systems — including Form F-088 and other electronic medical documents from the health-sector systems (diagnosis, history, functional status, recommendations, treatments)
- The module exposes, through the MConnect interoperability platform (via the "eSocial" IIS), the data sets regarding the person, disability determination, work capacity, the PIRIS and the issued documents, to public authorities and authorised government information systems
- The inter-module data exchange is automated, secured and traceable, with data minimisation (only the information necessary for the purpose is exposed) and with the configuration of access rights per module and data type
- The module is developed in compliance with the principles and requirements of Directive (EU) 2024/2841 on the European Disability Card and the European Parking Card, as well as of Directive (EU) 2024/2842 on the extension to third-country nationals with the right of legal residence, in order to recognise the status of person with disabilities within the European area
- The solution complies with the principles of interoperability, reuse and alignment with the European Interoperability Framework (EIF)

- The module integrates with the government EVOsign service for the electronic signing of the applications for the determination of the disability grade submitted by citizens through the portal (see D.6.8)

F.4. Security and Data Protection

- All communications HTTPS/TLS 1.2+ mandatory
- Personal and medical data protected in accordance with national legislation and the GDPR
- The data-minimisation principle: only the data necessary for the functionality is collected and stored
- Complete audit trail for all accesses to disability data
- Rate limiting configured to prevent API abuse

F.5. Performance and Availability

- Availability 24/7, minimum 99.5% monthly (see NFRQ-08)
- Maximum response time for current operations: under 3 seconds
- Real-time dashboard: automatic update with a maximum delay of 60 seconds
- In-portal push notifications: delivery within a maximum of 30 seconds of the event
- Citizen portal: correct functioning on limited-bandwidth connections (frontend performance optimisation)

F.6. User Interface

- Design consistent with the visual guide of the eSocial platform (common design system)
- Support for the Romanian and Russian languages with quick switching from the interface
- Responsive interface (web + mobile) compatible with the main browsers
- Compliance with the WCAG 2.2 level AA accessibility standards for the citizen portal
- Clear, descriptive error and validation messages, in the user's language

F.7. Documentation

- Complete technical documentation for each implemented module
- User manual per role (citizen, CNDDCM manager, eSocial administrator)
- OpenAPI 3.1 API documentation for the internal eSocial API (interoperability D.3)
- Documented source code delivered in the Git repository of the eSocial project
- Architectural diagrams (module architecture, data flows, SIDDCM integration)

F.8. Non-Functional Requirements (NFRQ)

The table below defines the mandatory non-functional requirements for the «Disability» Module of the eSocial platform. Each NFRQ has a measurable acceptance criterion and is aligned with the functional modules (D.1–D.6) in which it applies.

Code	Non-Functional Requirement	Acceptance criterion
NFRQ-01	Response time — current operations (list display, filtering, navigation between modules D.1–D.6): the time from the initiation of the action until the full display of the result.	<i>≤3 seconds (95th percentile) on a broadband connection; ≤5 seconds on a 3G mobile connection.</i>
NFRQ-02	Response time — real-time Dashboard (D.2): the interval from the occurrence of an event in SIDDCM until its reflection in the CNDDCM Dashboard.	<i>≤60 seconds maximum latency; without manual reloading of the page.</i>

NFRQ-03	Response time — reports catalogue (D.5): the duration from the selection of a report in the catalogue until the report is displayed in the embedded SSRS iframe.	≤5s for the SSRS iframe to load and render the selected report container; report generation and export are performed by the SIDDCM SSRS server and are outside the Contractor's control (see FRQ061, FRQ063).
NFRQ-04	Response time — Applicant Portal (D.6): the loading of the main page after MPass authentication, including the PIRIS information module.	≤4s First Contentful Paint; ≤6s Time to Interactive on a 3G mobile connection.
NFRQ-05	Concurrent capacity: the number of simultaneous users without degradation of response times.	≥200 simultaneous users; ≥500 during peak periods.
NFRQ-06	SIDDCM API throughput: the capacity to process API calls to/from SIDDCM without exceeding the rate limits.	≥100 API calls/minute sustained; graceful degradation with a queue + exponential retry backoff.
NFRQ-07	Execution time — risk detectors (D.4): the duration of the complete analysis cycle per detector.	≤5 min/detector; scheduled execution — configurable frequency (default: daily at 02:00).
NFRQ-08	Module availability: the operational time relative to the total time.	≥99.5% monthly availability (max 3.65h unplanned downtime/month).
NFRQ-09	Fault tolerance: the behaviour on the temporary unavailability of the SIDDCM API or of an internal eSocial microservice.	Graceful degradation: the Dashboard displays a cache with a timestamp; the Portal displays an informative message; the alerts are queued.
NFRQ-10	Backup and recovery: the backup frequency and the recovery time.	Daily incremental backup + weekly full; RTO ≤4h; RPO ≤1h.
NFRQ-11	Zero-downtime deployment: updates without service interruption.	Blue-green or canary on Kubernetes; automatic rollback on health-check failure.
NFRQ-12	Encryption in transit: all communications between components are encrypted.	HTTPS/TLS 1.2+ mandatory; HSTS enabled; mTLS inter-services.
NFRQ-13	Encryption at rest: sensitive data (IDNP, medical data, ICD-10 diagnoses) is encrypted in the database.	AES-256 at column level; keys managed through a secrets manager (Vault/K8s Secrets); logs without personal data in clear text.
NFRQ-14	OWASP Top 10 protection: the module implements measures against the 10 OWASP vulnerabilities.	Validated protection: injection, XSS, CSRF, broken auth, sensitive data exposure, broken access control, security misconfiguration, insecure deserialisation, vulnerable components, insufficient logging.
NFRQ-15	Rate limiting and DDoS protection: prevention of overload.	Rate limiting per client/endpoint/IP; 429 with Retry-After; MCloud/Kubernetes WAF integration.
NFRQ-16	Session management: secure management of user sessions.	Timeout: 30 min CNDDCM Back Office, 15 min citizen Portal;

		<i>invalidation on logout; session fixation/hijacking protection.</i>
NFRQ-17	Security log: logging of authentication attempts, unauthorised access and administrative operations.	<i>Immutable log: UTC timestamp, hashed user_id, IP, action, result; retention ≥12 months; accessible to STISC/NCA.</i>
NFRQ-18	WCAG 2.1 AA compliance: the Applicant Portal (D.6) complies with the accessibility standard.	<i>100% of pages pass aXe/Lighthouse; contrast ≥4.5:1; keyboard navigation; screen readers (NVDA, JAWS, VoiceOver); Easy Read.</i>
NFRQ-19	Sufficient time: the forms do not have a timeout that would prevent persons with disabilities from completing them.	<i>≥60 min without expiry; 5-min warning beforehand with an extension option; auto-save every 30s.</i>
NFRQ-20	REST API compliance: the internal API (D.3) complies with the RESTful standards.	<i>Versioned /api/v1/; JSON; standard HTTP codes; cursor pagination; OpenAPI 3.1 documentation with examples.</i>
NFRQ-21	Backward compatibility: API updates do not affect existing consumers.	<i>Semantic versioning; breaking changes → a new version; the previous version active ≥6 months.</i>
NFRQ-22	Resilience to SIDDCM API changes: graceful handling of the changes.	<i>Open schema (ignoring unknown fields); alert on deprecations; circuit breaker with cache fallback.</i>
NFRQ-23	Data consistency: the displayed data faithfully reflects the data from SIDDCM.	<i>Checksum per batch; daily COUNT+hash reconciliation; alert on a discrepancy >0.1%.</i>
NFRQ-24	Idempotency of operations: repeated operations do not produce side effects.	<i>Idempotency key on POST/PUT; MNotify deduplication; uniqueness (IDNP × date × TS) of schedulings.</i>
NFRQ-25	Complete audit trail: all actions are traceable.	<i>UTC timestamp, actor, action, resource, IP, result; append-only log; retention ≥5 years.</i>
NFRQ-26	PIRIS data traceability: each piece of information from the PIRIS information module (D.6) has an identifiable source.	<i>Visible metadata: «Source: PIRIS no. XXX, issued DD.MM.YYYY, section Y».</i>
NFRQ-27	Horizontal scalability: the growth of users and volume without re-architecting.	<i>Stateless backend (Redis session); Kubernetes HPA; support for 500,000 dossiers without degradation.</i>
NFRQ-28	Data scalability: the volume accumulated over time does not degrade performance.	<i>PostgreSQL time-based partitioning; cold storage >24 months; optimised indexing.</i>
NFRQ-29	Code quality: measurable quality standards.	<i>Unit tests ≥80%; integration tests ≥60%; zero SonarQube blocker; JSDoc/XMLDoc documentation.</i>
NFRQ-30	AI-assisted software development Where AI-assisted or agentic software-development tools are used, such use shall comply with the approved AI-	<i>AI use disclosed and documented in accordance with the approved governance approach; material AI-</i>

	assisted software-development approach, including disclosure of tools/models and autonomy levels, human ownership and review, appropriate testing/security verification, protection of confidential/project information and maintenance of the AI Usage Register.	<i>assisted code changes traceable at work-package /equivalent level; responsible human developer identified; required review and testing completed; no autonomous merge or production deployment without authorized human approval</i>
NFRQ-31	Configurability: operational parameters configurable without redeployment.	<i>SLA/KPI/alert thresholds, templates, Easy Read texts, institutions list — from the admin UI or K8s config map.</i>
NFRQ-32	Personal data protection: compliance with Law No. 195/2024 on Personal Data Protection. The graphical user interface does not display the IDNP, surname and first name of beneficiaries; these are handled only at API level.	<i>Data minimisation; right to information/access; report pseudonymisation; configurable retention.</i>
NFRQ-33	e-Government compliance: compliance with national standards.	<i>MPass authentication; MNotify notifications; MCloud hosting; MSign signature; EGA compliance; STISC/NCA logs.</i>
NFRQ-34	Multilingual support: Romanian and Russian.	<i>100% of texts ro+ru; switching without reload; localised formatting; PIRIS content in both languages.</i>
NFRQ-35	Browser compatibility.	<i>Chrome, Firefox, Safari, Edge (the last 2 versions) + mobile.</i>
NFRQ-36	Device compatibility: the Portal (D.6) functions on various screens.	<i>Responsive 320px–2560px; portrait+landscape; touch target ≥44×44px (WCAG).</i>

IV INSTITUTIONAL ARRANGEMENTS

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

The Company will collaborate as needed with: the eSocial development team (CNDDCM), the SIDDCM development team (CNDDCM / the SIDDCM Company), EGA (e-Government), STISC.

Before submitting the final deliverables, the Company will discuss the draft-version documents with all the parties involved. Payments will be made in instalments upon the approval of the deliverables. The offer will be exclusive of VAT.

V CONFIDENTIALITY STATEMENT

All data and information provided by the MLSP and CNDDCM within this engagement must be treated with confidentiality and used exclusively for the purpose of the activities stipulated by this TOR. All intellectual property rights and other proprietary rights arising from the implementation of these Terms of Reference, including the source code, databases, technical and user documentation and any other materials produced under the contract, shall vest in and remain the exclusive property of UNDP, in accordance with Article 16 of the UNDP General Terms and Conditions of Contract. Upon final acceptance of the deliverables, or at such other time as UNDP may determine, UNDP shall transfer the ownership of such materials to the Ministry of Labour and Social Protection (MLSP) and the National Council for the Determination of Disability and Work Capacity (CNDDCM), as beneficiary institutions, in accordance with UNDP rules and procedures.

VI SUMMARY OF FUNCTIONAL REQUIREMENTS

The table below presents the summary of all functional requirements of this TOR, grouped by functional module of the «Disability» Module.

Section	Module	Requirements	No.
D.1	Document Workflow — issued documents, acts, dossier history	FRQ001 – FRQ012	12
D.2	Management Dashboard	FRQ013 – FRQ024	12
D.3	Interoperability — Case Management, ANOFM, ISM, MConnect	FRQ025 – FRQ042	18
D.4	Risk Monitoring — anomalies, deadlines, appeals	FRQ043 – FRQ057	15
D.5	Reporting — SIDDCM reports module (SSRS)	FRQ058 – FRQ066	9
D.6	Applicant Portal Page (esocial.gov.md)	FRQ067 – FRQ082	16

Total functional requirements: 82

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

SECTION 7: PROPOSAL FORMS

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

FORM A: PROPOSAL CONFIRMATION

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

To: Insert name of contact person

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

From: Insert name of proposer

Subject RFP reference RfP-26/03377 [Click or tap here to enter text.](#)

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

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

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

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

FORM B: CHECKLIST

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

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

Technical Proposal:

Have you duly completed all the Returnable Proposal Forms?	
▪ Form C: Technical Proposal Submission	☐
▪ Form D: Proposer information	☐
▪ Form E: Joint Venture/Consortium/Association Information	☐
▪ Form F: Eligibility and Qualification	☐
▪ Form G: Technical Proposal	☐
▪ Form H: CVs of proposed key personnel	☐
▪ Form I: Statements of exclusivity and availability for key personnel	☐
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	☐
Have you provided the required documents in support of Form D: Proposer Information?	☐

Financial Proposal:

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

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

FORM C: TECHNICAL PROPOSAL SUBMISSION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	RfP-26/03377		

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	RfP-26/03377
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? <i>(If yes, please provide details and documentation)</i>	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 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:	RfP-26/03377		

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.
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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

The recommended Contractor shall submit a duly notarized Joint Venture/Consortium/Association Agreement prior to contract signature.

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:	Name of partner:
Signature: _____	Signature: _____
Date: _____	Date: _____
Name of partner:	Name of partner:
Signature: _____	Signature: _____
Date: _____	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:	RfP-26/03377		

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

History of Non-Performing Contracts

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

Litigation History (including pending litigation)

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

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the **last 3 years**.

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

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

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

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

Financial Standing

Annual Turnover for the last 3 years	Year 2025	Currency: USD	Amount
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	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
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio (current assets/current liabilities)			

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

- 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:	RfP-26/03377		

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 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.

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

Where the Bidder intends to use AI-assisted or agentic software-development tools, the proposal shall describe:

- the AI tools/models proposed for use and their intended development purposes;
- the anticipated level(s) of autonomy in accordance with the classification defined in the TOR;
- the types of artefacts or development activities for which AI may be used;
- human review, peer-review and approval controls;
- testing and security controls applied to AI-assisted code;
- controls preventing disclosure of personal data, credentials, confidential information or other protected project information to unauthorised AI services;
- controls relating to third-party code, intellectual property and software-licensing risks; and
- the proposed mechanism for maintaining traceability of material AI-assisted development activities.

If the Bidder does not intend to use AI-assisted development tools, this shall be explicitly stated.

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.*

Mandatory key positions shall be proposed as distinct individuals and may not be cumulated. The personnel allocation table shall clearly identify the deliverables/sprints in which each expert will participate and the corresponding working days.

3.3 A written statement certifying that the proposed key personnel have no personal, professional, or financial conflict of interest under the envisaged contract.

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:	RfP-26/03377		

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

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

From	To	Company / Project / Position / Relevant technical and management experience

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

Signature of Personnel
Date (Day/Month/Year)

FORM I: STATEMENT OF EXCLUSIVITY AND AVAILABILITY

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Rfp-26/03377		

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:	RfP-26/03377		

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:	RfP-26/03377		

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 both local and international suppliers, VAT exclusive

The working-day allocations indicated in this form are provided as indicative estimates for pricing and planning purposes. Bidders may propose a different distribution of working days where justified by their technical methodology and implementation plan, provided that all mandatory key positions are maintained and the proposed resource allocation is sufficient to deliver the full scope within the contractual timeframe.

The proposed allocation of professional working days is intended to substantiate the Bidder's resource and cost assumptions. Contractual acceptance and payment shall remain linked to satisfactory completion and acceptance of the respective deliverables rather than to actual consumption of individual working days.

Table 1: Financial Offer:

Deliverable / Activity description	Professional Fees				Other Costs				Total Amount per deliverable (subtotal 1 + sub-total 2)
	Position	Daily fee Rate	No. of Working Days	Total Amount	Description	Q-ty	Price	Total	
Deliverable 1 — Inception and governance plan (Month 1)	1 (one) IT Project Manager		6		Travel				
	1 (one) Senior Backend Developer		6		Subsistence allowance				
	1 (one) Middle Backend Developers		2		Local transportation costs				
	1 (one) Senior Frontend Developer		3		Communication				
	1 (one) Middle Frontend Developer		1						
	1 (one) DevOps Engineer		4		Other costs (specify)				
	1 (one) QA Engineer		4						

	Other experts (if any) [Please list]									
		Sub-total 1				Sub-total 2				
	Total:									
Deliverable 2 — Module infrastructure, authentication, Document Workflow	1 (one) IT Project Manager		8		Travel					
	1 (one) Senior Backend Developer		24		Subsistence allowance					
	1 (one) Middle Backend Developers		15		Local transportation costs					
	1 (one) Senior Frontend Developer		9		Communication					
	1 (one) Middle Frontend Developer		7							
	1 (one) DevOps Engineer		9		Other costs (specify)					
	1 (one) QA Engineer		11							
	Other experts (if any) [Please list]									
		Sub-total 1				Sub-total 2				
	Total:									
Deliverable 3 — Management Dashboard	1 (one) IT Project Manager		9		Travel					
	1 (one) Senior Backend Developer		16		Subsistence allowance					
	1 (one) Middle Backend Developers		17		Local transportation costs					
	1 (one) Senior Frontend Developer		19		Communication					
	1 (one) Middle Frontend Developer		17							
	1 (one) DevOps Engineer		2		Other costs (specify)					
	1 (one) QA Engineer		14							
	Other experts (if any) [Please list]									
		Sub-total 1				Sub-total 2				
	Total:									
	1 (one) IT Project Manager		6		Travel					

Deliverable 4 —Risk Monitoring	1 (one) Senior Backend Developer		19		Subsistence allowance				
	1 (one) Middle Backend Developers		14		Local transportation costs				
	1 (one) Senior Frontend Developer		7		Communication				
	1 (one) Middle Frontend Developer		5						
	1 (one) DevOps Engineer		2		Other costs (specify)				
	1 (one) QA Engineer		12						
	Other experts (if any) <i>[Please list]</i>								
		Sub-total 1				Sub-total 2			
	Total:								
Deliverable 5 — Automated Reporting	1 (one) IT Project Manager		6		Travel				
	1 (one) Senior Backend Developer		7		Subsistence allowance				
	1 (one) Middle Backend Developers		13		Local transportation costs				
	1 (one) Senior Frontend Developer		7		Communication				
	1 (one) Middle Frontend Developer		9						
	1 (one) DevOps Engineer		2		Other costs (specify)				
	1 (one) QA Engineer		9						
	Other experts (if any) <i>[Please list]</i>								
		Sub-total 1				Sub-total 2			
Total:									
Deliverable 6 — Applicant Portal Page and Interoperability	1 (one) IT Project Manager		6		Travel				
	1 (one) Senior Backend Developer		25		Subsistence allowance				
	1 (one) Middle Backend Developers		16		Local transportation costs				

	1 (one) Senior Frontend Developer		28		Communication				
	1 (one) Middle Frontend Developer		17						
	1 (one) DevOps Engineer		4		Other costs (specify)				
	1 (one) QA Engineer		13						
	Other experts (if any) <i>[Please list]</i>								
		Sub-total 1				Sub-total 2			
	Total:								
Deliverable 7 — Final Integration, Testing and Deployment	1 (one) IT Project Manager		8		Travel				
	1 (one) Senior Backend Developer		6		Subsistence allowance				
	1 (one) Middle Backend Developers		3		Local transportation costs				
	1 (one) Senior Frontend Developer		5		Communication				
	1 (one) Middle Frontend Developer		4						
	1 (one) DevOps Engineer		5		Other costs (specify)				
	1 (one) QA Engineer		21						
	Other experts (if any) <i>[Please list]</i>								
		Sub-total 1				Sub-total 2			
	Total:								
Total:									
Deliverable 8: Warranty — 6 months from the date of final acceptance into production	1 (one) IT Project Manager		6		Travel				
	1 (one) Senior Backend Developer		2		Subsistence allowance				
	1 (one) Middle Backend Developers		0		Local transportation costs				
	1 (one) Senior Frontend Developer		2		Communication				
	1 (one) Middle Frontend Developer		0						
	1 (one) DevOps Engineer		2		Other costs (specify)				



	1 (one) QA Engineer		6						
	Other experts (if any) <i>[Please list]</i>								
		Sub-total 1				Sub-total 2			
	Total:								
	Total Amount of Financial Proposal <i>[Please specify currency]</i>								