# TERMS OF REFERENCE

### for developing a new version of the Website [www.voteaza.md](www.voteaza.md)

## A. OBJECT OF PROCUREMENT

Developing a new version of Website [www.voteaza.md](www.voteaza.md) intended to inform the Moldovan citizens and the general public on the peculiarities of electoral processes in the Republic of Moldova.

The new version shall be aligned with the latest technological and design trends and provide advanced facilities in efficient presentation of information materials on electoral processes in the Republic of Moldova.

## C. GOAL OF THE WORKS AND EXPECTED OUTCOMES

The Website [www.voteaza.md](www.voteaza.md) shall provide all voters with a complete view over the electoral process in the Republic of Moldova. It shall display useful information for voters where the latter shall find specific answers to their questions related to the right to vote, the voting procedure, voting methods and other relevant topics.

In order to meet the Website [www.voteaza.md](www.voteaza.md) operation goals, it shall be able to present in an affordable and efficient manner the following:

- materials on electoral infrastructure of the Republic of Moldova;

- materials on the electoral process specificity in the Republic of Moldova;

- materials aimed to promote the turnout of Moldovan citizens;

- materials on electoral process statistics in the Republic of Moldova;

- materials on current and historical elections held in the Republic of Moldova;

- responses to frequently asked questions on the electoral process peculiarities in the Republic of Moldova.

The currently used WEB solution is technologically outdated and does not meet the industry modern trends. Therefore, the main goal pursued by these works is to develop a viable and technologically appropriate solution, which would mirror the modern trends.

The new version of the Website [www.votează.md](www.votează.md) shall be multilingual and operational on the most usual devices currently used by Internet users. In addition, mechanisms should be implemented to be tailored to the needs of Internet users with disabilities.

### 1. Website Design, Development and Implementation Methodology.

The legal basis underpinning the development of the new version of Website [www.voteaza.md](www.voteaza.md) comprises the national legislation in force, international treaties and European and international guidelines in this area.

Hence, the development and operation of the CEC official Website are governed by the following legal acts:

- *Electoral Code of the Republic of Moldova*, adopted through Law No. 1381 of 21.11.1997, Official Gazette No. 81 of 08.12.1997.

- *Law No. 101 of 15.05.2008 on the Concept of the State Automated Information System "Elections"*, Official Gazette No. 117-119 of 04.07.2008.

- *CEC Decision No. 1347 of 10.07.2012 adopting the Regulation on the manner of publishing and updating the information materials on the CEC official Website.*

- *CEC Decision No. 4080 of 29.09.2015 adopting the Regulation on using the CEC corporate symbols.*

- *Technical Regulation "Software life-cycle processes" RT 38370656-002:2006*; Official Gazette No. 95-97/335 of 23/06/2006.

- *Law No. 467-XV of 21.11.2003 on Computerization and State Information Resources*, Official Gazette No. 6-12/44 of 01/01/2004.

- *Law No. 91 of 29.05.2014 on electronic signature and electronic document*, Official Gazette No. 174-177 of 04.07.2014.

- *Law No. 1069-XIV of 22.06.2000 on informatics*, Official Gazette No. 073 of 05.07.2001.

- *Law No. 982-XIV of 11.05. 2000 on access to information*, Official Gazette No. 88 art. No. 664 of 28.07.2000.

- *Law No. 239 of 13.11.2008 on transparency in decision-making*, Official Gazette No. 215-217 of 05.12.2008.

To conceptualize and develop a new version of the CEC official Website it is appropriate to implement the principles outlined in the following international guidelines and recommendations:

- Michael O. Leavitt, Ben Shneiderman, *Research-Based Web Design & Usability Guidelines, U.S. Government Printing Office*, https://www.usability.gov/sites/default/files/documents/guidelines_book.pdf

- *World Wide Web Consortium* (W3C) Recommendations (http://www.w3c.org) on the quality of web page content, possibilities to view the information correctly by the commonly used Internet browsers and compatibility with different IT platforms;

- WAI (Web Accessibility Initiative) Recommendations (http://www.w3c.org/WAI) on ensuring the possibility for people with disabilities to use the site resources;

- *WCAG (Web Content Accessibility Guidelines)* Recommendations http://www.w3.org/TR/WCAG20/)

- *W3C* Recommendations (http://validator.w3.org) on Website testing. All Websites shall be tested as per these Recommendations.

All the processes unrolled with the aim to design, develop and put into production the Website www.voteaza.md shall be compliant with the requirements set forth by the *Standard of the Republic of Moldova SMV ISO CEI 15288:2009, "Systems and Software Engineering. System life-cycle processes"*.

## 2. Requirements towards the language of communication and users' training

All the project documentation shall be developed in Romanian. Communication with the Beneficiary will be done in Romanian. The official mail with the representatives of the UNDP EDMITE Project will be done in English.

The training of all Beneficiaries' categories of users will be conducted in Romanian, involving five people at most identified by the Beneficiary.

## 3. Overall timeframe set for the Website development and putting into production

The duration of the Website www.voteaza.md design, development and implementation activities (except for the trainings and the defect liability period) shall not exceed 55 calendar days.

## 4. Project activities and deliverables

In order to attain all the goals set for the Website www.voteaza.md, the Developer shall carry out the activities and provide the services outlined in Table 1.

**Table 1. Requested activities and services.**

| ACTIVITIES | ACTIONS |
|---|---|
| **Activity 1.**<br><br>Develop the concept of the Website www.voteaza.md design, structure and features.<br><br>*Implementation period: 5 days* | 1.1.  Developing the Website concept (the Developer's conceptual vision towards the Website development features) approved by the Beneficiary.<br>1.2.  Developing the concept of the Website public interface (*FrontEnd component*) and of the *Content Management System* (*BackEnd* components) approved by the Beneficiary.<br>1.3.  Developing the graphical concept for devising the public interface of Website www.votează.md. |
| **Activity 2.**<br><br>Develop the graphical design and its converting into HTML Code.<br><br>*Implementation period: 10 days* | 2.1.  Preparing and presenting two options for the Website www.votează.md graphical design.<br>2.2.  Selecting the graphical version that is close to the Beneficiary's preferences and tailoring it until it's final acceptance by the Beneficiary.<br>2.3.  Converting the graphical image of the Website www.votează.md into HTML Code.<br>2.4.  Optimising the design graphical elements into HTML Code. |
| **Activity 3.**<br><br>Develop the code programme of the Website/configuring the development platform<br><br>*Implementation period: 15 days* | 3.1.  Conceptualising and developing the database of the Website www.voteaza.md.<br>3.2.  Developing the public interface of the Website www.voteaza.md.<br>3.3.  Developing the Website www.voteaza.md Content Management System.<br>3.4.  Configuring and tailoring the platform for developing the Website www.voteaza.md (if it is developed on the basis of a platform of *Wordpress*, *Jumla*, *Drupal,* etc. type).<br>3.4.  Quality assurance in the Website www.voteaza.md development process. |
| **Activity 4.**<br><br>Install and configure the Website<br><br>*Implementation period: 2 days* | 4.1.  Installing and configuring the database of Website www.voteaza.md on server.<br>4.2.  Installing and configuring the Website www.voteaza.md on server. |
| **Activity 5.**<br><br>Data migration<br><br>*Implementation period: 8 days* | 5.1.  Full migration of data from the current version of the Website www.voteaza.md.<br>5.2.  Full migration of data under the Section **ELECTIONS AND REFERENDA** from the CEC official Website www.cec.md. |

| ACTIVITIES | ACTIONS |
|---|---|
| **Activity 6.**<br><br>Train the users on Website administration.<br><br>*Implementation period: 5 days* | 6.1. Delivering the guides for all categories of users assigned with administration role.<br>6.2. Training of people responsible for the administration of the Website www.voteaza.md. |
| **Activity 7.**<br><br>Provide services during the defect liability period.<br><br>*Implementation period: 12 months* | 7.1. Since the date of signing the Website www.voteaza.md Acceptance Protocol, during the 12-month defect liability period the Developer shall provide maintenance and support services should any deficiency or error be detected in the Website operation.<br>7.2. The Developer shall reserve 20 man/days for contingent activities, including current developments, adjustments and changes applied to the Website www.voteaza.md throughout the 12-month defect liability period. |

## *5. List of Project Outputs and Deliverables*

The final output (the Website www.voteaza.md) comprises software artefacts and system documentation, as well as the transfer of knowledge towards the system Owner and Administrator.

The Developer shall deliver the following artefacts related to the Website www.voteaza.md development processes:

- The Website www.votează.md installed, configured and populated with initial data;
- The complete source code of modules and components necessary to compile the delivered software;
- The relevant information migrated from the database of the CEC current website and from the current version of the Website www.voteaza.md;
- Website concept;
- Two design versions + the final design;
- The final output packed for easy installation in the suggested technological environment;
- The document regarding the system configuration and deployment;
- User's Manual (Content Administrator);
- Administrator's Manual (including the contingency plan);
- Materials related to the training of Website users;
- The testing plan and the in-house testing results (operational, performance, security).
- A Service Level Agreement (SLA) signed with the CEC for the maintenance, support and defect liability period.
- DVD with all project artefacts.

In addition to the artefacts related to the Website www.voteaza.md deliverables, the following knowledge transfer services will be provided:

- Training for users and administrators;

- Support during the system piloting;

- Support in system acceptance testing;

- Support in putting the system into operation;

- Resolving the deficiencies identified in the course of system piloting and acceptance testing.

After putting the Website www.voteaza.md into operation the Developer will provide the following services:

- Post-delivery technical support and defect liability for the Website www.voteaza.md during 12 month following the signing of the Final Acceptance Protocol of the works.

## *6. Project management features*

The Developer will have contractual relations with the UNDP EDMITE Project. Under such conditions all administrative and financial issues will be coordinated exclusively with the representatives of the UNDP-Moldova EDMITE Project.

The Website www.voteaza.md implementation aspects will be defined and coordinated with the direct Beneficiary of the works, i.e. the CEC. Nonetheless, the EDMITE Project ITC Consultants will be engaged in the processes for monitoring the development activities and final acceptance of the Website www.voteaza.md.


## D. TECHNICAL REQUIREMENTS FOR THE WEBSITE

## *1. Website general features*

1.1. Website URL Address

The Website intended to raise awareness of Moldovan citizens in terms of election process peculiarities will be accessible at the following URL address: http://www.voteaza.md. The Internet Domain name has been purchased and assigned to the Central Electoral Commission of the Republic of Moldova.

1.2. Website Accessibility Requirements

The Website www.voteaza.md shall be accessible for all categories of *Internet users* who:

- are speakers of Romanian or Russian;

- use technical devices having at least 16 bit colour display;

- use a smartphone, tablet, laptop or PC as a Website exploring device (the Website shall deliver a user interface that is responsive to the resolution of the devices used: smartphones, tablets, PC (including those with Full HD monitors));

- use diverse types of Internet browsers: *MS edge/MS Internet Explorer*, *Mozilla FireFox*, *Safari*, *Opera* and *Google Chrome* (the Website shall operate identically on all mentioned Internet browsers);

- have different categories of impairment in using a computer (people with visual impairment, people with hearing impairment, etc.).

The Website www.voteaza.md shall comply with all minimum requirements described by the *World Wide Web Consortium (W3C)* at: http://www.w3.org/TR/WCAG20/

1.3. Requirements towards the Website graphical aspect.

The Website www.voteaza.md graphical style and visual concept must comply with the recommendations comprised by the legislation in force for developing the Websites for public authorities of the Republic of Moldova and the requirements outlined for using the elements of CEC brandbook, having implemented at the same time modern concepts of Website development (*RESPONSIVENESS, WEB SERVICES (WEB API), AJAX, WEB SYNDICATION, MASH-UP, BUOYING* and *NETWORKING*).

Hence, the Website www.voteaza.md must be an attractive, dynamic and intuitive solution, which would implement the cutting-edge trends in the area of interacting with *Internet users and* exposing multimedia elements.

Consequently, the Website www.voteaza.md must provide:

- efficient search of and access to different kind of information;
- effective and rapid access to the Website content for all *Internet users* regardless of their computer literacy;
- rapid and intuitive use of the Website user interface facilities;
- rapid search and retrieval of pertinent information;
- logical presentation of the structure and contents for different devices and their resolutions.

The Website www.voteaza.md will have a bilingual user interface: Romanian and Russian (the default option will be Romanian). The Main Page must be attractive, ergonomic, balanced and intuitive for fast understanding of operating principles and instant access to information resources of the Website.

The user interface graphical design must be balanced, using combinations of colours and styles pleasant for the Website target visitors. Implementation of interactive elements, using the facilities of HTML5 technology is welcome.

## 2. Website Technical Constraints

*The Central Electoral Commission* will be responsible for the delivery of the technical infrastructure intended to host the Website www.voteaza.md.

It is preferable that the Website www.voteaza.md is developed on the basis of a standard platform (*Linux, Apache, mySQL, PHP*), having complied with the platform requirements displayed in Table 2. The Offeror may use both own solutions and universal platforms (*Wordpress, Drupal, Jumla*) for development.

**Table 2. Constraints for technology platform.**

| No. | CATEGORY | COMPULSORINESS | TECHNOLOGY |
|---|---|---|---|
| 1. | Operating system | Compulsory | LINUX/FreeBSD |
| 2. | WEB Server | Compulsory | Apache |
| 3. | Programming language | Compulsory | PHP |
| 4. | Database Management System | Compulsory | *MySQL* or *PostgeSQL* |
| 5. | Development platform | Optional | *Laravel or Symphony,* or *CodeIgniter,* or *Drupal,* or *Wordpress, or Jumla* |

| No. | CATEGORY | COMPULSORINESS | TECHNOLOGY |
|---|---|---|---|
| 6. | Codification of text | Compulsory | UTF-8 |

It should be possible for the provided platform to be managed and maintained by Moldovan professionals. The Offeror shall demonstrate the accessibility of proposed technologies for the Moldovan industry professionals.

The Website www.voteaza.md must be operational both on dedicated servers and on *Cloud* solutions.

## *3. Peculiarities for developing the Website Content Management System*

The Website www.voteaza.md content management and administration will be carried out by *Content Administrators*, using the facilities of the *Content Management System, which is* accessible through the Website Administrator interface.

*The Content Management System* shall allow for changing the structure, content and appearance of the Website www.voteaza.md. This component will be accessed from a URL and made available to authorised *Content Administrators* only via a User Name + Password.

Based on an analysis of the existing and potential requirements in terms of Website www.voteaza.md operation under rational conditions, it can be concluded that the user interface of the Content Management System must implement the following administration facilities:

1. *Administration of the Website structure* used by the Beneficiary to define and perform dynamic administration of the Website structure. Hence, categories and subcategories would be defined (creation/change/suppression), including their re-organisation (moving subcategories along with their contents from one category to another, re-organisation of nomenclatures, etc.). Likewise, presentation and administration rules of the navigation menu options would be visually defined.

2. *Website content administration*. For each option of the navigation menu it would be possible to add an unlimited number of content elements, taking into account the type of templates used. To manage the textual content the user interface will furnish an Editor based on *WYSIWYG* principle. The content administration implies furnishing a user interface intended to administer the following types of contents: *text documents, Media documents (FLV video, MP3 audio), traditional documents (PDF, DOC, XLS, etc.), photo galleries, meeting agenda, decisions, etc*. For all types of documents managed via the *Content Management System* completing the following Metadata must be possible:

    a. Title of documents;

    b. Date of document publication;

    c. Summary of the document;

    d. Bibliography (author, publisher, ISBN, etc.);

    e. Document context overview;

    f. Document text content (in HTML format, attachment, DOC/PDF/XLS, etc. or URL reference to an internal or external document).

3. *Administration of election data*. The Content Management System will provide advanced facilities for the administration and presentation of election data administrated by *CEC*. As a rule, elections mainstream several categorised of information of public interest. By default, the data on the last elections conducted or in progress must be accessible from the Main Page. The election data administration module must be capable to handle the documents

related to the following information categories (their content and presentation form will be agreed with the Beneficiary):

    a. Election results;

    b. The calendar of actions for holding elections;

    c. The legal framework;

    d. The electoral competitors;

    e. Accreditation of observers;

    f. Announcement on conducting opinion polls;

    g. Models of documents;

    h. Electoral infrastructure;

    i. Financial reports;

    j. Complaints lodged with CEC.

4. *Configuration of rules for displaying the information on the Website* www.voteaza.md*.* The Content Management System shall allow for defining in a visual manner the rules for presenting the information on the site content (the documents sequence manner, displaying/hiding the document categories of Metadata (date of publication, summary, bibliography, context image, etc.) and on the site Main Page.

5. *Configuration of the sequence for displaying the documents on the Website* www.voteaza.md*.* The Content Management System shall allow defining three sets of displaying the documents in the menu: LILO, LIFO or explicit indication of the desired sequence.

6. *Management of the WEB Main Page* used to configure its appearance: defining the elements of automatic display, dynamic definition of information blocks and their contents, defining the sequence of element display, defining the principles for displaying the location of linguistic versions, the design style, etc.

7. *Management system configurations*. The Content Management System must furnish facilities intended for updating the posted information, as a rule, in the Website footer (contact mail address, contact email address, contact phone numbers, note on copyright, etc.). The Content Management System shall also allow defining the system general configurations such as: document page number setting rules, values of standard Meta beacons, configurations for processing graphical images, access routes, values of constants, etc.

8. *Viewing the Website visit statistics.* The Content Management System shall have an internal mechanism for statistical analysis of the Website www.voteaza.md visitors' behaviour. It is also necessary to integrate the API *Google Analytics* for recoding and viewing specialised statistics furnished by *Google* service.

The Website www.voteaza.md will enable implementing general security rules for the data posted in the Internet. Hence, it should be possible to explicitly define the IP addresses from which access to the Content Management System is authorised. The Website will automatically foreclose the access to the Content Management System for the unauthorised IP addresses from where repeated attempts were made to get unauthorised access to the Content Management System.

The Content Management System will ensure full integrity of all files and records of the Website www.voteaza.md. Access to the user interface of the Content Management System will be scrutinised via a mechanism for authentication and authorisation of users' access. All the actions

undertaken by authorised users shall be logged in special logs/registers (intended for logging critical business events).

The Website www.voteaza.md will contain functionality (backup/restore procedure) to restore its operating status should technical problems have occurred leading to the loss of file or database integrity.

## 4. Peculiarities of developing the Website public interface

The public interface of the Website www.voteaza.md must provide the Internauts with an intuitive and facile navigation mechanism for all categories of potential users. The graphical design must be balanced and pleasant. The Developer shall define standard styles for all Website sections.

The Website www.voteaza.md will provide a bilingual interface: in Romanian and in Russian. The user interface will have the same appearance regardless of the browser used by Internauts: *MS Internet Explorer/MS Microsoft Edge, Mozilla FireFox, Google Chrome, Opera, Safari*.

The design of the public interface must be responsive, adjustable to the device used by Internauts. To this end, the Website www.voteaza.md public interface must be capable to automatically adjust to the resolution of the following devices:

- PC/Laptop (Full High Definition resolution);
- PC/Laptop (High Definition resolution);
- Tablet;
- Smartphone.

The structure and information content of the Website www.voteaza.md public interface will be dynamically administered, using the *Content Management System* facilities. By using the Website www.voteaza.md *Content Management System* it would be possible to administer:

- the Main Page appearance and configuration;
- the appearance of content pages;
- the blocks (elements for information grouping within the Website) and their content;
- the advertising banners (with reference to external sources), public manifestations related to the Website field of interest, etc.;
- the Website structure;
- the Website content information.

The Website www.voteaza.md public interface will be developed by using different categories of documents. The most part of documents posted will be documents with textual content. Nonetheless, the Website must be also capable to administer and display documents with interactive content or Multimedia (in *HTML5* or *Adobe Flash* format, video or audio files).

It is envisaged to post the following categories of data on the Website www.voteaza.md:

- HTML pages with textual and graphic contents;
- printable version in A4 format for all HTML pages;
- list of paginated documents and filtering facilities by the year and month of document publication;
- F.A.Q;
- photo galleries;
- video galleries;

- multimedia presentations;

- feedback (a mechanism for receiving the Internauts' messages sent to the people responsible for the Website).

The Website www.voteaza.md will make available for the Internauts an information searching mechanism in the information content. It would be desirable the found results to be displayed in the relevance decreasing sequence of the formulated query.

The Website public interface will provide the possibility to publish content documents on the most popular social networking (*Facebook, Twitter, LinkedIn, Odnoklassniki*). Likewise, the Website www.voteaza.md public interface shall contain facilities to subscribe to RSS flows to enable the Internauts to get notifications on the information content updates pertinent to them.

The Website public interface shall contain protection procedures against potentially destructive actions committed through the data transportation networks. In this context, the Website www.voteaza.md will be developed in conformity with the general protection rules for the data posted on the Internet. The Internauts' access to functional components of the user interface will be checked through protection means against over demand, including from the side of several Internet hubs.

The Website www.voteaza.md will be able to automatically foreclose the access from the IP addresses from where attempts of unauthorised access to the system were registered. The Website administration component will comprise an oversight module to scrutinise hostile Internauts' actions and the methods used by them (*sql injection, flood injection, DoS attack* etc.). To this end, prior to the signing of the final acceptance protocol, the Developer shall demonstrate the compliance of security mechanisms of the Website www.voteaza.md with the requirements of the *OWASP Top 10 vulnerabilities*.

### 5. Website Multimedia Elements

The Website www.voteaza.md must provide the possibility to post multimedia information in the content categories and on the Main Page. The information in multimedia format pursues the goal to develop the Internauts's election-related skills relevant for the Moldovan legislation in force, using cutting-edge methods.

Consequently, the content of the Website www.voteaza.md will comprise the following categories of multimedia information:

- inforgraphics related to the elections held in the Republic of Moldova;

- inforgraphics intended to promote the turnout of Moldovan citizens;

- inforgraphics intended for the Internauts' training in the electoral processes of the Republic of Moldova;

- multimedia presentations on voting process;

- multimedia presentations on promoting the participation in the ballot;

- multimedia guides, etc.

### 6. Structure of Website www.voteaza.md

Having conducted a preliminary analysis it has been agreed the Website www.voteaza.md to have the following structure (the Content Management System must make it possible to do dynamic changes in the Website structure):

**About the Project**

**Press Releases**

**Elections**

> Parliamentary elections

> Presidential elections

> Local elections

> Referenda

**Electoral bodies**

> Central Electoral Commission

> District Electoral Councils

> Precinct Electoral Bureaus

**Polling stations**

**Useful resources**

> Electoral legislation

> Publications

> Materials on civic education

> Media presentation

**F.A.Q.**

**Useful references**

**Contacts**

## E. REPORTING

The Developer shall furnish within five days at most after the completion of each activity specified in Table 1 all the documents or deliverables pertinent for the stage described under the **List of Project Deliverables**.

Upon the full completion of Project activities the Developer shall furnish a final report containing a summary of all project activities. The report shall prove that all project objectives have been accomplished. The Developer shall include in the report a brief description of delivered outputs and how these should be deployed in the future by the Beneficiary of the Website www.voteaza.md.

All project documents specified under the **List of Project Deliverables** of this Scope of Work will be delivered in hard copies (two copies) and digital format on a DVD (two copies). The delivered DVD shall contain all the deliverables specified under the **List of Project Deliverables** of this Scope of Work.

## F. ELIGIBILITY CRITERIA

Moldovan resident companies (or those that have branches on the territory of the Republic of Moldova) specialised in providing IT services with a five-year work experience may take part in the competition. It is preferable that the Offerors have experience in developing and implementing WEB solutions intended for central and local public authorities.

The interested legal persons shall send their technical and financial proposals containing:

- a detailed description of the enterprise (experience, human resources, field-related managerial and technical capacities, etc.);

- copies of registration documents;

- a certificate confirming it has no debts to the budget;

- the enterprise Portfolio containing similar projects implemented by it;

- references of the enterprise beneficiaries for the last four years;

- key staff resumes involved in the project;

- brief description of similar IT solutions;

- the proposed detailed technical offer, including the constraints of hardware functioning, estimation of activities and their duration.

- defect liability period and technical support;

- the detailed financial offer;

- other relevant documents.

All the discussions with the project Beneficiaries will be held in Romanian. All the related documentation, trainings and technical support will be provided/conducted in Romanian. All employees involved in the project who interact directly with the Beneficiary shall be fluent in Romanian.

The Offeror shall include in the submitted technical offer summary data on the staff involved in the project and their qualifications. The engagement of qualified staff having work experience in developing and implementing IT systems for the Moldovan central public authorities is welcome. It is required to explicitly describe the qualification of people employed in the following key functions:

- Project Manager;

- Technical Coordinator;

- Designer;

- Systems Analyst;

It is required to submit the resumes of people engaged in these positions, keeping in mind that the team members' work experience meets the requirements set below:

**1. Minimum Requirements for a Project Manager**:

- Licensed in ICT;

- At least five years of work experience in managing IT projects;

- Specific work experience as an ICT Project Manager proved through the implementation of similar projects comprising technical analysis activities, formalizing the design requirements and developing software solutions;

- Knowledge of modern means of project management;

- Fluency in Romanian and English;

- Recognised certifications held in the area of project management would be an advantage.

**2. Minimum Requirements for a Technical Coordinator**:

- Licensed in ICT;

- At least five years of work experience in developing IT systems;

- Specific work experience as a Technical Coordinator in ICT projects proved by the work in similar positions, being involved in developing IT solutions similar to CEC official Website or of higher complexity;

- Advanced knowledge of modern information technologies, information security standards and methodologies;

- Knowledge of International methodologies for KPI monitoring and forecasting;

- Sufficient knowledge of the methodology for developing IT solutions intended for the governmental sector of the Republic of Moldova;

- Fluency in Romanian;

- Recognised certifications held in the area of technologies proposed in the technical offer would be an advantage.

**3. Minimum Requirements for a Designer**:

- At least three years of work experience in developing WEB interfaces;

- Specific work experience as a Designer in ICT projects proved by the work in similar positions, being involved in developing IT solutions similar to CEC official Website;

- Demonstrating at least five WEB projects in progress where the developed design was implemented;

- Knowledge of methodologies and of modern trends for designing and developing IT solutions based on WEB interfaces;

- Sufficient knowledge of the methodology for developing IT solutions intended for the governmental sector of the Republic of Moldova;

- Fluency in Romanian.

**4. Minimum Requirements for a Systems Analyst**:

- Licensed in ICT;

- At least three years of work experience in IT System analysis and development;

- Specific work experience as a Systems Analyst in ICT projects proved by the work in similar positions, being involved in developing IT solutions similar to CEC official Website or of higher complexity;

- Knowledge of modern methodologies for designing and developing IT solutions;

- Sufficient knowledge of the methodology for developing IT solutions intended for the governmental sector of the Republic of Moldova;

- Fluency in Romanian.