Technical Specifications and Requirements

A. Project Title

"Curbing Corruption by Building Sustainable Integrity" Project

B. Project Background and rationale

Curbing Corruption by Building Sustainable Integrity in Moldova Project will contribute to achieving a sustainable integrity and anticorruption system in the Republic of Moldova through the strengthened capacities of the public and private sector entities and the civil society for the efficient application and monitoring of national integrity instruments and standards. The project will enhance capacities of the public and private sector actors, as well as of the Civil Society Organisations (CSOs) for the implementation of effective corruption prevention instruments and tools and will strengthen the anticorruption demand side through an increased public awareness on anticorruption and on the means to curb corruption. It will contribute to the progressive implementation of the Sustainable Development Goal 16 that calls for a substantial reduction of corruption and bribery in all their forms and for developing effective, accountable and transparent institutions at all levels. The Project is framed around the National Integrity and Anticorruption Strategy (NIAS) 2017-2020 and responds to the needs of its various actors and stakeholders in addressing the challenges for the effective implementation of the NIAS, including lack of mechanisms for enforcing integrity standards in private sector; and weak anticorruption demand-side explained by the limited awareness of men and women on the available anticorruption tools to be used and on the means of protection in the event of denunciation of corruption.

The NIAS focuses on eight pillars of the National Integrity System: i) parliament; ii) government, public sector and local government; iii) justice and anti-corruption authorities; iv) central electoral commission and political parties; v) court of accounts; vi) people's advocate; vii) private sector; viii) civil society and the media. The National Anticorruption Centre exercises the role of the Secretariat of the NIAS and is responsible for the coordination of its implementation, monitoring and evaluation.

The *Curbing Corruption by Building Sustainable Integrity in Moldova* project (further the Project), will support the National Anticorruption Center (NAC) in strengthening the anticorruption demand-side through civic education and awareness campaigns explaining the basic concepts of the corruption phenomenon, the ways of reporting corruption and engaging in corruption prevention activities. To make anticorruption education more attractive for young people the Project intends to develop an anticorruption on-line game. Such innovative tool combining education and entertainment could be more effective in promoting the spirit of zero tolerance to corruption among young men and women.

In this context, the Project seeks a company to support the design and development of Gamification Services.

C. Scope of Service, Expected Outputs

Main objective of the service is to support the process of design, creation and development of Gamification Services. The internet and mobile-based video game will target to reach young people (14 to 30 years old) around the country, providing them with an opportunity to test their knowledge on the phenomenon of corruption and on possible anticorruption solutions.

The goal of the game is to educate and help young men and women to understand and learn about different forms of corruption, various roles of different stakeholders engaged in the fight against corruption and possible solutions to prevent corruption. The game will stimulate youngsters to reflect on the need for their proactive engagement in the prevention of corruption. This reflection will allow young

people to identify their own values and behaviours. They will focus on personal and societal integrity values, define them for themselves, and learn about values and moral concepts which can impact the national effort to fight corruption and build an integrity climate in the society.

The gamification, at the end, should lead to the achievement of the following objectives:
- To improve youth knowledge about the corruption phenomenon and its various forms, about the institutions responsible for fighting and preventing corruption and the existing anticorruption tools;
- To raise awareness on the available anticorruption tools applied in Moldova and on the means of protection in the event of denunciation of corruption;
- To raise awareness and acknowledgement on the importance of refusing to pay or accept bribes, illegal fees or gifts; reporting incidences of corruption to the authorities; demanding easy access and information on public services; and different sectors' approach in fight against corruption (private sector, media, civil society);
- To encourage young men and women to reflect on the efficiency of the existing anti-corruption tools and to propose their own viable ideas (optional collection for players);
- To stimulate personal development of young people (such as integrity values, courage, self-confidence, creativity, motivation, sense of responsibility, communication skills, etc.).

Scope of work:

The Service provider has to carry out the following tasks and activities in the course of work:
1. Develop the Game Concept and Design Elements containing attractive and user-friendly graphic elements, features of the game and validate the Concept with the NAC and the Project:
2. Based on the validated Concept, develop the Game Design Document (GDD) containing but not limited to characters, theme, goals, game mechanism (rules), narrative/story progression, challenges, motivational attributes, interactive problem-solving, the art style, music and sounds, technical description, the artwork or screenshots of the prototype. The Service Provider will be assisted (provided) by the Project and NAC with the textual anticorruption content for the game. However, the Service Provider will come with ideas of integrating this content in the game in an attractive and creative manner. The written content will focus on corruption phenomenon and its various forms, the existing anticorruption authorities and their functions, personal and civic engagement in fight against corruption, ways to act in dilemma situations common for national context and reporting channels, as set in the game objectives.
3. Develop the on-line game based on the approved GDD.
4. Organize and facilitate at least 4 sessions of focus-groups (on-line or off-line) engaging future players and stakeholders to provide suggestions for the gaming content which would reflect the anticorruption knowledge needs, including but not limited to the set objectives. At least 2 focus-groups will be organized with the anticorruption volunteers designated by the Contractor (up to 30 persons) with the view to collect and create additional in-game resources (infographics, links to on-line tools and documents, etc.). Continuous engagement of youth and other stakeholders as end-users is crucial both at the level of the concept design and testing the GDD and the end game. The team will ensure that the game is designed with clear input from young men and women. Users will test the game content and based on their feed-back, the game will be accordingly modified. Conduct on-line voting during the focus groups to establish the game title.
5. Deploy the game on the Beneficiary's (NAC) web resource, participate in the public presentation of the game and contribute to the dissemination of the game.
6. Provide 9 (nine) months of the maintenance for the game as it is live.

   The entire assignment is to be finalized not later than 30 June, 2021.

D. Institutional Arrangement

The Contractor will work under the guidance of and in close cooperation with the UNDP Project and with the delegated staff from NAC for both substantive and administrative aspects of the assignment.

The Contractor will follow the agreed upon time schedule and will be accountable for the delivery of quality outputs to the Project Manager, who will approve contractor's deliverables, after coordination with the NAC delegated staff.

E. Deliverables and estimated timeframe

Deliverables	Description	Tentative timeframe
1. Game Concept designed and validated	Game Concept and design elements submitted for validation. Feed-back on the game Concept from NAC and the Project collected. Necessary adjustments operated and the final validated concept submitted.	By 10 June 2020
2. Game Design Document (GDD) submitted and validated	GDD developed based on the approved Concept. One focus-group with future players to test the GDD organized. GDD submitted and validated by the Project and NAC	By 25 June 2020
3. On-line game developed	On-line game developed	By 20 August 2020
4. Focus-groups organized, feed-back collected and necessary modifications operated	At least 3 focus-groups engaging future players and stakeholders, including anticorruption volunteers conducted. Feedback collected and necessary modifications operated.	By 15 September 2020
5. Game deployed and launched	Game deployed on the www.cna.md web and presented to public	By 30 September 2020
6. Maintenance provided	Maintenance provided for the first 9 (nine) months after the game goes live.	By 30 June 2021

F. Technical specifications

This chapter contains the list of requirements, which shall be met by the Bidder. All requirements are Mandatory, hence, not meeting these requirements leads to disqualification of the proposal.

No.	Requirement
1.	The proposed solution will be based on modern web technologies, including HTML5 game engine, backend framework and database
2.	The solution will be hosted on NAC premises
3.	Each component/module or any other software part that form the game will be license free or be provided as a life-time (perpetual) license to the NAC
4.	The Game will be compatible with most of the popular browsers (Chrome 11+, Firefox 10+, Opera 12+, Safari 2.0+, IE 11+, Edge)
5.	The game will provide a responsible / adaptive use interface to be used on: Large screens (720p and up) Medium screens (480p – 720p) Small screens (up to 480p)

6.	Depending of the story type, it is advised to use frameworks that support 2D animation based on Canvas and WebGL technologies
7.	The game will contain a sound track, and also audio action effects
8.	The game will have only the single-player scenario
9.	The project implementation until the maintenance stage shall not take more than four (4) months.
10.	The Supplier is expected to organize and facilitate at least 4 focus groups with future players.
11.	The Supplier will take into account ideas and proposals submitted during the focus group testing/playing.
12.	User interface of the Game will be available in Romanian language.
13.	The Game will enable the players to engage in the game for at least 20 minutes.
14.	The Game will have the following functions including but not limited to: • Measures overall understanding by the young people of anticorruption tools and authorities including law provisions (It is to be designed in the form of multiple-choice questions, with content from DMM. It is to display the test score, highlight pass or fail. It is expected to have up to 5 stages, each stage containing up to 5 questions); • Tests youths' behaviour by exposing them to different scenarios and displaying Good (Integrity) or Bad (Corruption) behaviour in an interactive fashion (it is to expose the citizen to five scenarios in three stages and identify how he/she behaves. Then, mark the behaviour as correct/good or incorrect/bad, and then, calculate percentage of correct/good or bad incorrect/bad); • Raises awareness about different sectors best practices in fight against corruption (private sector, media, civil society) (it is meant to encourage young men and women to reflect on the efficiency of the existing anti-corruption tools and to propose viable ideas (optional feedback provided by players for different sectors mentioned above, including government officials, policymakers, civil servants and trade unions. It is expected to have up to 7 questions, each question containing 3-5 options); • Amuses youth with a module to identify/mark 10 situations when they need to report corruption and the ways they can/would do it, and to inform them about the protection they are entitled to in some cases (it is to expose the citizen to at least 30 common situations to be assigned randomly and corruption manifestations that occur to ask him/her to mark the cases where corruption occurs, among them).
15.	The Game will generate results/offer a status to the participant and will allow the participant to automatically share his/her results (the acquired status) on social media (Facebook, etc.) and in this way invite other players to play the game.
16.	The Game shall notify, via email or any other delivery channels agreed with the Beneficiary, all statistics and feedback submitted by the players.
17.	The Game administrator role will have the following functionality: — Add multiple quizzes for each stage — Generate Game' statistics; — Launch/Enable the game.
18.	The quizzes will be assigned randomly to users
19.	The game will have the objectives set at paragraph C. of the current Terms of Reference.
20.	The Supplier shall take into account the tentative development plan outlined in section E. Deliverables and estimated timeframe, when planning the development activities of this assignment.
21.	The Supplier shall test the security of the system according to OWASP Top 10 2019 vulnerabilities. The respective output test is to be provided to the Beneficiary.
22.	The Supplier shall run the performance testing in terms of: - load testing; - stress testing.
23.	The Supplier will perform and present to the Beneficiary the report of the game performance testing outputs.

24.	At the first load, the game should cache all the assets, each subsequent reload will be very fast
25.	All the source code of the game will be delivered as a private git repository, containing README.md with all the required information about running the project
26.	The CI build script will be provided, that will produce all the required artefacts for running the project. All the dependencies should be fetched at the build stage and not be embedded into the source code.
27.	The Supplier will provide warranty that includes technical support and corrective maintenance during nine (9) months after the operational acceptance of the Game by the Beneficiary.

G. Qualifications of the Successful Service Provider at Various Levels

Bidders should enclose a résumé for each person anticipated to be assigned to the project and should include specific information on staff experience and roles. Bidders agree that named staff will participate in the project at the level and duration specified unless agreement is provided in writing by the Programme to allow substitutions.

Résumés of key project personnel must be included in the offer, résumés for other personnel may be included as deemed applicable by the Bidder. Descriptions of subcontractor staff members, if applicable, should follow the format utilized for the Bidder organization. The résumés submitted for project personnel should be detailed and comprehensive. Specifically, résumés should include:

- ➢ Anticipated role and level of participation in the project;
- ➢ Previous experience relevant to the assigned role in the project;
- ➢ Education, training and certification details;
- ➢ Contact information (name, title, organization, mailing address, phone, and email) for a minimum of three business references;
- ➢ Linguistic skills.

Bidders should describe, in detail, their previous corporate experience in similar related to the project's assignment, if any. This section should include the corporate experience as well as the role of any subcontract organization(s) indicated in the Bidder's proposal. Descriptions of subcontractor staff members, if applicable, should follow the format utilized for the Bidder organization. The Project retains the right to accept or reject all proposed project personnel and to ask for replacement of the Project staff, as necessary.

The Service Provider should meet the following minimum qualifications criteria which make the applicant eligible for this assignment:
- • Be legally registered entity or a consortium of firms/organizations (NGOs);
- • At least three (3) years of experience in providing services of creation for Gamification Services;
- • At least five (5) assignments in developing games;
- • At least two (2) assignments in developing social/educational projects.

Qualification of the Team members:
The Bidder shall describe the proposed key personnel taking into consideration following positions:
- • 1x Project Manager;
- • 1x Technical Coordinator / Facilitator;
- • 2x Developers / Facilitators.
- • 1x Game Designer

Minimum requirements for the **Project Manager** position/role of Project Manager:
- • University degree, with at least five (5) years of professional experience, specifically in project management;

- Proven professional experience in project management by conducting at least three (3) projects preferable in IT development;
- At least two (2) assignments in developing social/educational projects;
- Working knowledge of Romanian language.

Minimum requirements for **Technical Coordinator / Facilitator** position/role of Technical Coordinator / Facilitator:
- University degree in ICT field, with at least five (5) years of experience in development of online and mobile games;
- Proven experience as Technical Coordinator /Team Leader in Game Development Projects (at least three (3) assignments);
- Recognized certificates in the field of technologies proposed within the offer;
- Working knowledge of Romanian language.

Minimum requirements for **Developer / Facilitator** position:
- University degree in ICT field, with at least three (3) years of experience in developing ICT applications and Games;
- Proven professional experience with developing/customizing games (minimum two (2) assignments);
- Working knowledge of Romanian language.

Minimum requirements for **Game Designer** position:
- At least three (3) years of experience in designing games or animation;
- Proven professional experience with full-cycle developing/customizing games (minimum three (3) assignments);
- Working knowledge of Romanian language.

Note: **Proposed timeline** should include all indicative dates for deliverables as outlined above and a plan for meeting these and any additional deadlines.

Proven commitment to the core values of the United Nations, in particular, respecting differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or other status.

UNDP Moldova is committed to workforce diversity. Women, persons with disabilities, Roma and other ethnic or religious minorities, persons living with HIV, as well as refugees and other non-citizens legally entitled to work in the Republic of Moldova, are particularly encouraged to apply.