

# **REQUEST FOR PROPOSAL (RFP)**

**Procurement of software development services  
to develop the "SI ISM" Module  
in the eSocial information system**

RFP Reference No.: RfP-26/03291

Country: Republic of Moldova

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## SECTION 1: LETTER OF INVITATION

United Nations Development Programme, hereinafter referred to as UNDP, through the “**Digital Transformation of Social Protection**” Project, hereby invites prospective proposers to submit a proposal for the Procurement of IT services to develop the "SI ISM" module in the eSocial information system in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

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

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

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

Should you be interested to submit a proposal, please log in to the Quantum ERP supplier portal and subscribe to this tender following the instructions in the system user guide. Please search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-01027**. Once subscribed to the tender, you will be able to receive notifications in case of amendments of the tender document and requirements.

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

Offers must be submitted directly in the Quantum ERP supplier portal following this link: <http://supplier.quantum.partneragencies.org/> using the profile you may have in the portal (please log in using your username and password). In case you have never registered before, follow the [Supplier Portal Registration Link \(https://estm.fa.em2.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=TUW16eK6qsD94MNMxATNMoyCOHny7FmchTkUZsdOqrAW4sy6L5xSAB033Q%3D%3D\)](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](mailto: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](mailto: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](mailto: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 <b>Scope</b>	<p>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.</p> <p>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 <a href="#">UNDP Programme and Operations Policies and Procedures/Procurement</a>.</p> <p>As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (<a href="http://www.ungm.org">www.ungm.org</a>). 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.</p>
2 <b>Interpretation of the RFP</b>	<p>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.</p>
3 <b>Supplier Code of Conduct, Fraud, Corruption, Gifts and Hospitality</b>	<p>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 <b>principles on labor, human rights, environment and ethical conduct</b> may be found at: <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a></p> <p>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.</p> <p>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:</p> <p><a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a></p> <p>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.</p> <p>In pursuance of this policy, UNDP:</p> <ol style="list-style-type: none"> <li>1 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;</li> <li>2 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.</li> </ol>
4 <b>Eligible proposers</b>	<p>Proposers shall have the legal capacity to enter into a binding contract with UNDP.</p> <p>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.</p> <p>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,</p>

	<p>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.</p> <p>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.</p> <p>Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ol style="list-style-type: none"> <li>1 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</li> <li>2 All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ol> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>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.</p> <p>Proposers shall not be eligible to submit a proposal if at the time of proposal submission:</p> <ol style="list-style-type: none"> <li>1 is included in the Ineligibility List, hosted by <a href="#">UNGM</a>, that aggregates information disclosed by Agencies, Funds or Programs of the UN System;</li> <li>2 is included in the <a href="#">Consolidated United Nations Security Council Sanctions List</a>, including the <a href="#">UN Security Council Resolution 1267/1989 list</a>;</li> <li>3 is included in the <a href="#">World Bank Corporate Procurement Listing of Non-Responsible Vendors</a> and <a href="#">World Bank Listing of Ineligible Firms and Individuals</a>.</li> </ol>
<p><b>5 Proprietary information</b></p>	<p>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.</p>
<p><b>6 Publicity</b></p>	<p>During the RFP process, a proposer is not permitted to create any publicity in connection with the RFP.</p>
<p><b>SOLICITATION DOCUMENTS</b></p>	
<p><b>7 Clarification of solicitation documents</b></p>	<p>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.</p> <p>UNDP will provide the responses to clarifications through the method specified in</p>

	<p>Section 3: Data Sheet.</p> <p>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.</p>
<b>8 Amendment of solicitation documents</b>	<p>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.</p> <p>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.</p>
<b>PREPARATION OF PROPOSALS</b>	
<b>9 Cost of preparation of proposal</b>	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.
<b>10 Language</b>	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.
<b>11 Documents establishing eligibility and qualifications of the proposer</b>	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.
<b>11.a Documents comprising the proposal</b>	<p>The proposal bid shall comprise of the following documents and related forms which details are provided in Section 3: Data Sheet:</p> <ul style="list-style-type: none"> <li>• Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>• Technical Proposal;</li> <li>• Financial Proposal;</li> <li>• Proposal Security, if required by DS;</li> <li>• Any attachments and/or appendices to the Proposal.</li> </ul>
<b>12 Technical proposal format and content</b>	<p>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.</p> <p>The technical proposal shall not include any price or financial information. A technical proposal containing material financial information may be declared non-responsive.</p>
<b>13 Financial proposal</b>	<p>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.</p> <p>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.</p> <p>Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
<b>14 Currencies</b>	<p>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:</p> <ul style="list-style-type: none"> <li>• UNDP will convert the currency quoted in the proposal into the UNDP preferred currency, in accordance with the UN Operational Rate of Exchange.</li> <li>• 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.</li> </ul>

15 <b>Duties and taxes</b>	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 <b>Proposal validity period</b>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
17 <b>Proposal security</b>	<p>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.</p> <p>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.</p> <p>If the proposal security amount, or its validity period, is found to be less than is required by UNDP, UNDP shall reject the proposal.</p> <p>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.</p> <p>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).</p> <p>The Proposal security may be forfeited by UNDP, and the proposal rejected, in the event of any, or combination, of the following conditions:</p> <ul style="list-style-type: none"> <li>● If the proposer withdraws its offer during the period of the proposal validity specified in Section 3: Data Sheet, or;</li> <li>● In the event the successful Proposer fails: <ul style="list-style-type: none"> <li>○ to sign the contract after UNDP has issued an award; or</li> <li>○ 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.</li> </ul> </li> </ul>

<p><b>18 Joint Venture, Consortium or Association</b></p>	<p>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:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• 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.</li> </ul> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>A JV, Consortium or Association, in presenting its track record and experience, should clearly differentiate between:</p> <ul style="list-style-type: none"> <li>• Those that were undertaken together by the JV, Consortium or Association; and</li> <li>• Those that were undertaken by the individual entities of the JV, Consortium or Association.</li> </ul> <p>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.</p> <p>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.</p>
<p><b>19 Only one proposal</b></p>	<p>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.</p> <p>Proposals submitted by two (2) or more proposers shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>• they have at least one controlling partner, director, or shareholder in common; or</li> <li>• any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>• they have the same legal representative for purposes of this RFP; or</li> <li>• 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;</li> </ul>

	<ul style="list-style-type: none"> <li>• 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</li> <li>• the personnel, does not apply to subcontractors being included in more than one proposal.</li> </ul>
<b>20 Alternative proposals</b>	<p>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.</p> <p>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.</p>
<b>21 Pre-proposal conference</b>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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).</p> <p>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.</p> <p>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.</p>
<b>22 Site inspection</b>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> <li>• loss of or damage to any real or personal property;</li> <li>• personal injury, disease, or illness to, or death of, any person;</li> </ul>

	<ul style="list-style-type: none"> <li>financial loss or expense, arising out of the carrying out of that site inspection; and</li> <li>transportation by UNDP to the site (if provided) as a result of any accidents or malicious acts by third parties.</li> </ul> <p>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).</p> <p>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.</p>
<b>23 Errors or omissions</b>	<p>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.</p> <p>Proposers shall not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies, or other faults.</p>
<b>24 Proposers' responsibility to inform themselves</b>	<p>Proposers shall be responsible for informing themselves in preparing their proposal. In this regard, proposers shall ensure that they:</p> <ul style="list-style-type: none"> <li>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;</li> <li>review the RFP to ensure that they have a complete copy of all documents;</li> <li>obtain and examine all other information relevant to the project and the scope of the requirements available on reasonable enquiry;</li> <li>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;</li> <li>attend any pre-proposal conference if it is mandatory under this RFP;</li> <li>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</li> <li>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.</li> </ul> <p>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.</p>
<b>25 No material change(s) in circumstances</b>	<p>The proposer shall inform UNDP of any change(s) of circumstances arising during the RFP process, including but not limited to:</p> <ul style="list-style-type: none"> <li>a change affecting any declaration, accreditation, license or approval;</li> <li>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;</li> <li>a change to any information on which UNDP may rely in assessing proposals.</li> </ul>
<b>SUBMISSION AND OPENING OF PROPOSALS</b>	
<b>26 Instruction for proposal submission</b>	<p>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.</p> <p>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.</p>

<p><b>26a. Online submission</b></p>	<p>Electronic submission through online portal shall be governed as follows:</p> <ul style="list-style-type: none"> <li>• Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in DS;</li> <li>• <b>The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.</b></li> <li>• <b>The Financial Proposal file must be uploaded separately only in the commercial section of the RFP in the system.</b></li> <li>• 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.</li> </ul> <p>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.</p>
<p><b>27 Deadline for Submission of Proposals</b></p>	<p>Complete proposals must be received by UNDP in the manner, and no later than the date and time, specified in Section 3: Data Sheet.</p> <p>If any doubt exists as to the time zone in which the Proposal should be submitted, refer to <a href="http://www.timeanddate.com/worldclock/">http://www.timeanddate.com/worldclock/</a>.</p> <p>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.</p> <p>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.</p>
<p><b>28 Withdrawal, substitution and modification of proposals</b></p>	<p>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.</p> <p>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.</p>
<p><b>29 Storage of proposals</b></p>	<p>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.</p>
<p><b>30 Proposal opening</b></p>	<p>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.</p>
<p><b>31 Late proposals</b></p>	<p>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.</p> <p>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.</p>
<p><b>EVALUATION OF PROPOSALS</b></p>	
<p><b>32 Confidentiality</b></p>	<p>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.</p> <p>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.</p>

<p><b>33 Evaluation of proposals</b></p>	<p>UNDP shall evaluate a proposal using only the methodologies and criteria defined in this RFP. No other criteria or methodology shall be permitted.</p> <p>UNDP shall conduct the evaluation solely based on the submitted technical and financial proposals.</p> <p>Evaluation of proposals shall be undertaken in the following steps:</p> <ul style="list-style-type: none"> <li>a) Preliminary examination;</li> <li>b) Evaluation of minimum eligibility and qualification (if pre-qualification is not done);</li> <li>c) Evaluation of technical proposals;</li> <li>d) Evaluation of financial proposals.</li> </ul>
<p><b>34 Preliminary examination</b></p>	<p>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.</p>
<p><b>35 Evaluation of eligibility and qualification</b></p>	<p>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).</p> <p>In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> <li>a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments;</li> <li>c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required;</li> <li>d) They are able to comply fully with the UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>
<p><b>36 Evaluation of technical and financial proposals</b></p>	<p>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.</p> <p>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.</p> <p>In the second stage, only the financial proposals of those proposers who achieve the minimum technical score will be opened for evaluation.</p> <p>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.</p> <p>When the Data Sheet specifies a <b>combined scoring method</b>, the formula for the rating of the proposals will be as follows:</p> <p><u>Rating the Technical Proposal (TP):</u>  <b>TP Rating</b> = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u>  <b>FP Rating</b> = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p>

	<p><u>Total Combined Score:</u>  <b>Combined Score</b> = (TP Rating) x (Weight of TP, e.g., 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p>
<b>37 Post-qualification/ DueDiligence</b>	<p>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:</p> <ol style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the proposer;</li> <li>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;</li> <li>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;</li> <li>d) Inquiry and reference checking with previous clients on the performance on ongoing or completed contracts, including physical inspections of previous works, as deemed necessary;</li> <li>e) Physical inspection of the proposer's offices, branches or other places where business transpires, with or without notice to the proposer;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ol>
<b>38 Clarification of proposals</b>	<p>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).</p> <p>UNDP may use such information in interpreting and evaluating the relevant proposal but is under no obligation to take it into account.</p> <p>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.</p>
<b>39 Responsiveness of proposal</b>	<p>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:</p> <ol style="list-style-type: none"> <li>a) affects in any substantial way the scope, quality, or performance of the services specified in the contract; or</li> <li>b) limits in any substantial way, inconsistent with the solicitation documents, UNDP's rights or the proposer's obligations under the contract; or</li> <li>c) if rectified would unfairly affect the competitive position of other proposers presenting substantially responsive proposals.</li> </ol> <p>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.</p>
<b>40 Nonconformities, reparable errors and omission</b>	<p>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.</p> <p>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</p>

	<p>the rejection of its proposal.</p> <p>For financial proposals that have been opened, UNDP shall check, and correct arithmetical errors as follows:</p> <ol style="list-style-type: none"> <li>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;</li> <li>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</li> <li>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.</li> </ol> <p>If the proposer does not accept the correction of errors, its proposal shall be rejected, and its proposal security may be forfeited.</p>
<b>41 Right to accept any proposal and to reject any or all proposals</b>	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.
<b>AWARD OF CONTRACT</b>	
<b>42 Award criteria</b>	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.
<b>43 Right to vary requirement at time of award</b>	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.
<b>44 Notification of award</b>	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.
<b>45 Debriefing</b>	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.
<b>46 Publication of contract award</b>	UNDP will publish the contract award on UNDP Procurement Notices website <a href="https://procurement-notices.undp.org/view_awards.cfm">https://procurement-notices.undp.org/view_awards.cfm</a> which is linked to the <a href="#">United Nations Global Marketplace</a> , with the RFP Reference number, the information of the awarded proposer's company name, contract amount or LTA and the date of the contract.
<b>47 Contract Signature</b>	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.
<b>48 Contract Type and General Terms and Conditions</b>	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: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
<b>49 Performance security</b>	The successful Proposer, if so specified in Section 3: Data Sheet shall furnish a Performance Security in the amount and form specified herein: <a href="https://popp.undp.org/document/performance-security-form">https://popp.undp.org/document/performance-security-form</a> , 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. UNDP shall promptly

	<p>discharge the proposal securities of the unsuccessful proposers pursuant to Article 17 (Proposal security).</p> <p>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.</p>
<b>50 Bank guarantee for advance payment</b>	<p>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:  <a href="https://popp.undp.org/document/4736/download/en">https://popp.undp.org/document/4736/download/en</a> .</p> <p>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.</p>
<b>51 Liquidated Damages</b>	<p>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.</p>
<b>52 Proposal protest</b>	<p>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.</p> <p>The following link provides further details regarding UNDP vendor protest procedures:  <a href="https://www.undp.org/procurement/doing-business-undp/procurement-protest-and-vendor-sanctions_sanctions.html">https://www.undp.org/procurement/doing-business-undp/procurement-protest-and-vendor-sanctions_sanctions.html</a></p>
<b>53 Other Provisions</b>	<p>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.</p> <p>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.</p> <p>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  <a href="https://docs.un.org/en/st/SGB/2006/15">https://docs.un.org/en/st/SGB/2006/15</a></p>

### 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 <b>RfP-26/03291</b>  The services include carrying out: <b>development and implementation of the "SI ISM" as part of the governmental Informational System eSocial, including the complete and documented source code, technical and user documentation, and training materials and activities for users within beneficiary institutions</b> , 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 <b>Quantum message functionality</b> .  <b>ATTENTION: PROPOSALS (OR ANY PART OF IT) SHALL NOT BE SUBMITTED IN THE ABOVE MANNER.</b>
		Deadline for submitting requests for clarifications / questions:  <b>5 (five) days before the submission deadline</b>
		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 <b>English and/or Romanian</b> .
5.	Partial proposals	N/A
6.	Currencies	Prices shall be quoted only in the currency indicated in the system:  <b>MDL (Moldovan Leu) for local suppliers</b>  and  <b>USD (US Dollars) for international suppliers.</b>  For evaluation purposes, all the amounts shall be recalculated in USD at UN Operational Rate of Exchange indicated on the submission deadline:  <a href="https://treasury.un.org/operationalrates/OperationalRates.php">https://treasury.un.org/operationalrates/OperationalRates.php</a>
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	<b>Required in the amount of 2,000 USD (six thousand US dollars)</b>  <input checked="" type="checkbox"/> The Proposal security will be in the same currency as stipulated in Article 6: Currencies.

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		<p>Acceptable forms of proposal security:</p> <p><input checked="" type="checkbox"/> Proposal security form template (bank guarantee) set out in Section 7: Proposal Forms</p> <p><b>Important Remarks:</b></p> <p>The Proposal Security shall be valid up to <b>30 days after the final date of validity of bids.</b></p> <p>A copy of the full Proposal Security documentation must be submitted through the Quantum system as part of the online bid. The original hard copy of the Proposal Security must then be physically received by UNDP no later than ten (10) calendar days after the deadline for submission of offers indicated in the Quantum system.</p> <p><b>If Proposal security is not submitted as stipulated above, proposal shall be disqualified.</b> The address for submitting the original Proposal Security documentation is as follows:</p> <p><b>UNDP Moldova, #131, 31 August 1989 Street, MD-2012, Chisinau, Republic of Moldova to the attention of Procurement Unit with the reference "RfP-26/03291"</b></p>
10.	Alternative proposals	Shall not be considered.
11.	Pre-proposal conference	<p>Will be conducted</p> <p><b>Time and time zone: 14:00 GMT+3 / Moldova time</b></p> <p><b>Date: 29 June 2026</b></p> <p><b>Venue: Zoom</b></p> <p><u>Interested bidders should register for the conference.</u></p> <p><u>To facilitate registration, prospective bidders are required to send the names and email addresses of their authorized representatives using the "Messages" section in Quantum no later than 28 June 2026. In case bidders face any technical difficulties with Quantum platform, they shall send the above-mentioned information to the following email address: <a href="mailto:sc.md@undp.org">sc.md@undp.org</a>.</u></p> <p><u>Please ensure that the subject of the email message is marked as 'PRE-BID CONFERENCE FOR RfP-26/03291.</u></p> <p><u>The Pre-bid conference is not mandatory but highly recommended.</u></p> <p><b>Minutes of the Pre-proposal conference</b> will be disseminated by:</p> <p><b>Direct communication to prospective Bidders by email and posting directly in Quantum and on the below tender websites: <a href="#">UNDP Moldova tenders</a>, <a href="#">UNDP Procurement Notices</a> and <a href="#">UNGM</a>.</b></p>
12.	Site inspection	A site inspection will not be held.
13.	Instructions for proposal submission	<p>Proposals must be <b>submitted directly in Quantum.</b></p> <p>Allowable manner of submitting proposals:</p> <ul style="list-style-type: none"> <li>• File Format: PDF files only</li> </ul>

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		<ul style="list-style-type: none"> <li>• 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.</li> <li>• All files must be free of viruses and not corrupted.</li> <li>• It is recommended that the entire Proposal be consolidated into as few attachments as possible.</li> <li>• The proposer should receive an email acknowledging receipt of the proposal by the system.</li> <li>• <b>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.</b></li> <li>• <b>Documents which are required in original (e.g. proposal security) should be sent to the below address with a PDF copy submitted as part of the electronic submission:</b></li> </ul> <p><i>UNDP Moldova, #131, 31 August 1989 Street, MD-2012, Chisinau, Republic of Moldova to the attention of Procurement Unit</i></p>
14.	Deadline for proposal submission	Deadline for proposal submission is <b>indicated in the portal</b> . 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 <b>NOT</b> be held
16.	Evaluation of technical and financial proposals	<p>Evaluation will be based on:</p> <p><input checked="" type="checkbox"/> Lowest-priced substantially compliant proposal</p> <p>The maximum number of technical points is detailed in Section 4: Evaluation Criteria</p> <p>To be substantially compliant, Proposers must obtain a minimum threshold of 70% of maximum points from technical evaluation.</p>
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	<p>UNDP will award a contract to:</p> <p>One Bidder Only</p>
19.	Type of contract to be awarded	<p><b>Contract Face Sheet</b></p> <p>More information can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p> <p>See Section 6 for link to sample contract.</p>
20.	Expected date for commencement of contract	14 August 2026
21.	Conditions of	<b>UNDP General Terms and Conditions for contracts (goods and/or services)</b>

Ref. Article in Section 2	Data	Specific Instructions / Requirements
	contract to apply	See Section 6 for link to the contract terms.
22.	Performance Security	<b>Not Required</b>
23.	Advance payment	Not Allowed
24.	Liquidated damages	<p>Will be imposed as follows:</p> <p>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.</p>
25.	Documents to be submitted with your Proposal	<p><b>Please attach the following documents with your Proposal:</b></p> <ul style="list-style-type: none"> <li>● 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</li> <li>● Certificate of Incorporation/ Business Registration</li> <li>● List of Shareholders and Other Entities Financially Interested in the Firm owning 5% or more of the stocks and other interests, or its equivalent if Bidder is not a corporation including the Certificate from State Register</li> <li>● Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder</li> <li>● 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)</li> <li>● Statement of Satisfactory Performance from the Top three (3) Clients in terms of Contract Value per each JV partner/Subcontractor (if the case)</li> <li>● A copy of preliminary Agreement in case of Consortium or sub-contracting. In case of subcontracting, division of roles and responsibilities should be presented as part of the Methodology, Approach and Implementation Plan.</li> <li>● 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.</li> <li>● 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.</li> <li>● Copies of contracts to prove that Offeror meets the similar experience</li> </ul>

Ref. Article in Section 2	Data	Specific Instructions / Requirements
		<p>requirement (stated under Section 4: Evaluation Criteria)</p> <ul style="list-style-type: none"> <li>● 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</li> <li>● Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any</li> <li>● Dully filled Annex 1 - Proposal functional and non-functional compliance checklist matrix</li> <li>● <b>Dully filled in Proposal Forms A-K (as per Section 7: Proposal Forms). Forms A-I, representing the Technical Proposal, shall be submitted directly in the system in the “Technical section” of the requirements</b></li> <li>● <b>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</b></li> <li>● <b>Proposal Security (as per Form L) – copy to be submitted with the proposal via Quantum, submitted in original not later than 10 (ten) days after the submission deadline from tender deadline at the address indicated in Section 3 above</b></li> </ul>

## SECTION 4: EVALUATION CRITERIA

### Preliminary Examination Criteria

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

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

### Minimum Eligibility and Qualification Criteria

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

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

Eligibility Criteria	Documents to establish compliance
<b>Legal Status:</b> 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
<b>Eligibility:</b> 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
<b>Conflict of Interest:</b> No conflicts of interest in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
<b>Bankruptcy:</b> 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
<p><b>History of non-performing contracts<sup>1</sup>:</b> Non-performance of a contract did not occur as a result of contractor default within the last 3 years<sup>1</sup>.</p>	Form F: Eligibility and Qualification
<p><b>Litigation History:</b> Non-consistent history of court/arbitral award decisions against the Proposer for the last 3 years.</p>	Form F: Eligibility and Qualification
<p><b>Previous Experience</b></p>	
<p>Minimum 5 (five) years of experience in development of software products / systems. <i>(For JV/Consortium/Association, <b>Lead entity</b> should meet the requirement.)</i></p>	Form F: Eligibility and Qualification
<p>Minimum of 3 (three) successfully completed contracts within the last 36 months prior to the proposal submission deadline with the cumulative value of at least 600,000 USD, involving the design, development and deployment of enterprise information systems, each implementing a multi-tier custom architecture (separated frontend and backend layers) with an integrated relational database and at least 3 distinct core functional modules. All 3 contracts must have been delivered using an Agile development framework (Scrum, Kanban, or equivalent iterative cycles). At least 1 (one) of these must be a custom software development project for a public sector entity (Government Ministry, Agency, or other public institution) in the Republic of Moldova.</p> <p>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.</p> <p><i>(For JV/Consortium/Association, <b>all Parties cumulatively</b> should meet requirement).</i></p>	<p>Form F: Eligibility and Qualification</p> <p>Copies of the contracts shall be submitted along with the bid.</p>
<p><b>Minimum Key Personnel</b></p>	
<p>The minimum personnel mandatory for the implementation of the contract includes 8 key positions across development, quality assurance, design, and project management functions. <b>Total Minimum Personnel Required: 8 positions</b></p>	Duly signed CVs and Statements of Exclusivity and Availability, including any other supporting documents, attached to Form G: Format for Technical Proposal.

<sup>1</sup> 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.

<p><b>Management &amp; Analysis:</b></p> <ul style="list-style-type: none"> <li>• 1 (one) IT Project Manager (Scrum Master)</li> </ul> <p><b>Backend Development:</b></p> <ul style="list-style-type: none"> <li>• 1 (one) Senior Backend Developer</li> <li>• 1 (one) Middle Backend Developer</li> </ul> <p><b>Frontend Development:</b></p> <ul style="list-style-type: none"> <li>• 1 (one) Senior Frontend Developer</li> <li>• 1 (one) Middle Frontend Developer</li> </ul> <p><b>DevOps &amp; Infrastructure:</b></p> <ul style="list-style-type: none"> <li>• 1 (one) Senior DevOps</li> </ul> <p><b>Quality Assurance:</b></p> <ul style="list-style-type: none"> <li>• 1 (one) Senior QA</li> </ul> <p><b>Design:</b></p> <ul style="list-style-type: none"> <li>• 1 (one) Designer (UI/UX)</li> </ul> <p>Bidders may add supplementary personnel roles aligned to their implementation methodology, clearly describing responsibilities and reporting lines as part of the technical proposal.</p> <p><i>(For JV/Consortium/Association, <b>all Parties cumulatively</b> should meet requirement).</i></p>	
<p><b>Financial Standing</b></p>	
<p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.</p> <p>UNDP will check the financial accounts to compute the current ratio (CR).</p> <p>If CR is less than 1: UNDP shall verify financial capacity of the bidder and has the authority to seek references from concerned parties &amp; banks on the bidder' financial standing. UNDP has the right to reject any bid if submitted by a contractor whom investigation leads to a result that the bidder is not financially capable and/or had serious financial problems.</p>	<p>Copy of audited financial statements for the last 3 (three) years.</p> <p>Form F: Eligibility and Qualification</p>
<p><b>Turnover:</b> Proposers should have minimum average sales turnover of USD 600,000 for the last 3 (three) years.</p> <p><i>For JV/Consortium/Association, <b>all Parties cumulatively</b> should meet requirement).</i></p>	<p>Copy of audited financial statements for the last 3 (three) years.</p> <p>Form F: Eligibility and Qualification</p>

## Technical Evaluation Criteria

Summary of technical proposal evaluation sections		Points obtainable
1.	Proposer's qualification, capacity and experience	250
2.	Proposed methodology, approach and implementation plan	400
3.	Management structure and key personnel	350
<b>Total</b>		<b>1000</b>

Section 1. Proposer's qualification, capacity and experience		Points obtainable
1.1	<p>Reputation of Organization and Staff Credibility / Reliability / Industry Standing (up to 60 pts.)</p> <p>Organization / Company profile – 25 pts:</p> <ul style="list-style-type: none"> <li>• Excellent: Organization and staff have an outstanding reputation, proven reliability, and a strong company profile supported by verifiable references and achievements: 25 pts</li> <li>• Good: Organization and staff have a very good reputation and reliability, with strong references and a solid company profile: 23 pts</li> <li>• Satisfactory: Organization and staff have a good reputation and reliability, with adequate references and company profile: 18 pts</li> <li>• Poor: Organization and staff have limited reputation and reliability; references and company profile are weak or incomplete: 10 pts.</li> <li>• Very Poor: Organization and staff have very little reputation or credibility; references are minimal or questionable: 3 pts.</li> <li>• No submission: No information provided or completely unacceptable: 0 pts.</li> </ul> <p>Financial standing and project financing capacity – up to 25 pts:</p> <ul style="list-style-type: none"> <li>• Average sales turnover for the last three years of 600,000 USD to 700,000 USD – 10 pts.; more than 700,000 USD – 25 pts.</li> </ul>	50
1.2	<p>General Organizational Capability which is likely to affect implementation:</p> <ul style="list-style-type: none"> <li>• Years in business (5 years –15 pts, 5 pts for each additional year, up to 30 pts)</li> <li>• Project management controls (organigram) (up to 15 pts)</li> </ul>	45
1.3	<p>Relevance of specialized knowledge and experience:</p> <ul style="list-style-type: none"> <li>• Relevant experience in development of software products (5 years – 30 pts., each additional year – 10 pts., up to max 50 pts.);</li> <li>• Successfully completed contracts within the last 36 months prior to the proposal submission deadline, each featuring a multi-tier custom architecture (separated frontend/backend) with an integrated database and at least 3 distinct core functional modules. Contracts must have been delivered using an Agile development framework (Scrum, Kanban, or equivalent iterative cycles) (3 contracts – 20 pts., each additional contract – 10 pts., up to max 40 pts.)</li> <li>• Demonstrated experience developing custom software for a public sector entity (Government Ministry, Agency, or other public institution) in the Republic of Moldova (1 assignment – 20 pts., each additional assignment – 5 pts., up to 30 pts.);</li> <li>• Demonstrated experience in the development of software products related to</li> </ul>	140

	<p>the thematic areas of social protection, labour or employment would be an advantage (no – 0 pts., yes – 15 pts.);</p> <ul style="list-style-type: none"> <li>Working experience with UN Agencies and/or other international organizations will be an advantage (no – 0 pts., yes – 5 pts.).</li> </ul>	
1.4	<p>Organizational Commitment to Sustainability:</p> <ul style="list-style-type: none"> <li>Organization is compliant with ISO 14001 or ISO 14064 or equivalent (no – 0 pts., yes – 5 pts.);</li> <li>Organization is a member of the UN Global Compact (no – 0 pts., yes – 5 pts.);</li> <li>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.).</li> </ul>	15
<b>Total Section 1</b>		<b>250</b>

<b>Section 2. Proposed methodology approach and implementation plan</b>		<b>Points obtainable</b>
2.1	<p>To what degree does the Proposer understand the assignment?</p> <ul style="list-style-type: none"> <li>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: 125 pts.</li> <li>Good understanding. The proposer demonstrates good understanding of the assignment and provided good evidence of ability to support the ToR requirements: 112 pts.</li> <li>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: 88 pts.</li> <li>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: 50 pts.</li> <li>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: 12 pts.</li> <li>No submission. Information has not been submitted or is unacceptable: 0 pts</li> </ul>	125
2.2	<p>Is the conceptual framework adopted appropriate for the assignment?</p> <ul style="list-style-type: none"> <li>Excellent. The conceptual framework is fully appropriate for the assignment, all aspects are excellently described, and requirements fully addressed: 125 pts</li> <li>Good. The conceptual framework is appropriate, minor refinements may be possible, but unnecessary, and overall meets requirements well: 112 pts.</li> <li>Satisfactory. The conceptual framework is appropriate but may require some adjustments to fully incorporate all aspects and requirements: 88 pts</li> <li>Poor. The conceptual framework requires significant adjustments to address most aspects and requirements: 50 pts.</li> <li>Very poor. The conceptual framework is largely inadequate, missing critical elements, and does not meet requirements: 12 pts.</li> <li>No submission. No conceptual framework provided or completely unacceptable:</li> </ul>	125

	0 pts.	
2.3	<p>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:</p> <ul style="list-style-type: none"> <li>• 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: 100 pts.</li> <li>• Good. The proposed plan is clear and structured, resources mostly sufficient for efficient implementation: 90 pts.</li> <li>• 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: 70 pts.</li> <li>• Poor. The proposed plan is partially structured, with significant gaps in activity sequence and resource allocation: 40 pts.</li> <li>• Very poor. The proposed plan is not well-structured, lacks clarity in sequence, and resources are largely missing: 10 pts</li> <li>• No Submission. No plan provided or completely unacceptable: 0 pts.</li> </ul>	100
2.4	<p>To what extent have quality assurance procedures and risk mitigation measures been established?</p> <ul style="list-style-type: none"> <li>• Excellent. Quality assurance procedures and risk mitigation measures establish a clearly described mechanism that incorporates all aspects and requirements of the assignment: 50 pts.</li> <li>• Good. Mechanism is clear and comprehensive, covers most aspects effectively. 45 pts</li> <li>• Satisfactory. Procedures and measures may require some adjustments to fully incorporate all aspects and requirements: 35 pts.</li> <li>• Poor. Procedures and measures require major adjustments to address most aspects and requirements: 20 pts.</li> <li>• Very Poor. Mechanism is largely inadequate, missing critical elements and does not meet requirements: 5 pts</li> <li>• No Submission. No mechanism provided or completely unacceptable: 0 pts</li> </ul>	50
<b>Total Section 2</b>		<b>400</b>

<b>Section 3. Management Structure and Key Personnel</b>		<b>Points obtainable</b>	
3.1	<b>IT Project Manager (Scrum Master)</b>	<b>55</b>	
	Years of experience working as a project manager in software development projects ( <i>7 years – 16 pts., each additional year – 1 pt., up to a max. of 19 pts.</i> )		19
	Number of assignments with Agile methodologies ( <i>3 assignments – 8 pts., each additional assignment – 1 pt., up to a max. of 13 pts.</i> )		13
	Number of assignments working with modern web application and microservices architecture, leading cross-functional technical teams. Core frameworks ( <i>1 assignment – 3 pts., each additional project – 1 pt., up to 10 pts.</i> )		10
	Number of previous assignments working with public institutions ( <i>1 assignment – 3 pts., each additional project – 1 pt., up to 6 pts.</i> )		6
	<i>Language proficiency: English and Romanian (both mandatory) – 5 pts; Russian – 2 pts.</i>		7
3.2	<b>Senior Backend Developer</b>	<b>60</b>	

	Number of years' experience in .NET/ASP.NET Core development (5 years – 16 pts., each additional year – 1 pt., up to a max. of 23 pts.)	23	
	Number of assignments with backend API development using microservices architecture, CQRS patterns, or event-driven design with message brokers (e.g. Kafka) (2 assignments – 11 pts., each additional assignment – 1 pt., up to a max. of 14 pts.)	14	
	Number of previous assignments with cloud platforms (e.g., Azure, AWS) and microservices architecture (1 assignment – 7 pts., each additional project – 1 pt., up to 12 pts.)	12	
	Number of previous assignments working with a public institution (1 assignment – 4 pts., each additional project – 1 pt., up to 11 pts.)	11	
3.3	<b>Middle Backend Developer</b>		45
	Number of years' experience in .NET/ASP.NET Core development (3 years – 14 pts., each additional year – 1 pt., up to a max. of 18 pts.)	18	
	Number of assignments with backend API development using microservices architecture, CQRS patterns, or event-driven design with message brokers (e.g. Kafka) (1 assignment – 7 pts., each additional assignment – 1 pt., up to a max. of 11 pts.)	11	
	Number of previous assignments with cloud platforms (e.g., Azure, AWS) (1 assignment – 2 pts., each additional project – 1 pt., up to 5 pts.)	5	
	Number of previous assignments working with a public institution (1 assignment – 4 pts., each additional project – 1 pt., up to 11 pts.)	11	
3.4	<b>Senior Frontend Developer</b>		45
	Number of years' experience in software development (4 years – 12 pts., each additional year – 1 pt., up to a max. of 17 pts.)	17	
	Number of assignments in Angular, React, Vue, or other modern JavaScript frameworks (3 assignments – 8 pts., each additional assignment – 1 pt., up to a max. of 11 pts.)	11	
	Number of previous assignments with Docker and Kubernetes for development and deployment processes (1 assignment – 5 pts., each additional project – 1 pt., up to 9 pts.)	9	
	Number of previous assignments working with a public institution (1 assignment – 3 pts., each additional project – 1 pt., up to 8 pts.)	8	
3.5	<b>Middle Frontend Developer</b>		30
	Number of years' experience in software development (3 years – 9 pts., each additional year – 1 pt., up to a max. of 11 pts.)	11	
	Number of assignments in Angular, React, Vue, or other modern JavaScript frameworks (1 assignment – 5 pts., each additional assignment – 1 pt., up to a max. of 8 pts.)	8	
	Number of previous assignments with Docker and Kubernetes (1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)	4	
	Number of previous assignments working with a public institution (1 assignment – 2 pts., each additional project – 1 pt., up to 6 pts.1 assignment – 3 pts., each additional project – 1 pt., up to a max. of 7 pts.)	7	
3.6	<b>Senior DevOps</b>		45
	Number of years' experience in DevOps (5 years – 12 pts., each additional year – 1 pt., up to a max. of 17 pts.)	17	
	Number of assignments with CI/CD tools (GitHub Actions, GitLab CI, Azure DevOps, etc.) (2 assignments – 8 pts., each additional assignment – 1 pt., up to a max. of 11 pts.)	11	
	Number of previous assignments with cloud services (AWS, Azure, etc.) (1	9	

	<i>assignment – 5 pts., each additional project – 1 pt., up to 9 pts.)</i>		
	Number of previous assignments working with a public institution (1 assignment – 2 pts., each additional project – 1 pt., up to 6 pts.1 assignment – 3 pts., each additional project – 1 pt., up to a max. of 8 pts.)	8	
3.7	<b>Senior QA</b>		
	Number of years' experience in QA engineering (5 years – 10 pts., each additional year – 1 pt., up to a max. of 13 pts.)	13	
	Number of assignments using Agile and Scrum methodologies (2 assignments – 5 pts., each additional assignment – 1 pt., up to a max. of 9 pts.)	9	
	Number of previous assignments in designing, executing, and documenting manual test cases (1 assignment – 3 pts., each additional project – 1 pt., up to 6 pts.1 assignment – 4 pts., each additional project – 1 pt., up to 8 pts.)	8	
	Number of previous assignments working with a public institution (1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.1 assignment – 3 pts., each additional project – 1 pt., up to a max. of 5 pts.)	5	
	Language proficiency: English and Romanian (both mandatory) – 4 pts; Russian – 1 pt.	5	
3.8	<b>Designer (UI/UX)</b>		
	Bachelor's degree in Graphic Design, UX/UI Design, Human-Computer Interaction, Visual Communication, Product Design, or equivalent (Bachelor's degree – 5 pts)	5	
	Number of years' experience in UI/UX Design (5 years – 5 pts., each additional year – 1 pt., up to a max. of 9 pts.)	9	
	Number of assignments of user-centred design (UCD) development (1 assignment – 3 pts., each additional project – 1 pt., up to 5 pts.)	5	
	Number of previous assignments in standard UX software (Sketch, Figma, FigJam, InVision, etc.) (1 assignment – 3 pts., each additional project – 1 pt., up to a max. of 5 pts.)	5	
	Number of previous assignments collaborating within design systems, maintaining design documentation, and aligning interfaces with Modelul Unitar de Design (MUD) or equivalent institutional design frameworks within public sector projects (1 assignment – 2 pts., each additional project – 1 pt., up to 4 pts.)	4	
	Language proficiency: English and Romanian (both mandatory) – 1 pt each;	2	
<b>Total Section 3</b>			<b>350</b>

## SECTION 5. TERMS OF REFERENCE

# **Development of the Information System of the State Labour Inspectorate (SI ISM) in the eSocial Government Information System**

## 5.1 LIST OF ABBREVIATIONS

Abbreviation	Full Name
AGE	E-Governance Agency (Agenția de Guvernare Electronică)
API	Application Programming Interface
BA	Business Analysis
BPMN	Business Process Model and Notation
CI/CD	Continuous Integration / Continuous Deployment
CNAS	National Office of Social Insurance (Casa Națională de Asigurări Sociale)
CSD	Controls Support Department (Direcția Suport Controale)
DBMS	Database Management System
DDoS	Distributed Denial of Service
EU	European Union
FR	Functional Requirement
US	User Story
GD	Government Decision
GDPR	General Data Protection Regulation
ICAD	Information Consultancy and Assistance Department (Direcția Consultanță și Asistență Informațională)
ICTS	Information and Communication Technology Section
ILO	International Labour Organization
IMD	Institutional Management Department (Direcția Management Instituțional)
IMI	Internal Market Information System
IS RSC	Information System — State Register of Controls (Registrul de Stat al Controalelor)
SI ISM	Information System of the State Labour Inspectorate (SI ISM)
KPI	Key Performance Indicator
MCloud	Common Government Technology Platform
MConnect	Government Interoperability Platform
MLog	Government Logging Service
MLSP	Ministry of Labour and Social Protection
MNotify	Government Notification Service
MPass	Government Authentication Service

<b>Abbreviation</b>	<b>Full Name</b>
MSign	Government Electronic Signature Service
NFR	Non-Functional Requirement
ORM	Object-Relational Mapping
PNA	National Accession Plan (Planul Național de Aderare)
OSH	Occupational Safety and Health
QA	Quality Assurance
RACPRS	Risk Analysis, Control Planning and Reporting Section (Secția Analiza Riscurilor, Planificarea Controalelor și Raportare)
RBAC	Role-Based Access Control
REDCAM	Registry of Work Accident Investigation Case Files (Registrul de Evidență a Dosarelor de Cercetare a Accidentelor de Muncă)
REST	Representational State Transfer
RPO	Recovery Point Objective
RTO	Recovery Time Objective
RSC	State Register of Controls (Registrul de Stat al Controalelor)
SIA	Automated Information System (Sistem Informațional Automatizat)
SLI	State Labor Inspectorate (Inspectoratul de Stat al Muncii)
SPA	Single-Page Application
SSO	Single Sign-On
STISC	Information Technology and Cyber Security Service
TLI	Territorial Labour Inspectorate (Inspectoratul Teritorial al Muncii)
TOR	Terms of Reference
TRQ	Technical Requirement
UAT	User Acceptance Testing
UI/UX	User Interface / User Experience
UNDP	United Nations Development Programme
WCAG	Web Content Accessibility Guidelines

## 5.2 PROJECT OVERVIEW

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

The Project aims to address the fragmented digital infrastructure of the social protection system, which currently operates with multiple, disparate, and non-interoperable information systems. This fragmentation causes binding inefficiencies in data management and service delivery and undermines the ability to provide timely and appropriate support to beneficiaries. By developing a new, integrated Information System – eSocial, the Project aims to achieve delivery of social protection & employment services in a more coherent, accessible, and resilient way, enhancing the Ministry's ability to meet existing demands and adapt to future changes. Through secure, role-based access and integration with government platforms like MPass, MNotify, and MLog, eSocial enables standardized workflows, centralized data, and inter-institutional coordination.

The Republic of Moldova's labour inspection system is a critical component of the country's social protection and labour rights enforcement framework. The State Labour Inspectorate (SLI — Inspectoratul de Stat al Muncii), operating under the Ministry of Labour and Social Protection (MLSP), is responsible for ensuring compliance with labour legislation, occupational safety and health standards, and workers' rights across all sectors of the economy.

In the context of the National Growth Plan of the Republic of Moldova 2025–2027 (Planul Național de Creștere) and the National Accession Plan (Planul Național de Aderare — PNA), the Government has prioritized the digital transformation of public services, including labour oversight and social protection. Aligned with ILO Conventions (81 and 129) and EU *acquis* requirements (Chapter 19 — Social Policy and Employment), the Ministry of Labour and Social Protection (MLSP) is implementing comprehensive reforms to modernize social assistance, employment, and labour inspection services. A cornerstone of this transformation is the development and deployment of new functional modules within the eSocial platform — the unified digital system for delivering social and labour services nationwide.

Currently, the State Labour Inspectorate operates using SIA REDCAM (Sistem Informational Automatizat — Registrul de Evidența a Dosarelor de Cercetare a Accidentelor de Muncă), a legacy automated information system that integrates functional modules for work accident case file management and petition handling. A comprehensive audit of SIA REDCAM conducted by UNDP in February 2026 identified 18 findings — including 2 critical security vulnerabilities, 6 high-severity issues, and fundamental gaps in access control, workflow automation, electronic signatures, and audit trail

capabilities. Critically, SIA REDCAM lacks state-level legislative approval, creating persistent institutional and compliance risks.

Furthermore, SLI was previously required to use the State Register of Controls (IS RSC) managed by the State Chancellery under Law 131/2012. The exclusion of SLI from the IS RSC framework, combined with the limitations of SIA REDCAM and the need for EU acquis alignment (Chapter 19), are among the five key determinants that justify the creation of a new, purpose-built information system.

The IS ISM (Information System of the State Labour Inspectorate) represents a fundamental shift from fragmented, paper-based, and dual-system operations to a unified, modular, digitally native platform. Designed for native integration within the eSocial architecture, IS ISM will cover all core operational processes of SLI — from state controls and petition management to work accident investigation, reporting, and compliance monitoring — with incremental delivery reducing risk at every phase.

## 5.3 BACKGROUND

### Institutional Context

The State Labor Inspectorate (SLI) was established by Law No.140 of 10.05.2001 and operates under Government Decision No.788 of 07.10.2013. SLI's mandate encompasses:

- State control of compliance with labour relations legislation
- State control of compliance with occupational safety and health legislation
- State control of the activity of private labour intermediation agencies
- Investigation and registration of work accidents
- Examination of petitions and complaints from employees and employers
- Consultation and information services for employers and employees
- Contestation of state controls.

### System Owner and Holder

In accordance with Article 7 of Law No. 467/2003 on informatisation and state information resources, the institutional responsibilities for SI ISM are defined as follows:

**Owner (Posesor):** Ministry of Labour and Social Protection (MLSP) — responsible for establishing the policy, ensuring financing, and overseeing the development and operation of SI ISM.

**Holder (Deținător):** State Labour Inspectorate (SLI) — responsible for the day-to-day administration, data management, and operational use of SI ISM within the scope defined by the Owner.

### Organizational Structure

SLI comprises a Central Office and 10 Territorial Labour Inspectorates (TLI/TLI):

**Central Office:** SLI Director, Deputy Director, Internal Audit Section, other SLI Sections

**Departments:** Controls Support Department (CSD), Information Consultancy and Assistance Department (ICAD), Risk Analysis, Control Planning and Reporting Section (RACPRS), Institutional Management Department (IMD)

**ICTS Section:** Head of ICTS + 1 Principal Specialist

**10 Territorial Offices:** TLI Chisinau (largest), TLI Balti, TLI Cahul, TLI Calarasi, TLI Causeni, TLI Chimislia, TLI Drochia, TLI Edinet, TLI Orhei, TLI UTA

### Strategic Decision

Following a comprehensive assessment of the current state and available options, the strategic decision was made to build a new SI ISM as a modular system natively integrated within the eSocial platform.

### Five Key Determinants

1. Law 140/2001 changes — evolving SLI mandate and competences
2. ILO Conventions 81/129 alignment — international labour inspection standards
3. RSC / Law 131/2012 exclusion — SLI excluded from the State Register of Controls framework
4. EU Chapter 19 Acquis — European integration requirements for labour inspection
5. National Growth Plan — Moldova's digitalization and public administration reform agenda

## 5.4 OBJECTIVES

The development and implementation of SI ISM within the eSocial platform aim to achieve the following:

1. **Establish a unified digital platform for labour inspection** covering all core operational processes — state controls (planned and unannounced), petition management, and work accident investigation — replacing the fragmented SIA REDCAM system and analog workflows.
2. **Digitize the complete lifecycle of state control processes** from risk-based planning and control delegation issuance through checklist-based inspections, findings documentation, prescriptions, electronic signatures, and compliance monitoring.
3. **Automate petition and complaint management** with multi-channel intake (online, in-person, postal, referral), automated routing by type and territory, legal deadline monitoring (25-day alerts), direct linkage to state control processes, and statistical reporting.
4. **Enable digital work accident investigation** with immediate registration, investigation team assignment and tracking, severity classification, sector-based statistics, and automated annual national report generation.
5. **Support data-informed decision-making** by integrating dynamic dashboards, automated alerts, periodic reports (daily, weekly, monthly, annual), EU and partner standardized templates, and ad-hoc report builder capabilities.
6. **Enable interoperable and cross-institutional coordination** through native integration with the eSocial platform, MConnect, IMI, CNAS, and BodyCam systems, ensuring automated data exchange using government platform services (MPass, MSign, MNotify, MLog).
7. **Implement compliance monitoring and risk-based oversight** with automated deadline tracking, escalation mechanisms, entity risk profiling and scoring, and interactive geographic visualization.
8. **Strengthen institutional accountability** through comprehensive audit trail and activity logging, role-based access control (RBAC) with granular permissions, modification approval workflows, and legislatively compliant document generation.
9. **Provide an optional public-facing portal** for citizens to submit a petition to be able to track petition status and also receive electronic responses on petitions. **Support Moldova's National Growth Plan and EU accession objectives** by building a legally approved, state-level information system that meets current normative framework requirements, EU Chapter 19 standards, ILO Convention 81/129 requirements, and the National Accession Plan (PNA) commitments.

## 5.5 EXPECTED DELIVERABLES

Key deliverables	Tentative deadlines
<p><b>Deliverable 1.</b> Development and deployment of the Controls Module — planned and unannounced inspections, control delegation issuance, digital checklists, findings documentation, prescriptions, and electronic signatures.</p> <p>Data migration from SIA REDCAM to SI ISM is required for active and recent case data to ensure operational continuity.</p> <p>Acceptance Criteria:</p> <ul style="list-style-type: none"> <li>• Full control lifecycle (initiation → delegation → inspection → extension of the inspection period (optional) → PV generation → remediation plan issuance (optional) → e-sign → case closure) operational in test environment for both planned and unannounced controls;</li> <li>• Digital checklists configurable by administrators without code changes;</li> <li>• Successful integration with MPass, MConnect/RSUD, MNotify, and MSign (or validated mock/stub if MSign production access is unavailable);</li> <li>• Role-based access control enforced per defined actor roles;</li> <li>• Functional testing completed and validated by UNDP and SLI;</li> <li>• Acceptance criteria for Data migration accordingly to Data migration chapter.</li> </ul>	<p>3.5 months from contract date</p>
<p><b>Deliverable 2.</b> Development and deployment of the Work Accidents Module — accident registration, investigation assignment and tracking, severity classification, and report generation. Implement desired changes to previous deliverables after feedback session with stakeholder.</p> <p>Acceptance Criteria:</p> <ul style="list-style-type: none"> <li>• Full accident investigation lifecycle (registration → assignment → investigation → report → case closure) operational in test environment;</li> <li>• Severity classification, deadline tracking, and notification workflows functional;</li> <li>• Statistical reports and annual national report auto-generation validated;</li> <li>• Desired changes from Deliverable 1 stakeholder feedback implemented and verified;</li> <li>• Functional testing completed and validated by UNDP and SLI.</li> </ul>	<p>3.5 months from contract date</p>
<p><b>Deliverable 3.</b> Integration and regression testing for Phase 1 modules, User Acceptance Testing, bug fixes, and production deployment of Phase 1.</p> <p>Acceptance Criteria:</p> <ul style="list-style-type: none"> <li>• Integration and regression testing passed across Controls and Work Accidents modules;</li> <li>• UAT completed by SLI Working Group with documented acceptance;</li> <li>• Data migration from SIA REDCAM completed and validated against source records;</li> <li>• Phase 1 training delivered to designated key users (train-the-trainer);</li> <li>• Production deployment on MCloud operational;</li> <li>• Written sign-off from both UNDP and State Labour Inspectorate.</li> </ul>	<p>4 months from contract date</p>
<p><b>Deliverable 4.</b> Development and deployment of the Petitions Module — multi-channel intake, auto-routing, legal deadline monitoring, petition-to-control linkage, and statistical reporting. Implement desired changes to previous deliverables after</p>	<p>5 months from contract date</p>

<p>feedback session with stakeholder.</p> <p>Acceptance Criteria:</p> <ul style="list-style-type: none"> <li>• Centralized electronic petition register operational with multi-channel intake;</li> <li>• Legal deadline monitoring with automated alerts (at 20 and 25 days) functional;</li> <li>• Petition-to-control linkage and territorial auto-routing validated;</li> <li>• Desired changes from previous deliverables stakeholder feedback implemented and verified;</li> <li>• Functional testing completed and validated by UNDP and SLI.</li> </ul>	
<p><b>Deliverable 5.</b> Development and deployment of the Reporting Module — periodic reports, EU/partner templates, ad-hoc report builder, and audit logging. Implement desired changes to previous deliverables after feedback session with stakeholder.</p> <p>Acceptance Criteria:</p> <ul style="list-style-type: none"> <li>• Periodic reports and ad-hoc report builder operational with export to PDF, Excel, and CSV;</li> <li>• Real-time dashboards with KPIs accessible per role permissions;</li> <li>• Report data aggregation validated across all deployed modules;</li> <li>• Desired changes from previous deliverables stakeholder feedback implemented and verified;</li> <li>• Functional testing completed and validated by UNDP and SLI.</li> </ul>	<p>6.5 months from contract date</p>
<p><b>Deliverable 6.</b> Integration and regression testing for Phase 2 modules, User Acceptance Testing, bug fixes, and production deployment of Phase 2.</p> <p>Acceptance Criteria:</p> <ul style="list-style-type: none"> <li>• Integration and regression testing passed across Phase 2 modules and all Phase 1 modules;</li> <li>• End-to-end petition-to-control workflow validated across Petitions and Controls modules;</li> <li>• UAT completed by SLI Working Group with documented acceptance;</li> <li>• Phase 2 training delivered to designated key users;</li> <li>• Production deployment on MCloud operational;</li> <li>• Written sign-off from both UNDP and State Labour Inspectorate.</li> </ul>	<p>6.5 months from contract date</p>
<p><b>Deliverable 7.</b> Development and deployment of the Monitoring Module — compliance tracking, automated alerts and escalation, entity risk profiling and scoring. Implement desired changes to previous deliverables after feedback session with stakeholder.</p> <p>Data migration from SRC to SI ISM is required to ensure operational continuity.</p> <p>Acceptance Criteria:</p> <ul style="list-style-type: none"> <li>• Compliance tracking and automated escalation mechanisms operational;</li> <li>• Entity risk profiling and scoring per GD No.894/2018 methodology validated;</li> <li>• Desired changes from previous deliverables stakeholder feedback implemented and verified;</li> <li>• Functional testing completed and validated by UNDP and SLI;</li> <li>• Acceptance criteria for Data migration accordingly to Data migration chapter.</li> </ul>	<p>7.5 months from contract date</p>
<p><b>Deliverable 8.</b> Development and deployment of the Planning Module. Risk-based control planning, entity risk assessment, and plan management. Implement desired</p>	<p>9 months from</p>

<p>changes to previous deliverables after feedback session with stakeholder.</p> <p>Acceptance Criteria:</p> <ul style="list-style-type: none"> <li>• Annual and quarterly control plan generation based on risk scores operational;</li> <li>• Successful data retrieval from RSUD and SFS via MConnect for risk assessment;</li> <li>• Plan approval workflow with electronic signature functional;</li> <li>• Desired changes from previous deliverables stakeholder feedback implemented and verified;</li> <li>• Functional testing completed and validated by UNDP and SLI.</li> </ul>	contract date
<p><b>Deliverable 9.</b> Integration and regression testing for Phase 3 modules, User Acceptance Testing, bug fixes, and production deployment of Phase 3.</p> <p>Acceptance Criteria:</p> <ul style="list-style-type: none"> <li>• Integration and regression testing passed across Phase 3 modules and all previously deployed modules;</li> <li>• End-to-end workflow validated: risk assessment → plan generation → control execution → compliance monitoring;</li> <li>• UAT completed by SLI Working Group with documented acceptance;</li> <li>• Phase 3 training delivered to designated key users;</li> <li>• Production deployment on MCloud operational;</li> <li>• Written sign-off from both UNDP and State Labour Inspectorate.</li> </ul>	9 months from contract date
<p><b>Deliverable 10.</b> Development and deployment of Front Office — Citizen Portal (Phase 4)</p> <p>Acceptance Criteria:</p> <ul style="list-style-type: none"> <li>• Public portal with MPass authentication operational;</li> <li>• Petition submission, real-time status tracking, and electronic response retrieval functional;</li> <li>• Portal compliant with WCAG 2.1 Level AA accessibility standards;</li> <li>• Functional testing completed and validated by UNDP and SLI.</li> </ul>	10 months from contract date
<p><b>Deliverable 11.</b> Development and deployment of final features, security optimization, system consolidation. Integration, regression, UAT, and production deployment of Phase 4.</p> <p>Acceptance Criteria:</p> <ul style="list-style-type: none"> <li>• All cross-cutting requirements validated across all modules (electronic signatures, notifications, multilingual interface, RBAC, audit trail, document routing);</li> <li>• Security and compliance requirements verified (encryption, GDPR, input validation, access control);</li> <li>• Full system regression testing passed with minimum 80% automated test code coverage;</li> <li>• UAT completed by SLI Working Group with documented acceptance;</li> <li>• Production deployment of Phase 4 on MCloud operational;</li> <li>• System-wide Security Assessment and Penetration Test covering all modules, integrations, APIs, authentication mechanisms, authorization controls, document management functionality, and citizen-facing services.</li> <li>• Written sign-off from both UNDP and State Labour Inspectorate.</li> </ul>	10 months from contract date
<p><b>Deliverable 12.</b> Final technical documentation, team training and handover,</p>	10 months

<p>production deployment of complete system, post-launch monitoring and hypercare.</p> <p>Acceptance Criteria:</p> <ul style="list-style-type: none"> <li>• Complete technical, operations, and user documentation delivered in Romanian (PDF and editable format), validated against completeness checklist;</li> <li>• Phase 4 training delivered with all training materials (manuals, guides, video tutorials);</li> <li>• Training environment operational with anonymized sample data;</li> <li>• Full source code, deployment scripts, configuration files, and API documentation (OpenAPI 3.1) handed over;</li> <li>• Post-launch monitoring and hypercare initiated;</li> <li>• Written sign-off from both UNDP and State Labour Inspectorate.</li> </ul>	<p>from contract date</p>
<p><b>Deliverable 13.</b> Warranty for the developed solutions, extended directly to the MLSP/SLI as the beneficiary of the services. The warranty period starts after final release of the deliverables. During the warranty period the Company shall fix any identified defects.</p> <p>Acceptance Criteria:</p> <ul style="list-style-type: none"> <li>• 5-month warranty period active from final release, with all identified defects resolved;</li> <li>• Signed Service Level Agreement (SLA) defining 99.9% system uptime target and defect resolution tiers with response and resolution times during warranty period;</li> <li>• User adoption support provided for 3 months following each phase GO-LIVE;</li> <li>• Warranty completion report delivered documenting all resolved and outstanding items.</li> </ul>	<p>5 months from final delivery</p>

## 5.6 ESTIMATED PERSONNEL AND LEVEL OF EFFORT

The anticipated duration of the assignment is 16 calendar months from the contract commencement date. UNDP anticipates the involvement of a specified number of personnel and corresponding allocation of working days to achieve the deliverables outlined in this solicitation. These estimates are provided as a reference to guide bidders in understanding the expected level of effort. However, bidding companies are encouraged to review these estimates and propose adjustments to the number of working days and personnel allocation, provided such changes are aligned with their technical approach and methodology. The bidders are encouraged to propose their variation to ensure timely delivery and maintain the quality of above outputs.

<b>Description of activity</b>	<b>Estimated number of personnel</b>	<b>Estimated quantity of working days needed</b>
Key personnel 1: Project Manager (Scrum Master)	1	325
Key personnel 2: Senior Backend Developer	1	270
Key personnel 3: Senior Frontend Developer	1	205
Key personnel 4: Middle Backend Developer	1	245
Key personnel 5: Middle Frontend Developer	1	185
Key personnel 6: Senior DevOps	1	70
Key personnel 7: Senior QA	1	180
Key personnel 8: UI/UX Designer	1	95

## 5.7 GENERAL PRINCIPLES

For the purpose of ensuring the objectives set, the following general principles should be considered when designing, producing and implementing the TOR:

**Principle of legality:** implies setting up and operating the information system in line with the national legislation and international norms and standards recognized in the area, including Law No.140/2001, Government Decision No.788/2013, and relevant EU acquis.

**Principle of focusing on stakeholders' needs:** which implies that the information solution will supply complete functional capabilities to meet the needs of all stakeholders — labour inspectors, TLI heads, SLI management, MLSP officials, citizens (petitioners), and all types of entities.

**Principle of compliance to the technological platform:** which ensures the solution shall be compatible with the existing eSocial technology stack and infrastructure standards, thus ensuring the rational use of available ICT resources and intelligent investments in ICT.

**Principle of dividing the architecture by levels:** implies designing and implementing the functionalities in line with the interface standards between levels.

**Principle of microservice oriented architecture:** which implies distribution of functional components of the information system into smaller, distinct components — called services — which may be distributed into a network and may be used together to create applications meant to implement the business functions of the information system. These components will be able to be implemented without rigid mutual dependencies and will interact through external interfaces implemented based on open and independent standards of technology.

**Principle of reusing existing capabilities:** which implies that functionalities to the SI ISM will be implemented by reusing at the level of its components the current ICT capabilities to which MLSP has access. The development of new capabilities specific for SI ISM will be performed only in case when they are missing in the current ICT architecture of MLSP (preserving the microservice architecture and ensuring the possibility of reusing these capabilities by other systems, where possible). This fact implies the use of governmental platform services or of platform solutions implemented within MLSP, for developing the components which are setting the eSocial.

**Principle of aligning to the wide-scale of ICT architecture of MLSP:** which implies that the place of SI ISM in the wide-scale ICT architecture is explicitly delimited from other systems. SI ISM should be implemented applying the principle of ICT architecture established by MLSP and should be able to interact with other components of the ICT architecture. At their turn, the ICT architecture principles are aligned to the principles of governmental architecture.

**Principle of open and interoperable data model:** which implies that the data model supported by SI ISM is documented and communicated to all stakeholders. SI ISM should be developed based on the good standards in the area and aligned to the governmental and departmental data model (adoption of already existing taxonomy and semantics at the national and departmental levels and their enrichment to meet the specific needs in the area).

**Principle of security through design:** which implies the design of SI ISM with knowledge regarding the information security risks that may impact the good functional of the information system. The legal requirements applicable for personal data protection shall be considered when designing SI ISM and

implemented at the development stage. SI ISM will ensure the controlled, transparent and responsible access to information.

**Principle of integrity, completeness and accuracy of data:** implies the implementation of mechanisms which would allow preserving the content and the univocal interpretation of data in conditions of accidental influences and elimination of phenomena that would distort or liquidate them accidentally, supply of a volume of sufficient data for carrying out business functions of the information system and ensuring a high level of data compliance with the real condition of objects they represent.

**Principle of accessibility of public information and data security:** which implies the implementation of procedures to ensure access of applicants to public information provided by the information solution, while protecting personal and confidential data in accordance with national legislation.

**Principle of expansibility:** stipulates the possibility of extending and completing the information system with new functions or improving the existing ones.

**Principle of the first persons/single center priority:** implies the existence of a responsible person of high level, with sufficient rights to take decisions and coordinate activities for setting up and operating the information system.

**Principle of scalability:** implies ensuring constant performance of the information solution when the volume of data increases and the demand for the information system goes up.

**Principle of simplicity and convenience in use:** implies the design and implementation of all applications, technical means and program means accessible to users of SI ISM, based on exclusive visual, ergonomic and logical principles of conception.

## 5.8 SCOPE OF WORK AND DEVELOPMENT APPROACH

The scope of this assignment is to strengthen the technical and operational capacities required to design, develop, configure, and deploy SI ISM within the eSocial platform, with a focus on the five core operational modules (Controls, Petitions, Work Accidents, Reporting, and Monitoring) and an optional public-facing portal. The objective is to deliver a fully functional and integrated labour inspection information system that reflects the evolving needs and regulatory requirements of the State Labour Inspectorate and the Ministry of Labour and Social Protection (MLSP).

This includes the development of functionalities for state control management (planned and unannounced inspections), petition processing, work accident investigation, reporting and analytics, compliance monitoring and risk-based oversight, as well as cross-cutting capabilities including electronic signatures (MSign), workflow automation, notifications, and inter-institutional data exchange. Functional requirements will be iteratively validated and refined by SLI and MLSP throughout the implementation process.

### Institutional Arrangements

The Contractor shall work under the overall supervision of UNDP and in close coordination with the Ministry of Labour and Social Protection (MLSP), the State Labour Inspectorate (SLI), its designated Working Group, and other institutions designated by the Beneficiary.

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

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

All deliverables, technical documentation, source code, test results and implementation outputs shall be subject to review and acceptance by UNDP and the designated Beneficiary representatives in accordance with the agreed acceptance procedures. The Product Owner (PO) shall coordinate business validation and acceptance of sprint outputs on behalf of the Beneficiary. Formal acceptance of contractual deliverables shall remain subject to UNDP acceptance procedures.

Where consortium members or subcontractors are proposed, the Contractor shall clearly define their roles, responsibilities, reporting arrangements and allocated work packages. The Contractor shall remain fully responsible for the performance, quality, timeliness and contractual compliance of all activities performed by consortium members and subcontractors. Project management, contractual coordination and solution architecture responsibilities shall remain under the direct responsibility of the Contractor.

### Iterative Development

In contrast to waterfall software development approach, the solution shall be developed in iterations named sprints. This means that the implementation of different functionalities will take place in phases with some modules being in production while others are still being in development.

### Agile Development

The development shall follow agile principles by allowing change and flexibility in implementation. The UNDP Development Unit, through the PO, will maintain the master list of generic requirements for the

solution – product backlog, which consists of ordered business and technical requirements. Items in product backlog are ordered by priority. The PO is free to manage the product backlog by adding new items to it, removing items and reordering them as needed. At the beginning of each sprint, the topmost N items that fit into a sprint are taken, and a sprint backlog is built out of them. Items in sprint backlog are further detailed and distributed to developers.

### Working Product in Each Iteration

Each sprint ends up in a working product which is presented to the PO and PM for acceptance in the last day(s) of sprint. The working product shall meet the agreed criteria – Definition of Done (e.g. it must be fully functional, fully tested, accompanied with relevant documentation where necessary, complete commented source code supplied etc.). Services acceptance will be made upon successful delivery of working packages (one or more working products) deployed on MLSP development environment. In case the deliverables contain defects for reasons not imputable to the MLSP, the Company shall fix them without impacting the time schedule and at no additional costs. Working products from different sprints can be combined into a release deployed in production at MLSP discretion. Any incidents reported by the MLSP after the release, shall be solved by the Company according to the Support and Warranty requirements.

To ensure that the development team is in position to deliver on time working products, the representatives of the UNDP Development Unit will be present at all agile ceremonies.

The contracted company's Project Manager (**Scrum Master**) will be responsible for the day-to-day communication with the **PO** and, if needed, with the **Development Unit**, to ensure the internal coordination and guidance of the project developers and the project coordination with external counterparts.

### Client Involvement

In contrast with the commonly used waterfall model for procurement and implementation of information systems for the Government, the UNDP **Development Unit** will be heavily involved in the development process. The Ministry of Labour and Social Protection and the State Labour Inspectorate will participate in the process through the **Product Owner (PO)** and **Project Manager (PM)**.

The **PO** and the **Development Unit** will have three core responsibilities:

Maintenance of product backlog up to date — so it reflects prioritized list of desired functionalities.

Answering questions coming from developers — at all times available to the contracted company for answering their eventual clarification questions, thus avoiding complex and formal communication within the project. This is essential to ensure the team has all the information on time to deliver a working product at the end of the sprint.

Acceptance of working packages — delivered working packages are presented to the PO and PM for acceptance at the end of each sprint. The Ministry and SLI shall request modifications or approve the working package through the PO and PM during the following sprint.

The **UNDP PO/PM** may participate in team stand up meetings listening for progress and eventual blockers for an immediate reaction. Also, as per the principles of Agile project management methodology, the **PM** and **PO** will define the Product Vision Statement and Product Roadmap in order to track progress and to ensure the appropriate product development.

## SLI Working Group

The State Labour Inspectorate shall designate a **Working Group** composed of representatives from relevant departments and territorial offices. The Working Group will be responsible for testing delivered working packages, validating that implemented features meet operational needs, and providing structured feedback on usability, compliance with business processes, and alignment with institutional workflows. All feedback and change requests from the Working Group shall be communicated to the development company through the **PO**, who will prioritize and incorporate them into the product backlog for subsequent sprints. This ensures continuous alignment between the system under development and the real operational requirements of SLI.

## Platform Onboarding

The first two weeks of the contract period shall be dedicated to **platform onboarding** for the vendor team. This includes access provisioning to the OWA monorepo and development environment, architecture walkthrough with the eSocial technical team, familiarization with shared libraries, coding conventions, and CI/CD pipeline, and completion of a validation spike to confirm the vendor can build, test, and deploy within the existing pipeline. The onboarding period is included in the contract timeline and does not extend delivery deadlines.

## 5.9 TECHNICAL SPECIFICATION

To comply with national e-Government standards and ensure high performance, security, and maintainability, SI ISM shall be developed using the latest stable versions of the following technology stack:

1. **.NET 10 (LTS)** – Serves as the core application framework for backend services, offering enhanced performance, security, and cross-platform support.
2. **ASP.NET Core** – Provides the web API layer with modular architecture and high-speed HTTP processing, facilitating RESTful service communication.
3. **Entity Framework Core 10** – Acts as the Object-Relational Mapping (ORM) tool for database interactions, enabling efficient querying and persistence of .NET objects in relational storage.
4. **PostgreSQL 16+** – Utilized as the primary relational database management system, known for stability, advanced indexing, and transactional integrity.
5. **MinIO** – Integrated as a lightweight, high-performance, S3-compatible object storage service to manage large volumes of unstructured data (e.g., case documents, inspection reports, photos, scans).
6. **Apache Kafka** – Implements event-driven architecture through reliable and scalable distributed message brokering, supporting real-time event streaming across services.
7. **Elasticsearch** – Provides full-text search, real-time analytics, and indexing capabilities, facilitating rapid retrieval of structured and unstructured data.
8. **Angular (latest stable, currently v.21)** – Powers the frontend of the application with a modern, component-based architecture, supporting dynamic single-page applications (SPAs), seamless API integration, and improved user experience through reactive programming and modular UI development.

The entire solution is deployed centrally on the **Common Government Technology Platform (MCloud)**, ensuring compatibility with public infrastructure policies. The system is hosted on hardware provisioned by the Ministry of Labour and Social Protection, with resources dimensioned to ensure stable operations under normal and peak loads.

The infrastructure guarantees **99.9% service availability**, supporting continuous operation and disaster recovery mechanisms, as mandated by national digital transformation programs.

### eSocial Platform Architecture

The SI ISM is integrated into the eSocial platform, which uses a distributed microservice-based architecture. All components run in isolated containers, orchestrated for scalability and reliability, and are hosted on the Common Government Technology Platform (MCloud), ensuring 99.9% availability.

The eSocial platform comprises the following core components:

**Identity Service** — The platform's authentication and authorization center. Integrates with MPass (government authentication system) for secure user authentication. Provides role-based access control with granular dynamically assigned permissions: business roles (System Administrator, Module

Administrator, Public), resource-level permissions, and contextual access adapted to business rules. Manages secure sessions with configurable timeouts.

**Notification Service** — Manages all platform communication channels: email notifications, SMS messages through the government MNotify service, and real-time notifications through persistent connections. Uses dynamic templates for message content and processes messages asynchronously through the event bus.

**Audit Service** — Records all user actions and system events across the entire platform. Monitors performance, errors, and security events. Maintains audit trails for regulatory compliance (data protection, government standards).

**Event Bus** — The backbone of inter-microservice communication. Manages real-time data flows, asynchronous communication, and guarantees message delivery and ordering. Processes thousands of events per minute during peak periods.

**Database** — The system uses a multi-database architecture with separate instances for each service: identity, notifications, audit, content management, analytical data warehouse, government integrations, and reporting. Configured with clustering for high availability, encryption at rest and in transit, and automated daily/weekly/monthly backups.

**Cache** — Caching layer for performance improvement through storage of frequently accessed data. Manages user sessions and temporary data. Supports real-time notifications and thousands of simultaneous connections.

**Object Storage** — Storage service for unstructured data: user-uploaded documents, images, and other files. Provides encrypted storage with access control policies, automatic scalability, and is included in backup and disaster recovery procedures.

**Government Interoperability Service (MConnect)** — Facilitates integration with government systems: State Fiscal Service (SFS), National Office of Social Insurance (CNAS), and Register of Legal Entities (RSUD). Implements government-required authentication and encryption, manages rate limits, and provides robust error handling mechanisms.

**Reporting Service** — Provides analytics and business intelligence capabilities: dedicated dashboards per business module, real-time data visualization, and cross-module analysis. Users can create custom reports, generate scheduled automated reports, and perform ad-hoc analyses. Row-level security based on user context and organizational hierarchy.

**Common Components** — Shared infrastructure across all services: common data models, reusable utility functions, centralized configuration management, security implementations, standardized logging interfaces, and shared validation logic.

## External integrations

### MPass SSO

Centralized authentication through the OAuth2/OIDC protocol. All user roles are authenticated via MPass. Sessions expire according to configurable timeout settings.

### MConnect / RSUD

Integration with the Register of Legal Entities (RSUD) for automatic retrieval of entity data during control case creation (IDNO, name, address, legal form, economic activity). Ensures that inspectors work with verified, up-to-date entity information.

### MConnect / State Fiscal Service (SFS)

Integration with the State Fiscal Service for retrieval of fiscal reporting data, including the IPC-21 and IRM-19 reports. SFS data exchange provides essential information for the Controls Module — enabling risk-based control planning, cross-referencing employer declarations, and identifying discrepancies for targeted inspections.

### MSign (Electronic Signature)

Integration with the government electronic signature service for signing all official documents generated by SI ISM — including control delegations, control reports (processe verbale), prescriptions, work accident investigation reports, and petition responses. MSign ensures the legal validity of electronically signed documents and eliminates the need for paper-based signature workflows.

MSign is identified as a **critical path dependency** for SI ISM, affecting document signing workflows across all modules (FR-002, FR-007, FR-011, FR-027, FR-045). As this is a new integration for the eSocial platform, the following risk mitigation measures apply: (1) a dedicated MSign integration spike shall be conducted during the first sprint; (2) Phase 1 deliverables may proceed with a mock/stub implementation if MSign production access is not available; (3) a separate MSign integration testing milestone shall be defined in the sprint plan.

### MConnect / CNAS

Integration with the National Office of Social Insurance (CNAS) for retrieval and cross-referencing of social insurance data relevant to labour inspection processes — including employer contribution records, insured employee registries, and work accident insurance data. Supports the Controls and Work Accidents modules with verified social protection data.

### MConnect / Information System "Migration" (SI Migrație)

Integration with the Information System "Migration" (SI Migrație) for retrieval and checking of relevant data upon verifying the migrants statuses/personal info and work permits data, used at labour inspection processes.

### MConnect / Automated IS for the Management and Issuance of Permissive Acts

Integration with the Automated IS for the Management and Issuance of Permissive Acts for retrieval and checking of relevant data upon company data on active license/documents, used at labour inspection processes.

### MConnect / National Digital Register of Farmers

Integration with the National Digital Register of Farmers for retrieval and cross-referencing of relevant data used at planing/analysis processes.

## MConnect / Automated Information System for Recording Contraventions (MAI)

Integration with the Automated Information System for Recording Contraventions for retrieval and cross-referencing of Contravention protocols used at labour inspection processes.

### Data exposure to MConnect

Providing data/reports on accidents cases to MConnect (data used by National Beaurou of Staistics). The exact format and data will be identified and implemented during the development process as new requirements or data exchange needs emerge.

### MCloud (Backup Storage)

Government cloud storage service used for automated and manual database backups. Retention in accordance with MCloud policy.

### Other Integrations

Additional integrations may be identified and implemented during the development process as new requirements or data exchange needs emerge.

\*Some external integrations already available in eSocial and may be considerate as internal integrations.

### Warranty

The Company shall provide 5-month of warranty for the developed solutions, extended directly to the MLSP as the beneficiary of the services. The warranty period starts after final release of the deliverables. During the development and warranty period the Company shall fix any identified defects. The development and operations must be in compliance with the legal and regulatory documents listed in the Legal and Regulatory Framework section below.

### eSocial Platform — Provided Infrastructure

SI ISM is developed as an internal module within the existing OWA/eSocial platform. The vendor works inside the established OWA monorepo, using existing architecture, shared services, component libraries, and CI/CD pipeline. The following infrastructure is provided by the platform and shall not be rebuilt by the vendor:

#### Backend Services (Provided):

Service	What Exists	Vendor Effort
Identity Service	Full MPass SAML SSO, JWT auth, RBAC with granular permissions, role management, session management	Configure ISM roles/permissions only
Notification Service	Email + InApp, template management, multi-language (Ro/En), notification inbox, retry mechanism	Create ISM notification templates
Audit Service	Kafka-based event ingestion, immutable audit trail, queryable activity logs, Elasticsearch	ISM publishes events via Kafka

Service	What Exists	Vendor Effort
	integration	
Event Bus (Kafka)	Full Kafka infrastructure, topic patterns, producer/consumer shared libraries	Use shared libraries
Object Storage	MinIO-backed file upload/download, metadata, presigned URLs, access control	ISM documents use existing service
Approval Workflows	Multi-level approval requests, status tracking, approver identification, audit trail	Configure ISM approval flows
Reporting Service	Multi-format reports (PDF, Excel, CSV), dashboard stats, caching, async generation	Extend with ISM report types
DataHub Service	Reference data management, location hierarchy, multi-language lookups, module settings	Add ISM list types
Cache (DragonflyDB)	Shared caching library with abstraction layer	Use existing service
Database (PostgreSQL)	Per-service databases, EF Core migrations pattern established	ISM gets own database instance

**Frontend Components (Provided):**

ISM Need	Existing OWA Component	Reuse Level
Back-office app shell	Sidebar, navigation, auth guards, routing	Direct reuse
Portal (front-office)	SSR-enabled portal with MPass auth	Direct reuse
Forms (all modules)	TanStack Form + Zod validation	Direct reuse
Data tables (registers, case lists)	TanStack Table with cell type templates	Direct reuse
Approval workflow UI	Approval-workflow domain patterns	Direct reuse
Notification UI	Notification bell, toast, notification bar	Direct reuse
Document printing	Case management print patterns	Pattern reuse
Dashboard / analytics	D3-powered dashboard domain	Pattern reuse
Multi-language (Ro/En)	Transloco with multi-language infrastructure	Direct reuse
Shared UI components	40+ shared components + design system	Direct reuse

**Shared NuGet Libraries (Provided):**

Library	ISM Benefit
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Library	ISM Benefit
Owa.Common	Pagination, base entities, utilities
Owa.Auth	Authorization attributes, JWT validation, current user context
Owa.Logging	Structured logging middleware, error handling
Owa.Memory	DragonflyDB caching abstraction
Owa.Messaging	Event bus abstractions, audit event structure
Owa.Messaging.Kafka	Kafka producer/consumer implementations

The vendor is responsible for building ISM-specific domain logic, entities, workflows, and UI within the established platform patterns. All new code must follow the architecture patterns specified in the Architecture Patterns section below.

### Architecture Patterns (Mandatory)

Since the vendor works inside the OWA monorepo, all ISM code must follow established platform patterns. Non-compliance will be identified during mandatory code review by the OWA platform team before merge.

**Backend Patterns:** - Clean Architecture + CQRS via MediatR, FluentValidation, Mapster - All handlers return (TModel, ValidationResult, int StatusCode) tuples - [OwaAuthorize(Constants.Permissions.X)] on all endpoints - Constants for all string literals, AsNoTracking() for reads, always paginate - Kafka audit events via Owa. Messaging for all data modifications.

**Frontend Patterns:** - Domain-Driven Nx structure: *ism/feature-*, *ism/data-*, *ism/ui-*, *ism/util-* - Signals-first, standalone components, OnPush change detection - TanStack Query + NGRX SignalStore, TanStack Form + Zod - Strict TypeScript: no “any”, no “enum” — use “as const” objects - Reuse shared components from @owa/shared-ui-\* — do not duplicate.

### Git Conventions:

- Commits: <type><scope>: <subject>
- Branches: <type>/<scope>/<workitem>/<title>
- Code review by OWA platform team required before merge

## 5.10 LEGAL AND REGULATORY FRAMEWORK

The development and operation of SI ISM shall comply with the following legal and regulatory documents:

#	Document	Description
1	Law No.140 of 10.05.2001	On the State Labour Inspectorate — objectives, competences, attributions
2	Law No.131 of 08.06.2012	On State Control of Entrepreneurial Activity
3	GD RM No.788 of 07.10.2013	Regulation on organization and functioning of the State Labour Inspectorate
4	GD RM No.894 of 12.09.2018	Methodology on state control based on risk analysis
5	SLI Order No.43-a of 24.12.2020	Regulation on planning and carrying out state controls in public sector
6	GD RM No.1361 of 22.12.2005	Regulation for investigation of work accidents
7	GD RM No.464 of 23-05-2018	Regulation on keeping the State Register of Controls
8	MLSP Order No.98 of 29-11-2022	Checklist for state control in field of labour relations
9	MLSP Order No.1534 of 27-12-2018	Checklists in field of safety and health at work
10	MLSP Order No.2 of 21-01-2022	Checklist for state control of private labour intermediation agencies
11	Law No.133 of 08.07.2011	On the protection of personal data
12	Law No.71 of 22.03.2007	On registers
13	GD RM No.656 of 05.09.2012	On approval of the Programme for technological modernization of governance (e-Transformation)
14	Law No.124 of 22.06.2022	On electronic identification and trust services
15	Law No.467-XV of 21.11.2003	On informatization and state information resources
16	GD RM No.1123 of 14.12.2010	On approval of requirements for ensuring security of personal data when processing within personal data information systems
17	GD RM No.128 of 20.02.2014	On the common government technology platform (MCloud)
18	GD RM No.211 of 13.03.2019	On the interoperability platform (MConnect)

#	Document	Description
19	GD RM No.1090 of 31.12.2013	On the government electronic authentication and access service (MPass)
20	GD RM No.405 of 02.06.2014	On the government electronic signature service (MSign)
21	GD RM No.708 of 28.08.2014	On the government electronic logging service (MLog)
22	GD RM No.376 of 10.06.2020	On the government electronic notification service (MNotify) — concept and regulation
23	Technical Regulation RT 38370656-002:2006	Software lifecycle processes (Monitorul Oficial Nr. 95-97/335 of 23.06.2006)
24	GD RM No. 677 of 08.10.2025	On the Unified Design Model for state information systems and electronic public services
25	ILO Convention No.81	Labour Inspection Convention
26	ILO Convention No.129	Labour Inspection (Agriculture) Convention

## 5.11 SPECIFIC REQUIREMENTS FOR DEVELOPMENT

### General System Description

SI ISM is a modular information system comprising five back-office modules and one optional front-office portal, organized in a phased delivery model:

#### BACK OFFICE MODULES:

Module	Phase	Description
Controls	Phase 1	Management of planned and unannounced state inspections
Work Accidents	Phase 1	Investigation and registration of work accidents
Petitions	Phase 2	Processing of petitions, complaints, and referrals
Reporting	Phase 2	Institutional reporting and analytics
Monitoring	Phase 3	Compliance tracking and risk-based oversight
Planning	Phase 3	Risk-based control planning, entity risk assessment, and plan management
Documentation, optimisation	Phase 4	Final Technical documentation for SI ISM

#### FRONT OFFICE:

Module	Phase	Description
Citizen Portal	Phase 4	Public-facing services for citizens

### Informational Objects Classification

In accordance with Technical Regulation RT 38370656-002:2006 (pct. 2.2.7), all informational objects within SI ISM are classified as either own (created and managed natively within the system) or borrowed (taken from another system, retaining the original identifier which cannot be modified; attributes and events may be partially borrowed and/or supplemented).

#### Own Informational Objects:

Object	Source	Notes
Control case files	SI ISM	Created and managed entirely within SI ISM
Control delegations	SI ISM	Generated from templates, signed via MSign
Control reports (processe-verbale)	SI ISM	Generated and stored in SI ISM
Prescriptions	SI ISM	Created by inspectors, tracked in SI ISM

Object	Source	Notes
Control plans (annual/quarterly)	SI ISM	Generated based on risk scores
Petition records	SI ISM	Registered and managed in SI ISM
Petition responses	SI ISM	Generated from templates
Work accident case files	SI ISM	Investigation records created in SI ISM
Investigation reports	SI ISM	Generated and signed in SI ISM
Risk scores / entity risk profiles	SI ISM	Calculated from own + borrowed data
Audit logs	SI ISM	System-generated activity records

**Borrowed Informational Objects:**

Object	Source	Notes
Entity data (IDNO, name, address, legal form)	RSUD via MConnect	Identifier and core attributes from RSUD; may be supplemented with SLI-specific attributes (e.g., control history)
Fiscal reporting data (IPC-21 and other on case)	SFS via MConnect	Used for risk assessment and cross-referencing; identifier and structure from SFS
Social insurance data	CNAS via MConnect	Contribution records, insured employee data; used for controls and accident investigation
User identity / authentication tokens	MPass	Session-based; not stored permanently in SI ISM
Electronic signatures	MSign	Applied to own documents; signature metadata stored with the document

Borrowed objects retain their original identifiers and cannot be modified within SI ISM. Only SLI-specific supplementary attributes may be added to borrowed data.

Detailed use-case diagrams, actor-process association maps, and workflow visualizations for each module are provided in **Annex 2: Use-Case Diagrams and Process Flows**, which will be provided to this Terms of Reference as a separate document.

**Actors Involved**

**Inspector** — Labour inspector (principal, superior, or regular) at central or territorial level. - **Description:** Field officer responsible for conducting state controls, investigating work accidents, and processing petitions. - **Responsibilities:** Executes inspections using digital checklists, documents findings, issues prescriptions, generates official reports, and signs documents electronically. - **Access level:** Read/write on assigned cases within their territory or department scope.

**Head of TLI** — Head of Territorial Labour Inspectorate. - **Description:** Manager of a territorial office overseeing all inspection operations within the assigned region. - **Responsibilities:** Assigns inspectors to cases, co-signs reports, monitors prescription compliance, and manages territorial workload. - **Access level:** Read/write on all cases within their territorial office, with approval authority over inspector submissions.

**Head of Department** — Head of central department (CSD, ICAD, RACPRS). - **Description:** Senior manager at the central office responsible for a specific functional area (controls support, petitions, or risk analysis and planning). - **Responsibilities:** Oversees departmental workflows, validates reporting outputs, coordinates cross-territorial activities, and manages specialist staff. - **Access level:** Read/write on departmental data across all territories, with reporting and configuration privileges for their functional area.

**SLI Director** — Director of the State Labour Inspectorate. - **Description:** Chief executive of SLI with ultimate authority over all institutional operations and decisions. - **Responsibilities:** Approves control plans and delegations, validates national reports, authorizes escalated decisions, and represents SLI at ministerial level. - **Access level:** Full read access across all modules and territories, with approval authority on institution-wide actions.

**SLI Deputy Director** — Deputy Director. - **Description:** Supports the SLI Director in institutional management and acts as substitute during absence. - **Responsibilities:** Signs documents, oversees specific departments as delegated, and participates in strategic decision-making. - **Access level:** Same as SLI Director within delegated scope.

**System Administrator** — ICTS section staff. - **Description:** Technical administrator responsible for the configuration, maintenance, and security of SI ISM. - **Responsibilities:** Manages user accounts and roles, configures system parameters, administers classification registries, and monitors audit trails. - **Access level:** Full access to all administrative modules; all actions logged in the audit trail.

**Citizen/Petitioner** — Person filing a petition or complaint (front-office). - **Description:** Individual (employee, citizen, or third party) who submits a petition to SLI. - **Responsibilities:** Submits petitions via the online portal, tracks status, and receives official responses electronically. - **Access level:** Read-only on own submitted cases and responses via the public portal, authenticated through MPas

**MLSP Official** — Ministry staff accessing reports and analytics. - **Description:** Representative of the Ministry of Labour and Social Protection with oversight responsibilities over SLI operations. - **Responsibilities:** Accesses dashboards and KPI reports for ministerial oversight and data-driven policy support. - **Access level:** Read-only on aggregated reports, dashboards, and institutional KPIs across all SLI operations.

## 5.11.1 CONTROLS MODULE (PHASE 1)

### 5.11.1.1 Control Initiation

This step covers the initiation of a control case from various triggers. Control can be done on entity or person.

### 5.11.1.2 Control Delegation Issuance

This step manages the generation and approval of control delegations (delegatii de control) — the official documents authorizing an inspector to conduct a state control. Currently, delegation generation is not automated, and documents are printed and signed on paper.

**Actors Involved:** - Head of TLI / Head of Department - Inspector - SLI Director / Deputy Director

#### **User Stories:**

**US-001** — As Inspector, I want to generate a control delegation document from a template that auto-fills entity data, inspector assignment, control type, and legal basis, so that delegation creation is efficient and consistent.

**US-002** — As Inspector, I want to submit the delegation for electronic approval (via MSign integration), so that the paper-based signature process is eliminated.

**US-003** — As SLI Director, I want to approve or reject delegations electronically, with the system recording the approval decision, timestamp, and electronic signature.

**US-004** — As an Inspector, I want to receive a notification when a delegation has been approved and assigned to me, so that I can begin the control process.

**US-005** — As Inspector, I want the generated delegation document to comply with legislative formatting norms (sizes, fonts, spacing), so that documents are legally valid.

#### **Functional Requirements:**

**FR-001** — The system shall auto-generate control delegation documents containing the 10 mandatory elements required by Art. 11<sup>1</sup>(3) and Art. 11<sup>1</sup>(6) of Law 140/2001, auto-populated from case file and entity data.

**FR-002** — The system shall support electronic approval and signature of delegations via MSign, with the system recording approval decision, timestamp, signatory identity, and electronic signature certificate.

**FR-003** — The system shall assign a unique official registration number to each delegation in compliance with institutional document numbering rules.

### 5.11.1.3 State Control Execution

This step covers the execution of state controls (inspections)— both planned and unannounced. The inspector conducts the on-site inspection using digital checklists, documents findings, and generates Official Control Report (Proces Verbal) and optional can be generated a Remediation Plan for non-conformities. Currently, checklists and control reports are managed analogically.

**Actors Involved:** - Inspector - Head of TLI

#### **User Stories:**

**US-006** — As an Inspector, I want to access and complete digital checklists (as per MLSP Orders No.98/2022, No.1534/2018, No.2/2022) in a control case during an inspection, so that findings are documented in real time.

**US-007** — As an Inspector, I want to record inspection findings, attach photos or documents as evidence, and categorize non-conformities by severity, so that the control record is comprehensive.

**US-008** — As an Inspector, I want to generate an Official Control Report (Proces Verbal) and optional a Remediation Plan for identified non-conformities with correction deadlines, so that the entity knows what must be remediated.

**US-009** — As an Inspector, I want the system to automatically assign an official registration number to each control case file, so that document traceability is ensured.

**Functional Requirements:**

**FR-004** — The system shall provide configurable digital checklists aligned with MLSP Orders (No.98/2022 for labour relations, No.1534/2018 for OSH, No.2/2022 for private agencies), allowing administrators to define, modify, and version checklist structures without code changes.

**FR-005** — The system shall manage the full control lifecycle within a single digital case file: delegation issuance → findings documentation → checklist completion → extension of the inspection period (optional) → PV generation → remediation plan issuance (optional) → e-signature → compliance monitoring → case closure.

**FR-006** — The system shall maintain a complete digital case file for each control, containing all associated documents (delegation, checklists, findings, evidence attachments, extension of the inspection period document, PV, Remediation Plan) with full traceability and immutable audit trail.

#### 5.11.1.4 Official Control Report (Proces Verbal)

This step covers the generation, review, and electronic signing of the official control report (proces verbal) — the legally binding document summarizing inspection findings and prescribing remediation measures.

**Actors Involved:** - Inspector - Head of TLI

**User Stories:**

**US-010** — As an Inspector, I want to generate the official control report (proces verbal) from the system using a legally compliant template, with all data auto-populated, so that report generation is efficient and accurate.

**US-011** — As an Inspector, I want to sign the control report and Remediation Plan electronically (via MSign), so that the paper-based process is eliminated.

**Functional Requirements:**

**FR-007** — The system shall generate the official control report (proces verbal) in legislative-compliant format per Art. 11<sup>6</sup>(3), with qualified electronic signature via MSign for both the inspector and the controlled entity representative and to auto-populate the fields of Official Inspection Report.

#### 5.11.1.5 Post-Control Monitoring

This step manages the monitoring of prescription compliance — tracking whether entities have remediated identified non-conformities within the specified deadlines.

**Actors Involved:** - Inspector - Head of TLI - Head of RACPRS

**User Stories:**

**US-012** — As an Inspector, I want to receive automated alerts when prescription deadlines are approaching or have been exceeded, so that I can follow up with the entity.

**US-013** — As an Inspector, I want to record the results of follow-up verification (compliant, partially compliant, non-compliant), so that prescription closure is documented.

**US-014** — As Head of TLI, I want to view a dashboard of all prescriptions in my territory by status (active, overdue, compliant, non-compliant), so that I can manage compliance oversight.

**US-015** — As an Inspector, I want to initiate contravention enforcement documentation or court referral when entities fail to comply with prescriptions, so that the legal enforcement process is supported.

**Functional Requirements:**

**FR-008** — The system shall track prescription compliance deadlines with automated alerts at configurable intervals (e.g., 7 days before, on due date, overdue) and alert the Head of TLI for overdue cases.

**FR-009** — The system shall link remediation plans to specific deviations identified during control.

**FR-010** — The system shall support the initiation and documentation of enforcement actions (contravention reports, court referrals) when entities fail to comply with prescriptions, with full traceability to the originating control case.

#### 5.11.1.6 Unannounced Controls (Controale Inopinate)

This step handles controls triggered by external signals — petitions, complaints, referrals from other institutions, or media reports. Unlike planned controls, these are not part of the annual control plan and require rapid response.

**Actors Involved:** - Head of TLI / Head of CSD - Inspector - SLI Director

**User Stories:**

**US-016** — As Inspector, I want to create an unannounced control case file linked to the originating signal (petition, referral, or complaint), so that the control basis is traceable.

**US-017** — As Inspector, I want to generate a control delegation with expedited electronic approval workflow, so that the response time for unannounced controls is minimized.

**US-018** — As an Inspector, I want the unannounced control to follow the same digital checklist and reporting workflow as planned controls, so that documentation standards are consistent.

**Functional Requirements:**

**FR-011** — The system shall create unannounced control case files with mandatory traceability to the originating signal (petition ID, referral document, complaint number), maintaining a confidential flag for the control basis where required.

**FR-012** — The system shall support an expedited delegation approval workflow for unannounced controls.

**FR-013** — The system shall support a workflow for unannounced controls which starts with a Motivation Note and without a Delegation, on which the SLI Director should authorize within 24 hours the control.

## 5.11.2 WORK ACCIDENTS MODULE (PHASE 1)

### 5.11.2.1 Accident Registration and Communication

This step manages the receipt and registration of work accident communications. Currently, SLI has accident registration capability in SIA REDCAM, but it is not used by inspectors who prefer analog processes. The online accident communication feature exists but is not operational.

**Actors Involved:** - Inspector - Head of TLI - Employer/Entity (communicating the accident) - Citizen (reporting an accident)

#### **User Stories:**

**US-019** — As an Assigned employee, I want to register a work accident communication with all required details (date, time, location, injured worker, employer, severity, circumstances), so that the accident record is created immediately.

**US-020** — As an Assigned employee, I want the system to automatically classify the accident severity.

**US-021** — As an Assigned employee, I want the system to assign it to the appropriate investigation category, so that the correct investigation procedure is triggered.

**US-022** — As Head of TLI, I want to receive an immediate notification when a work accident is registered in my territory, so that I can assign the investigation team promptly.

#### **Functional Requirements:**

**FR-014** — The system shall register work accidents and create a accident case and also permit to the responsible person to introduce the data manually, with all required fields captured at registration if reported by phone, email, or traditional mail.

**FR-015** — The system shall permit to select and classify accident severity (minor, severe, fatal, group).

**FR-016** — The system shall send immediate notifications (in IS and email) to the Head of TLI, who will designate inspectors upon accident investigation.

**FR-017** — The system shall assign the case to the responsible territorial office, triggering the correct investigation procedure per GD No.1361/2005.

### 5.11.2.2 Investigation Assignment and Tracking

This step covers the assignment of investigation teams and tracking of the investigation process, including deadlines and required documentation.

**Actors Involved:** - Head of TLI / SLI Director - Inspector (investigator)

#### **User Stories:**

**US-023** — As Head of TLI, I want to assign an investigation team (one or more inspectors) to a registered accident, with the system recording the assignment date and notifying the assigned inspectors.

**US-024** — As an Inspector (investigator), I want to document investigation activities, witness statements, evidence, and conclusions within the digital case file (dosar de cercetare).

**US-025** — As an Inspector, I want to generate the investigation report from the system using a legally compliant template with auto-populated data, and sign it electronically.

**US-026** — As Head of TLI/Inspector, I want to monitor investigation deadlines and receive alerts for cases approaching or exceeding time limits.

### **Functional Requirements:**

**FR-018** — The system shall support the full investigation case management lifecycle: Reported → Registered → Investigation Assigned → Under Investigation → Investigation Completed → Measures Prescribed → Verification → Case Closed, with status transitions enforced by workflow rules.

**FR-019** — The system shall track investigation deadlines per GD No.1361/2005, with automated alerts for approaching and exceeded time limits and notification of SLI management for overdue investigations.

#### 5.11.2.3 Accident Reporting and Statistics

This step manages the generation of statistical reports on work accidents at territorial and national level.

**Actors Involved:** - Head of RACPRS - SLI Director

#### **User Stories:**

**US-027** — As Head of RACPRS, I want to generate sector-based accident statistics (by industry, severity, territory, cause), so that trends and high-risk sectors are identified.

**US-028** — As SLI Director, I want to generate the annual national report on work accidents automatically from the system data, so that the reporting burden is reduced.

#### **Functional Requirements:**

**FR-020** — The system shall generate sector-based accident statistics (by industry, severity, territory, cause, age group, gender) with drill-down capability and export to standard formats.

**FR-021** — The system shall auto-generate the annual national work accident report from system data per Art. 13(2)f) of Law 140/2001, with EU format export capability for international reporting obligations.

#### 5.11.3 PETITIONS MODULE (PHASE 2)

##### 5.11.3.1 Petition Intake and Registration

This step manages the receipt and registration of petitions and complaints from citizens, employees, and entities through multiple channels. Currently, SLI maintains separate paper registers for petitions, and the website petition submission is not integrated with SIA REDCAM.

**Actors Involved:** - Inspector (designated petition handler) - Head of ICAD - Citizen/Petitioner (front-office)

#### **User Stories:**

**US-029** — As a designated petition handler, I want to register a petition received through any channel (in-person, postal, email, online, phone, referral from other institution) in a unified digital register, so that all petitions are tracked in one system.

**US-030** — As a designated petition handler, I want the system to automatically assign a unique registration number and record the receipt date, so that legal deadline tracking begins immediately.

**US-031** — As a designated petition handler, I want the system to permit to route petitions to the appropriate territorial office and handler based on petition type, subject territory, and available capacity, so that distribution is efficient.

**US-032** — As a Citizen (via the online portal), I want to submit a petition electronically, with the petition automatically forwarded to SI ISM for registration and processing.

**US-033** — As an Inspector, I want to verify whether the petitioner has previously filed similar petitions (automated cross-check), so that duplicate or repeated petitions are identified.

#### **Functional Requirements:**

**FR-022** — The system shall maintain a single centralized electronic petition register, replacing all existing paper registers, with unified sequential numbering and full audit trail of all registration actions.

**FR-023** — The system shall automatically calculate and enforce legal deadlines from the petition receipt date (30-day response period per Law 190/1994), with automated deadline assignment upon registration.

**FR-024** — The system shall route petitions to the appropriate territorial office and handler based on petition type and subject territory. Also the possibility to redirect the petition to SLI to be redirected to another TLI.

**FR-025** — The system shall perform automated duplicate verification (petitioner identity + subject + date range) against existing petition records, flagging potential duplicates for handler review.

#### **5.11.3.2 Petition Processing and Resolution**

This step covers the examination, investigation, and resolution of registered petitions within the legally mandated 25-day deadline.

**Actors Involved:** - Inspector - Head of ICAD / Head of TLI - SLI Director (for escalated petitions)

#### **User Stories:**

**US-034** — As an Inspector, I want to record investigation activities, findings, and conclusions in the control case that was triggered by the petition file, so that the examination process is documented.

**US-035** — As an Inspector, I want to generate the official response to the petitioner from a template, with electronic signature (MSign), so that responses are standardized and legally valid.

**US-036** — As an Inspector, I want to link a petition to a state control case file when the petition results in an unannounced control, so that the processes are connected.

**US-037** — As Inspector, Head of TLI, I want to receive automated alerts at 20 days and 25 days after petition registration, so that legal deadlines are not missed.

**US-038** — As Head of ICAD, I want to view all active petitions by status (new, in progress, deadline approaching, overdue, resolved), so that workload is visible.

**US-039** — As Head of ICAD, I want to generate statistical reports on petitions (by type, territory, resolution time, outcome), so that institutional reporting is automated.

#### **Functional Requirements:**

**FR-026** — The system shall enforce legal deadline monitoring with automated alerts at 20 days and 25 days after registration, and automatic notification to Head of TLI and/or SLI Director for overdue petitions.

**FR-027** — The system shall generate official petition blanks for response using legislative-compliant templates with electronic signature via MSign, ensuring standardized and legally valid responses.

**FR-028** — The system shall directly link petition records to unannounced control case files when a petition triggers a state control, establishing bidirectional traceability between the two processes.

**FR-029** — The system shall generate statistical reports on petitions by type, reception channel, territory, resolution time, and outcome, with export capability for institutional and EU reporting.

#### 5.11.4 REPORTING MODULE (PHASE 2)

##### 5.11.4.1 Periodic and Ad-Hoc Reporting

**Actors Involved:** - Head of RACPRS - SLI Director - MLSP Official

**User Stories:**

**US-040** — As Head of RACPRS, I want to generate periodic institutional reports (daily, weekly, monthly, quarterly, annual) using predefined templates, so that reporting is automated.

**US-041** — As Head of RACPRS, I want to generate reports using EU and partner standardized templates, so that international reporting requirements are met.

**US-042** — As SLI Director, I want an ad-hoc report builder with customizable filters (by territory, period, inspector, entity type, control type, outcome), so that specific analytical questions can be answered on demand.

**US-043** — As an MLSP Official, I want to access dashboards with key performance indicators (KPIs) for SLI operations, so that ministerial oversight is data-driven.

**US-044** — As Head of RACPRS, I want the system to maintain a full audit and action log for all report generation activities, so that reporting accountability is ensured.

**Functional Requirements:**

**FR-030** — The system shall generate periodic institutional reports (daily, weekly, monthly, quarterly, annual) using predefined templates with automated data aggregation from all operational modules.

**FR-031** — The system shall provide an ad-hoc report builder allowing authorized users to combine filters (territory, period, inspector, entity type, control type, outcome) and generate custom reports with export to PDF, Excel, and CSV.

**FR-032** — The system shall display real-time dashboards with data visualization (charts, graphs, tables) per module, accessible by SLI management and MLSP officials based on role permissions.

#### 5.11.5 MONITORING MODULE (PHASE 3)

##### 5.11.5.1 Compliance Tracking and Risk-Based Oversight

**Actors Involved:** - Head of RACPRS - Head of TLI - SLI Director - Inspector

**User Stories:**

**US-045** — As Head of RACPRS, I want to track compliance with prescriptions and legal deadlines across all active control cases, with automated alerts for approaching and exceeded deadlines.

**US-046** — As Head of RACPRS, I want the system to maintain entity risk profiles based on historical control data, compliance history, and sector risk, so that future control planning is risk-informed.

**US-047** — As Head of TLI, I want to receive automated escalation notifications when cases in my territory have critical overdue deadlines, so that I can intervene.

**US-048** — As SLI Director, I want an interactive geographic map (optional) showing the distribution of active controls, high-risk entities, and territorial workload, so that resource allocation is informed.

**US-049** — As Head of RACPRS, I want the system to generate risk scoring for entities based on configurable criteria aligned with GD No.894/2018, so that the risk assessment methodology is applied systematically.

#### **Functional Requirements:**

**FR-033** — The system shall maintain entity risk profiles continuously updated from control outcomes, compliance history, prescription fulfillment, and sector risk data, enabling risk-informed future planning.

**FR-034** — The system shall provide compliance tracking across all active control cases with deadline monitoring, configurable alerts, and escalation mechanisms for critical overdue cases.

**FR-035** — The system shall calculate entity risk scores using configurable criteria aligned with GD No.894/2018 methodology, with risk recalculation triggered automatically after each control outcome, prescription verification, and manual scoring by inspector on case.

### **5.11.6 PLANNING MODULE (PHASE 3)**

#### **5.11.6.1 Control Planning and Risk Assessment**

This step supports the planning of state controls based on risk analysis methodology. The system shall enable automated risk scoring of economic entities using data from interconnected registers, automated generation of annual and quarterly control plans, monitoring of plan implementation, and approval workflows. Currently, most of planning is done analogically with partitioned data.

**Actors Involved:** - Head of RACPRS - Inspector (RACPRS) - SLI Director

#### **User Stories:**

**US-050** — As Head of RACPRS, I want to configure risk assessment criteria and scoring algorithms based on GD No.894/2018 methodology, so that entity risk scores are calculated automatically.

**US-051** — As Head of RACPRS, I want the system to automatically retrieve entity data from interconnected registers (via MConnect, State Fiscal Service, State Register of Legal Entities), so that risk assessment is based on current, verified data.

**US-052** — As Head of RACPRS, I want to generate annual and quarterly control plans based on risk scores, territorial distribution, and inspector availability, so that control planning is systematic and evidence-based.

**US-053** — As an Inspector, I want to view the approved control plan for my territory and assigned entities, so that I know my planned inspection schedule.

**US-054** — As SLI Director, I want to approve, reject, or request modifications to proposed control plans, so that plans are validated before execution.

**US-055** — As Head of RACPRS, I want to monitor the execution status of control plans (completed, pending, overdue), so that I can report on plan implementation rates.

**Functional Requirements:**

**FR-036** — The system shall calculate entity risk scores automatically using all criteria defined in GD No.894/2018 methodology, with the ability to configure criteria weights and thresholds by the system administrator.

**FR-037** — The system shall retrieve and integrate entity data from RSUD (entity registry) and SFS (fiscal data including IPC-21) via MConnect for use in risk assessment, replacing manual data collection from Excel files.

**FR-038** — The system shall generate annual control plans (private and public sector) based on calculated risk scores, territorial distribution, and inspector availability.

**FR-039** — The system shall implement a plan approval workflow (draft → review → approve/reject → distributed) with electronic approval by the SLI Director, full audit trail, and version history.

**FR-040** — The system shall track plan execution status in real time (completed, pending, overdue, cancelled) and produce plan implementation rate reports per territory and period.

### 5.11.7 FRONT OFFICE — CITIZEN PORTAL (PHASE 4)

#### 5.11.7.1 Public-Facing Services

**Actors Involved:** - Citizen/Petitioner

**User Stories:**

**US-056** — As a Citizen, I want to submit a petition and track the status of my submitted petition online, so that I know the progress without calling SLI.

**US-057** — As a Citizen, I want to receive the official response to my petition electronically through the portal, so that I don't need to visit SLI in person.

**US-058** — As a Citizen, I want to authenticate to the portal via MPass (government SSO), so that access is secure and standardized.

**Functional Requirements:**

**FR-041** — The system shall provide an authenticated public portal (via MPass) for citizens, enabling submit a petition, tracking and official response retrieval.

**FR-042** — The system shall enable citizens to track petition status in real time and receive official responses electronically through the portal, with notification on email, upon status changes.

### 5.11.8 CROSS-CUTTING FUNCTIONAL REQUIREMENTS

The following requirements apply across all modules:

**FR-043** — The system shall integrate with MSign for electronic signature of all official documents (delegations, control reports (PV), prescriptions, investigation reports, petition responses).

**FR-044** — The system shall implement real-time notifications (in-app and email) for all relevant workflow events (assignments, approvals, deadline alerts, escalations).

**FR-045** — The system shall support multi-language interfaces, allowing users to select their preferred language.

**FR-046** — The system shall generate all official documents in compliance with legislative formatting norms (paper sizes, fonts, margins, spacing as required by legislation).

**FR-047** — The system shall implement comprehensive activity logging for all user actions (login, data access, modifications, document generation, approvals) with timestamps, user identification, and action description.

**FR-048** — The system shall lock case file fields based on workflow status (fields become non-editable after the case progresses to the next stage), preventing unauthorized post-hoc modifications.

**FR-049** — The system shall implement Role-Based Access Control (RBAC) with granular permissions at case file, document, and functionality level, ensuring inspectors and TLI heads only access cases and documents assigned to them or in their management scope.

**FR-050** — The system shall support user lifecycle management: only institutional email addresses permitted, automatic deactivation of accounts for terminated employees.

**FR-051** — The system shall implement a built-in official numbering mechanism.

**FR-052** — The system shall route documents (delegations, control reports (PV), prescriptions, investigation reports, petition responses, control notifications, etc.) to designated roles for review, approval, and electronic signature. Upon completion of approval and signing, the system shall automatically return or forward the document to the user or role with status updates and an audit trail of all actions performed based on a predefined workflow.

### 5.11.9 NON-FUNCTIONAL REQUIREMENTS

The following non-functional requirements define the measurable quality attributes that SI ISM must meet. These complement the Technical Requirements (TRQs) which specify implementation-level specifications.

**NFR001 — Performance:** The system shall load any page within 3 seconds and respond to API requests within 2 seconds under normal operating conditions. Standard report generation shall complete within 30 seconds; complex ad-hoc reports within 120 seconds.

**NFR002 — Concurrent Users:** The system shall support a minimum of 150 concurrent users without degradation of performance, covering all 10 TLIs, Central Office staff, and front-office portal users simultaneously.

**NFR003 — Availability:** The system shall maintain 99.9% uptime, with maximum unplanned downtime not exceeding 24 hours per year. Scheduled maintenance windows shall be outside business hours (weekdays 08:00–18:00) and communicated at least 48 hours in advance.

**NFR004 — Scalability:** The system shall handle projected annual transaction volumes with growth capacity: petitions processing at 2,650/year with capacity for doubling annually, state controls at 1,350/year, and work accident cases at 220/year. The system shall scale horizontally to accommodate a 5x increase in user base without architectural changes.

**NFR005 — Data Retention:** Case files, control records, accident investigation files, and petition records shall be retained for a minimum of 10 years in compliance with national archival legislation. Audit logs shall be retained for a minimum of 5 years.

**NFR006 — Backup and Recovery:** The system shall perform daily automated backups with a Recovery Point Objective (RPO) of no more than 24 hours and a Recovery Time Objective (RTO) of no more than 4 hours. Disaster recovery procedures shall be tested at least once annually.

**NFR007 — Browser Compatibility:** The system shall be fully functional on the latest two major versions of Google Chrome, Mozilla Firefox, Microsoft Edge, and Apple Safari. The back-office interface shall support responsive design for tablet-sized screens (minimum 768px width) to enable field use by inspectors.

**NFR008 — Accessibility:** The system shall comply with WCAG 2.1 Level AA accessibility standards, ensuring usability for persons with disabilities.

**NFR009 — Data Integrity:** All database transactions shall be ACID-compliant with full referential integrity enforcement. The system shall ensure zero data loss in case of unexpected system failure or network interruption through transaction rollback and recovery mechanisms.

**NFR010 — Audit and Compliance:** The audit trail shall be immutable and tamper-proof, recording all user actions with timestamps and user identification. Audit data shall be stored separately from operational data and retained for a minimum of 5 years. Access to audit logs shall be restricted to System Administrators and authorized STISC personnel.

**NFR011 — Interoperability:** All external-facing APIs shall be documented using OpenAPI 3.0 specification. Integration with government platforms (MPass, MConnect, MSign, MNotify, MLog) shall use standardized OAuth2.0, REST, and SOAP protocols as applicable.

**NFR012 — Maintainability:** The delivered solution shall achieve minimum 80% automated test code coverage. All API contracts shall be documented and versioned. The modular architecture shall allow independent deployment and update of individual modules without system-wide downtime.

## 5.12 TECHNICAL REQUIREMENTS

The technical requirements define the foundational specifications for the design, development, deployment, and operation of SI ISM within the eSocial Platform. These requirements ensure that the module aligns with national digital infrastructure standards and integrates seamlessly with the platform's existing architecture and services. The requirements address key areas such as platform architecture, database systems, user interface, system availability, staff responsibilities, security, and interoperability — ensuring a robust, scalable, secure, and user-friendly solution for managing labour inspection operations.

### 5.12.1 Technical Requirements for SI ISM within the eSocial Platform

**TRQ001** — SI ISM shall be developed and deployed as a micro service within the eSocial Platform architecture, using the standardized industrial platform based on Docker and Kubernetes, and shall comply with the functional and security guidelines established in the eSocial deployment environment.

**TRQ002** — SI ISM shall integrate with existing eSocial components such as Identity, MConnect, Audit, Notification, and Search micro services via secured internal APIs, ensuring seamless data flow and traceability across modules.

**TRQ003** — SI ISM must ensure scalable access without limitations on the number of authorized user workstations, supporting concurrent sessions and real-time operations, consistent with STISC infrastructure standards.

**TRQ004** — The solution must be containerized using Docker and orchestrated with Kubernetes, including readiness for CI/CD pipelines using Azure DevOps, aligned with eSocial platform DevOps procedures.

**TRQ005** — SI ISM shall persist data in PostgreSQL and allow indexing and search functionalities via Elasticsearch, complying with the platform's data storage structure, including Platform Data Hub integration for cross-module consistency.

**TRQ006** — The platform shall support extensibility through configuration-driven form builders (for checklists, inspection templates, risk assessment criteria), classification registries, and questionnaire templates, allowing administrators to define or adjust inspections without code changes.

**TRQ007** — The system must provide native horizontal scalability and load balancing across Kubernetes worker nodes, including auto-scaling features based on defined resource thresholds and performance metrics.

**TRQ008** — SI ISM shall support interoperability with external governmental services (MPass, MConnect, MSign, MNotify, MLog) using OAuth2.0, REST, and SOAP protocols, ensuring authorized secure data exchanges and session-based token validation.

**TRQ009** — SI ISM functionality must support future enhancements via modular integration, including additional inspection types, new reporting frameworks, and cross-institutional cooperation, while maintaining compliance with architectural separation of concerns.

**TRQ010** — The vendor shall deliver all software components of SI ISM fully licensed under open-source or project-acquired agreements, including source code with documentation, deployment scripts, configuration files (YAML/ENV), architectural diagrams, API documentation (OpenAPI 3.0), and operating manuals for Module Administrators.

### 5.12.2 DBMS Requirements for the Software Platforms

**TRQ011** — SI ISM shall use PostgreSQL as its industrial-grade relational DBMS, ensuring compatibility with the eSocial platform architecture.

**TRQ012** — The DBMS shall support ACID-compliant transactions and referential integrity to guarantee data consistency across case workflows.

**TRQ013** — The DBMS shall support integration with Elasticsearch for real-time indexing and fast retrieval of case data.

**TRQ014** — The DBMS shall enable secure access control, audit logging, and encrypted backups in accordance with GDPR and national data protection standards.

**TRQ015** — The DBMS shall allow schema updates and safe data migrations to support future enhancements of SI ISM.

### 5.12.3 Functional Units Requirements for the Software Platforms

**TRQ016** — SI ISM shall support requests to public services (via MConnect) to retrieve necessary entity and person information for control.

**TRQ017** — The system shall maintain registers of: controls and all related/uploaded files to to the control case, controlled entities, inspectors, petitioners, accident cases, and prescriptions.

**TRQ018** — A “Personal Account” interface shall be developed with differentiated access based on user roles (Inspector, Head of TLI, SLI Director, System Administrator, MLSP Official).

**TRQ019** — The system shall include functionality for generating legislatively compliant official documents (delegations, control reports, prescriptions, investigation reports, petition responses).

**TRQ020** — The system shall support reporting through tabular and graphical dashboards.

**TRQ021** — Final UI specifications shall be elaborated by the Supplier during implementation in accordance with the Unified Design Model and existent eSocial platform design. All design artefacts shall be subject to review and approval by the Beneficiary and Electronic Governance Agency before implementation.

### 5.12.4 User Interface Requirements for the Software Platforms

**TRQ022** — The system shall provide a user-friendly interface developed in compliance with the Unified Design Model (Modelul Unitar de Design), applying the standardized Design System components, visual rules, and UX principles.

**TRQ023** — The interface shall support multi-language interfaces.

**TRQ024** — The system shall process user-entered data.

**TRQ025** — All user interactions shall occur via a visual web-based graphical interface.

**TRQ026** — The system shall handle invalid inputs gracefully and display appropriate error messages without interrupting system operation.

**TRQ027** — Screen forms shall follow the Unified Design Model’s standardized design patterns, ensuring consistent behavior, familiar visual components (buttons, forms, typography), and predictable interactions across all views. All design artefacts shall be maintained in Figma and delivered to the Beneficiary together with reusable component documentation.

### 5.12.5 Functioning Modes Requirements for the Software Platforms

**TRQ028** — SI ISM shall operate 24/7 with a maximum allowable downtime of 24 hours per year, excluding scheduled maintenance.

**TRQ029** — The system shall be designed to accommodate future increases in the number of users and data volume.

### 5.12.6 Staff Requirements for the Software Platforms

**TRQ030** — A complete list of operational requirements for the Customer’s staff shall be defined and included in SI ISM’s documentation.

### 5.12.7 Information Protection for SI ISM (eSocial Platform)

**TRQ031** — The system shall prevent access by unauthorized users, implementing secure authentication via MPass integration.

**TRQ032** — Information protection shall be enforced at all levels: OS, server, DBMS, service integration, and user interface.

**TRQ033** — The system shall implement user activity logging for audit and traceability, covering all access, data modifications, document generation, and approval actions.

**TRQ034** — The system shall implement rate limiting on authentication to prevent Brute Force and DDoS attacks.

**TRQ035** — The system shall implement comprehensive input validation for all user-facing fields, preventing injection attacks and buffer overflow vulnerabilities.

### 5.12.8 Architecture for SI ISM (eSocial Platform)

**TRQ036** — SI ISM shall be developed within a layered micro service architecture, ensuring modularity, scalability, and resilience.

**TRQ037** — The system shall include two distinct frontend interfaces: a Portal frontend for citizens and entities (served via Angular Universal SSR) and a Back Office frontend for authorized SLI staff (served via NGINX).

**TRQ038** — Routing and traffic management shall be handled via External and Internal Gateways for secure and efficient access and communication between components.

**TRQ039** — SI ISM shall utilize core platform micro services such as Identity, MConnect, Notifications, Audit, Search, Event Streaming, and CMS to ensure full interoperability and standardization.

**TRQ040** — All structured data shall be stored in PostgreSQL, with Elasticsearch used for search and DragonflyDB for caching; unstructured data shall be managed via Object Storage (MinIO).

**TRQ041** — System monitoring and logging shall be ensured through integration with Prometheus, Grafana, Elasticsearch, and Kibana.

**TRQ042** — Secure access control shall be managed through centralized Identity and Access Management services, with RBAC at case file/document/functionality level.

**TRQ043** — The development and deployment of SI ISM shall be managed using Git-based repositories and integrated into the eSocial CI/CD pipeline.

### 5.13 REPORTING AND ACCEPTANCE PROCEDURES

**Sprint / Working Package Acceptance** Each deliverable is developed iteratively. At the end of each sprint, the contractor presents a working product to UNDP/Ministry/SLI for review. The working product must be fully functional, tested, and accompanied by relevant documentation and source code. UNDP/Ministry/SLI shall either accept the working package or notify the contractor of defects within the following sprint period.

All source code, scripts, configuration files, database schemas, design artefacts, test artefacts and documentation developed under the contract shall become the property of the Beneficiary upon acceptance.

The Contractor shall maintain all project artefacts in version-controlled repositories and transfer administrative ownership upon final acceptance.

**Acceptance Criteria (Definition of Done)** Each working package is accepted when it:

- Passes functional testing against the user stories and acceptance criteria defined in Section 14
- Meets all applicable non-functional requirements (performance, security, availability)
- Is accompanied by commented source code and relevant documentation
- Is deployed in the agreed test/staging environment.

**Formal Deliverable Acceptance** Payments are tied exclusively to the formal deliverables defined in Section 14 — not to individual sprints or interim deployments. Each deliverable requires a written sign-off from both UNDP and State Labor Inspectorate before payment is triggered.

**Progress Reporting** The contractor's Scrum Master submits periodic progress reports covering: completed user stories, test results, open issues/blockers, and KPIs. UNDP maintains a Requirements Traceability Matrix (RTM) mapping each functional requirement to its deliverable and sprint.

**Change Control** Any deviations from agreed scope identified during sprint reviews or acceptance testing are recorded in a change-control log with agreed corrective actions, timelines, and UNDP/Ministry/SLI sign-off.

#### 5.14 SECURITY & COMPLIANCE REQUIREMENTS

- HTTPS enforced on all endpointsAuthentication via MPass (OAuth2/OIDC)
- Role-based access control with least-privilege principle
- Personal data handling in compliance with GDPR and Moldovan Law No. 133/2011 on personal data protection
- Data encryption at rest and in transit
- Audit trail for all data modifications

## 5.15 TECHNICAL AND USER DOCUMENTATION

The Contractor shall produce, maintain, and deliver complete documentation for the use, administration, maintenance and further development of the IS. All documentation shall be in Romanian, delivered in digital format, and comply with government standards in terms of interoperability and cybersecurity.

Documentation components:

- Technical documentation:
  - Description of the system architecture (backend, frontend, databases, APIs);
  - Technical specifications of functionalities;
  - Data models and database schemas used;
  - Integration configurations with external registries and government platforms (MConnect, MPass, MSign, etc.);
  - Application installation and compilation instructions;
  - Troubleshooting guides and backup and restore procedures.
- Operations guides:
  - System parameter configuration and maintenance guides;
  - User account and permissions administration procedures;
  - Update and version management (version, date, author, changes made).
- User manuals:
  - User manual for SLI employees;
  - User manual for MLSP officials;
  - User guide for the beneficiary portal;
  - Information for accessing, navigating and using the main functionalities;
  - Screenshots and examples of simulated cases.

Delivery requirements:

- The documentation shall be delivered in PDF and editable format (e.g. Word, Markdown);
- Each section will contain an introductory summary, step-by-step guidance and screenshots where relevant;
- A subject index and glossary of technical and functional terms will be included;
- Will be delivered together with a checklist to validate completeness.

## 5.16 TRAINING AND CHANGE MANAGEMENT

The Business Analysis conducted in 2024 identified that even available digital features in SIA REDCAM were not used by employees, who preferred analog processes. To prevent this pattern from recurring with SI ISM, training and change management are integral components of the implementation.

### Training Approach

The Company shall adopt a **train-the-trainer** approach:

1. **Key User Selection:** SLI shall designate 5–10 key users (approximately 1 per TLI plus central office staff from each department) to serve as trainers and first-line support.
2. **Vendor-Led Training:** The Company shall deliver structured training sessions to key users for each phase, prior to the respective GO-LIVE date:
  - Phase 1 training (Controls, Work Accidents): by December 2026
  - Phase 2 training (Petitions, Reporting): by April 2027
  - Phase 3 training (Monitoring, Planning): by August 2027
  - Phase 4 training (Citizen portal, final features, system consolidation): by November 2027.
3. **Cascade Training:** Key users shall then train remaining SLI staff within their respective TLIs and departments, using materials provided by the Company.

### Training Materials

The Company shall deliver the following training materials for each deployed module:

User manuals (in Romanian and English)  
Administrator guide (in Romanian)  
Quick-reference guides for common tasks  
Video tutorials for key workflows  
Training exercises using the training environment

### Training Environment

The Company shall provision and maintain a dedicated **training environment** (separate from production and development environments) that mirrors production data structures with anonymized sample data, allowing hands-on practice without risk to operational data.

### Change Management Support

The Company shall provide user adoption monitoring and support for a period of **3 months following each phase GO-LIVE**, including:

- Tracking system usage metrics (login frequency, feature utilization per module)
- Identifying adoption barriers and recommending corrective measures
- Providing on-demand remote support to key users during the adoption period.

## 5.17 DATA MIGRATION

### Scope

Data migration from SIA REDCAM and RSC to SI ISM is required for active and recent case data to ensure operational continuity. SLI operated in SIA REDCAM and RSC for public and private sector controls — and historical data must be consolidated into SI ISM. The Company shall be responsible for developing, testing, and executing the data migration.

### Data Migration Requirements

1. **SIA REDCAM and RSC Data:** The Company shall develop migration scripts to transfer active and historical case data from 2 IS used by SLI - SIA REDCAM and RSC, including:
  - Work accident case files and investigation records
  - Petition records and associated correspondence
  - User accounts and role assignments
  - State control records (planned and unannounced inspections of entities)
  - Prescription records and compliance outcomes (if exists)
  - Entity control history
  - Attached documents and files
2. **Data Quality Assessment:** Prior to migration, the Company shall conduct a data quality assessment of SIA REDCAM and RSC data, including identification of duplicates, incomplete records, inconsistent formats, and data integrity issues. A Data Quality Report shall be delivered to Stakeholders for review.
3. **Data Cleansing:** Based on the Data Quality Report and Stakeholders approval, the Company shall apply data cleansing rules (deduplication, format normalization, orphan record handling) before migration.
4. **Migration Validation:** The Company shall execute the migration in a staging environment first, with parallel operation capability allowing SLI to validate migrated data against source records before production cut-over.
5. **Migration Schedule:** Data migration shall be completed as part of Phase 1 deployment (by December 2026) from SIA REDCAM and for RSC as part of Phase 3.
6. **Acceptance criteria:**
  - 6.1. Data Completeness
    - 100% of active cases (open/in-progress) are migrated to the new IS
    - All recent cases (defined as closed within the last [X months/years] — agree on cutoff with stakeholders) are migrated
    - All mandatory fields for each case record are populated in the new IS
    - All associated artifacts (attachments, documents, notes, audit trails) linked to migrated cases are present and accessible
  - 6.2. Data Integrity
    - Record counts in source and target match per entity type (cases, contacts, documents, etc.)
    - Field-level checksums or hash comparisons confirm no data corruption during transfer

- Referential integrity is preserved — all foreign key relationships (e.g., case-to-client, case-to-document) are intact in the new IS
- No duplicate records introduced by the migration

### 6.3. Data Accuracy

- A statistically significant random sample (e.g., 5% or minimum N records) is manually verified field-by-field against the source system
- Date/time values are correctly preserved, including timezone handling, if needed
- Numeric values (amounts, IDs, quantities) are unchanged
- Text encoding is preserved

### 6.4. Operational Continuity

- Users can search for and retrieve any migrated active case within the new IS immediately after go-live
- Business workflows (approvals, escalations, assignments) can resume on migrated cases without manual re-entry
- No disruption to SLA timers, deadlines, or scheduled actions tied to active cases
- Reporting on migrated data produces results consistent with the legacy system for the same query parameters

### 6.5. Mapping & Transformation

- A documented and approved data mapping specification exists (source field to target field)
- All value transformations (code lookups, status mapping, format conversions) are defined and validated
- Un-mappable or orphaned records are logged and dispositioned (migrated to a quarantine/exception table or excluded with stakeholder sign-off)

### 6.6. Rollback & Recovery

- A verified rollback procedure exists that can restore the new IS to its pre-migration state within
- A full backup of the source system is taken immediately before migration execution
- A full backup of the target system is taken immediately after migration execution

### 6.7. Performance

- Migration completes within the agreed maintenance/downtime window
- Post-migration, the new IS meets defined performance benchmarks (query response times, page loads) with the migrated dataset loaded

### 6.8. Security & Compliance

- Access permissions and role-based restrictions on migrated data are correctly applied in the new IS
- Sensitive data remains encrypted in transit and at rest during migration
- A complete audit log of the migration process is generated (what was migrated, when, by whom, any errors)
- Data retention policies are respected — no out-of-scope or expired data is carried over unless explicitly approved

### 6.9. Validation Sign-Off

- Data migration test run(s) completed successfully in a staging/UAT environment before production execution
- Business/domain owners have reviewed migrated data in UAT and provided written sign-off
- IT/technical team confirms all automated validation checks pass
- Exception/error report reviewed — all errors resolved or accepted with documented justification

#### **Definition of Done**

Migration is accepted when all criteria above are met, exception reports are dispositioned, and sign-off is obtained from both the stakeholders and PM.

#### **Exclusions**

**Historical paper records:** Digitization of paper-based registers and archives is NOT within the scope of this TOR and remains an organizational responsibility of SLI.

**E-learning and knowledge base data:** Migration of the SIA REDCAM e-learning platform and knowledge base content is NOT in scope, as these components are not replicated in SI ISM.

#### **Migration Deliverables**

The Company shall deliver:

- Data Migration Plan (methodology, mapping, schedule, rollback procedures)
- Data Quality Report
- Migration scripts and tools
- Migration Validation Report (comparison of source vs. target data)

#### **5.18 CONFIDENTIALITY STATEMENT**

All data and information offered by the UNDP Project and MLSP for the purpose of this assignment must be treated with confidentiality and must be used only for the purpose of activities stipulated by these Terms of Reference. All intellectual property rights that arise from the implementation of these Terms of Reference are attributed to UNDP. The content of materials obtained and used during the period of the contractual assignment cannot be disclosed to any third party without the written consent of the UNDP Project.

## **SECTION 6: CONDITIONS OF CONTRACT AND CONTRACT FORMS**

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

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

### **6.2 Special Conditions of Contract**

Not applicable

### **6.3 Contract Form**

In the event of an award, the following sample Contract will be used: Contract for Goods and/or Services to UNDP.

The conditions are available at: <https://www.undp.org/procurement/doing-business-undp/how-we-buy>

## 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 L: Proposal Security** *[scanned copy included in online submission and original submitted not later than 10 (ten) days after the submission deadline at the address indicated in Section 3 above]*



**FORM 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:**

<b>Have you duly completed all the Returnable Proposal Forms?</b>	
• Form C: Technical Proposal Submission	<input type="checkbox"/>
• Form D: Proposer information	<input type="checkbox"/>
• Form E: Joint Venture/Consortium/Association Information	<input type="checkbox"/>
• Form F: Eligibility and Qualification	<input type="checkbox"/>
• Form G: Technical Proposal	<input type="checkbox"/>
• Form H: CVs of proposed key personnel	<input type="checkbox"/>
• Form I: Statements of exclusivity and availability for key personnel	<input type="checkbox"/>
• Form L: Proposal Security <i>[scanned copy included in online submission and original submitted not later than 10 (ten) days after the submission deadline at the address indicated in Section 3 above]</i>	<input type="checkbox"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>
<b>Have you provided the required documents in support of Form D: Proposer Information?</b>	<input type="checkbox"/>

**Financial Proposal:**

1. Form J: Financial Proposal Submission	<input type="checkbox"/>
2. Form K: Financial Proposal	<input type="checkbox"/>

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-26/03291		

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	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Requirements and Terms and Conditions:</b> 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.
<input type="checkbox"/>	<input type="checkbox"/>	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.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Ethics:</b> 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.
<input type="checkbox"/>	<input type="checkbox"/>	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 : <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a> and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Conflict of interest:</b> 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.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Prohibitions and Sanctions:</b> 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.
<input type="checkbox"/>	<input type="checkbox"/>	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);
<input type="checkbox"/>	<input type="checkbox"/>	<b>Bankruptcy:</b> 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.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Proposal Validity Period:</b> I/We confirm that this Proposal, including the price, remains open for acceptance for the proposal validity period.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any proposal you receive.
<input type="checkbox"/>	<input type="checkbox"/>	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**

<b>RFP Reference</b>	RFP-26/03291
<b>Legal name of Proposer</b>	Click or tap here to enter text.
<b>Legal Address, City, Country</b>	Click or tap here to enter text.
<b>Website</b>	Click or tap here to enter text.
<b>Year of registration</b>	Click or tap here to enter text.
<b>Proposer's Authorized Representative information</b>	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.
<b>Legal structure</b>	Choose an item.
<b>No. of full-time employees</b>	Click or tap here to enter number.
<b>No. of staff involved in similar contracts</b>	Click or tap here to enter number.
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No    If yes, insert UNGM Vendor Number
<b>Years of supplying to UN organisations</b>	Click or tap here to enter text.
<b>Are you a Click or tap here to enter text.vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No    If yes, insert Vendor Number
<b>Countries of operation</b>	Click or tap here to enter text.
<b>Subsidiaries in the region (please indicate names of subsidiaries and addresses, if relevant to the proposal)</b>	Click or tap here to enter text.
<b>Commercial Representatives in the country: Name/Address/Phone (for international companies only)</b>	Click or tap here to enter text.
<b>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)</b>	Click or tap here to enter text.
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	Click or tap here to enter text.

<p><b>Does your Company have a corporate environmental policy or environmental management system/accreditation such as ISO 14001 or ISO 14064 or equivalent?</b> <i>(If yes, provide a Copy of the valid Certificate):</i></p>	<p>Tick all that apply and <b>provide supporting documentation:</b></p> <p><input type="checkbox"/> Corporate Environmental Policy</p> <p><input type="checkbox"/> ISO 14001</p> <p><input type="checkbox"/> ISO 14064</p> <p><input type="checkbox"/> Other, specify <a href="#">Click or tap here to enter text.</a></p>
<p><b>Does your organization demonstrate significant commitment to sustainability, including the following aspects that have been identified in the UN Sustainable Procurement Framework?</b></p> <ol style="list-style-type: none"> <li><b>1. Environmental: prevention of pollution, sustainable resources; climate change and mitigation and the protection of the environment, biodiversity.</b></li> <li><b>2. Social: human rights and labour issues, gender equality, sustainable consumption, and social health and wellbeing.</b></li> <li><b>3. Economic: whole life cycle costing, local communities and small or medium enterprises, and supply chain sustainability.</b></li> </ol>	<p>Attach a formal statement that outlines your organisation's commitment to sustainability, where possible providing evidence of tangible results that demonstrate progress such as:</p> <p>Tick all that are attached:</p> <p><input type="checkbox"/> Formal statement</p> <p><input type="checkbox"/> Sustainability report</p> <p><input type="checkbox"/> UN Global Compact Communication on Progress</p> <p><input type="checkbox"/> Other, specify <a href="#">Click or tap here to enter text.</a></p>
<p><b>Does your company belong to a diverse supplier group including micro, small or medium sized enterprise, women or youth owned business or other?</b> <i>(If yes, please provide details and documentation)</i></p>	<p><a href="#">Click or tap here to enter text.</a></p>
<p><b>Is your company a member of the UN Global Compact?</b></p>	<p>Choose an item.</p> <p>If yes, please provide link to Global Compact profile: <a href="#">Click or tap here to enter text.</a></p>
<p><b>Bank Information</b></p>	<p>Bank Name: <a href="#">Click or tap here to enter text.</a></p> <p>Bank Address: <a href="#">Click or tap here to enter text.</a></p> <p>IBAN: <a href="#">Click or tap here to enter text.</a></p> <p>SWIFT/BIC: <a href="#">Click or tap here to enter text.</a></p> <p>Account Currency: <a href="#">Click or tap here to enter text.</a></p> <p>Bank Account Number: <a href="#">Click or tap here to enter text.</a></p>
<p><b>Contact person that <a href="#">Click or tap here to enter text.</a> may contact for requests for clarifications during Proposal evaluation</b></p>	<p>Name and Title: <a href="#">Click or tap here to enter text.</a></p> <p>Telephone numbers: <a href="#">Click or tap here to enter text.</a></p> <p>Email: <a href="#">Click or tap here to enter text.</a></p>

**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-26/03291		

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.

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

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

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

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

Name of partner:  
\_\_\_\_\_

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-26/03291		

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

**History of Non- Performing Contracts**

<input type="checkbox"/> No non-performing contracts during the last 3 years			
<input type="checkbox"/> 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)

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

**Previous Relevant Experience**

Please list only previous similar assignments successfully completed in the **last 5 years**.

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

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

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

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

### Financial Standing

Annual Turnover for the last 3 years	Year 2025	Currency: USD	Amount
	Year 2024	Currency: USD	Amount
	Year 2023	Currency: USD	Amount
Latest Credit Rating (if any), indicate the source and date.			

Financial information (state currency)	Historic information for the last 3 years		
	2023	2024	2025
	<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:

1. Must reflect the financial situation of the Proposer or party to a JV, and not sister or parent companies;
2. Historic financial statements must be audited by a certified public accountant;
3. 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-26/03291		

The proposer's proposal must be organised to follow the format of this Technical Proposal Form. Where the proposer is presented with a requirement or asked to use a specific approach, the proposer must not only state its acceptance, but also describe, where appropriate, how it intends to comply. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

### Section 1: Proposer's qualification, capacity and expertise

- 1.1 Brief description of the organisation, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Relevance of specialised knowledge and experience on similar engagements done in the region/country.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

### Section 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the proposer's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach, conceptual framework and methodology for how the Proposer will achieve or exceed the requirements of the Terms of Reference, keeping in mind the appropriateness to local conditions and project environment. Detail how the different service elements shall be organised, controlled and delivered.
- 2.2 A detailed description of the Bidder's internal technical and quality assurance mechanisms and risks identified, if any.
- 2.3 Implementation plan including a Gantt chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.4 In case of subcontracting part of Services for activities for producing certain deliverables required in the ToR, the Bidder shall submit the Work Packages related to the subcontracting activities. The Work Package structure shall contain: the date, responsible person, overall description, description of deliverables that are part of the Work Package concerned, methods employed to check the quality, the level of resources to be allocated, the beginning and the ending dates, constraints, the reporting manner. The Work Packages to be subcontracted shall be signed and submitted by both the Offeror and the proposed Subcontractor as part of their Proposal.
- 2.5 Any other comments or information regarding the project approach and methodology that will be adopted.

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

### **Section 3: Management Structure and Key Personnel**

**3.1** Describe the overall management approach toward planning and implementing the project. Include details of key personnel including their name and nationality, the Position they will assume and their role as per the ToR. Include an organisation chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.

**3.2** For each of the key personnel provide: the CV using the format in **Form H** and the statement of exclusivity and availability using the format in Form I. *Please provide copies of Certifications/Awards for the Key Personnel to be involved in the project.*

**FORM H: FORMAT FOR CV OF PROPOSED KEY PERSONNEL**

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	RfP-26/03291		

<b>Position (as per ToR)</b>		
<b>Personnel Information</b>	Name:	
	Nationality:	Date of birth:
	Language Proficiency:	
<b>Present Employment</b>	Name of employer:	Contact: (manager or HR)
	Address of employer:	
	Telephone:	Email:
	Job title:	Years with present employer:
<b>Education / Qualifications</b>	<i>Summarise college/university and other specialised education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.</i>	
<b>Professional Certifications</b>	<i>Provide details of professional certifications relevant to the scope of services including name of institution and date of certification.</i>	
<b>References:</b>	<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-26/03291		

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
<a href="#">Click or tap here to enter text.</a>	<a href="#">Click or tap here to enter text.</a>
<a href="#">Click or tap here to enter text.</a>	<a href="#">Click or tap here to enter text.</a>
<a href="#">Click or tap here to enter text.</a>	<a href="#">Click or tap here to enter text.</a>

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-26/03291		

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-26/03291		

The proposer is required to prepare the Financial Proposal following the below format and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Proposers. **The inclusion of any financial information in the Technical Proposal shall lead to disqualification of the Proposer.** The Financial Proposal should align with the requirements of the Terms of Reference and the proposer’s Technical Proposal.

**Currency of the proposal: MDL (Moldovan Leu) for local suppliers and USD (US Dollars) for international suppliers, VAT exclusive**

UNDP anticipates the full-time involvement of a specified number of key personnel and corresponding allocation of working days to achieve the deliverables outlined in this solicitation. These estimates are provided as a reference to guide bidders in understanding the expected level of effort. However, bidding companies are encouraged to review these estimates and propose adjustments to the number of working days and personnel allocation, provided such changes are aligned with their technical approach and methodology. The bidders are encouraged to propose their variation to ensure timely delivery and maintain the quality of ToR outputs.

**Table 1: Financial Offer:**

Deliverable / Activity description	Professional Fees				Other Costs				Total Amount per deliverable (subtotal 1 + sub-total 2)
	Position	Daily fee Rate	No. of Working Days	Total Amount	Description	Q-ty	Price	Total	
<b>Deliverable 1:</b> Development of the Controls Module — planned and unannounced inspections, control delegation issuance, digital checklists, findings documentation, prescriptions, and electronic signatures	1 (one) IT Project Manager (Scrum Master)		40		Travel				
	1 (one) Senior Backend Developer		35		Subsistence allowance				
	1 (one) Middle Backend Developers		25		Local transportation costs				
	1 (one) Senior Frontend Developer		30		Communication				
	1 (one) Middle Frontend Developer		20		Other costs (specify)				
	1 (one) Senior DevOps		10						
	1 (one) Senior QA		20						

Data migration from SIA REDCAM to SI ISM is required for active and recent case data	1 (one) Designer (UI/UX)		20					
	Other experts (if any) <i>[Please list]</i>							
			<b>Sub-total 1</b>			<b>Sub-total 2</b>		
<b>Total:</b>								
<b>Deliverable 2:</b> Development and deployment of the Work Accidents Module — accident registration, investigation assignment and tracking, severity classification, and report generation. Implement desired changes to previous deliverables after feedback session with stakeholder.	1 (one) IT Project Manager (Scrum Master)		10		Travel			
	1 (one) Senior Backend Developer		9		Subsistence allowance			
	1 (one) Middle Backend Developers		6		Local transportation costs			
	1 (one) Senior Frontend Developer		7		Communication			
	1 (one) Middle Frontend Developer		5		Other costs (specify)			
	1 (one) Senior DevOps		2					
	1 (one) Senior QA		5					
	1 (one) Designer (UI/UX)		5					
	Other experts (if any) <i>[Please list]</i>							
			<b>Sub-total 1</b>			<b>Sub-total 2</b>		
<b>Total:</b>								
<b>Deliverable 3:</b> Integration and regression testing for Phase 1 modules, User Acceptance Testing, bug fixes, and production deployment of Phase	1 (one) IT Project Manager (Scrum Master)		10		License			
	1 (one) Senior Backend Developer		9		Travel			
	1 (one) Middle Backend Developers		6		Subsistence allowance			
	1 (one) Senior Frontend Developer		7		Local transportation costs			

1. Eligibility assessment and decision making	1 (one) Middle Frontend Developer		5		Communication				
	1 (one) Senior DevOps		2		Other costs (specify)				
	1 (one) Senior QA		5						
	1 (one) Designer (UI/UX)		5						
	Other experts (if any) <i>[Please list]</i>								
			<b>Sub-total 1</b>				<b>Sub-total 3</b>		
<b>Total:</b>									
<b>Deliverable 4:</b> Development and deployment of the Petitions Module — multi-channel intake, auto-routing, legal deadline monitoring, petition-to-control linkage, and statistical reporting. Implement desired changes to previous deliverables after feedback session with stakeholder.	1 (one) IT Project Manager (Scrum Master)		40		Travel				
	1 (one) Senior Backend Developer		35		Subsistence allowance				
	1 (one) Middle Backend Developers		25		Local transportation costs				
	1 (one) Senior Frontend Developer		30		Communication				
	1 (one) Middle Frontend Developer		20		Other costs (specify)				
	1 (one) Senior DevOps		10						
	1 (one) Senior QA		20						
	1 (one) Designer (UI/UX)		10						
	Other experts (if any) <i>[Please list]</i>								
		<b>Sub-total 1</b>				<b>Sub-total 2</b>			
<b>Total:</b>									
<b>Deliverable 5:</b> Development and deployment of the	1 (one) IT Project Manager (Scrum Master)		40		Travel				
	1 (one) Senior Backend		35		Subsistence allowance				

Reporting Module – periodic reports, EU/partner templates, ad-hoc report builder, and audit logging. Implement desired changes to previous deliverables after feedback session with stakeholder.	Developer							
	1 (one) Middle Backend Developers		25		Local transportation costs			
	1 (one) Senior Frontend Developer		30		Communication			
	1 (one) Middle Frontend Developer		20		Other costs (specify)			
	1 (one) Senior DevOps		10					
	1 (one) Senior QA		20					
	1 (one) Designer (UI/UX)		15					
	Other experts (if any) <i>[Please list]</i>							
			<b>Sub-total 1</b>				<b>Sub-total 2</b>	
<b>Deliverable 6:</b> Integration and regression testing for Phase 2 modules, User Acceptance Testing, bug fixes, and production deployment of Phase 2.	1 (one) IT Project Manager (Scrum Master)		15		Travel			
	1 (one) Senior Backend Developer		10		Subsistence allowance			
	1 (one) Middle Backend Developers		10		Local transportation costs			
	1 (one) Senior Frontend Developer		12		Communication			
	1 (one) Middle Frontend Developer		12		Other costs (specify)			
	1 (one) Senior DevOps		3					
	1 (one) Senior QA		12					
	1 (one) Designer (UI/UX)		0					
	Other experts (if any) <i>[Please list]</i>							
			<b>Sub-total 1</b>				<b>Sub-total 2</b>	



	<i>[Please list]</i>								
		<b>Sub-total 1</b>				<b>Sub-total 2</b>			
<b>Deliverable 9:</b> Integration and regression testing for Phase 3 modules, User Acceptance Testing, bug fixes, and production deployment of Phase 3.	1 (one) IT Project Manager (Scrum Master)		15		Travel				
	1 (one) Senior Backend Developer		10		Subsistence allowance				
	1 (one) Middle Backend Developers		10		Local transportation costs				
	1 (one) Senior Frontend Developer		12		Communication				
	1 (one) Middle Frontend Developer		13		Other costs (specify)				
	1 (one) Senior DevOps		2						
	1 (one) Senior QA		12						
	1 (one) Designer (UI/UX)		0						
	Other experts (if any) <i>[Please list]</i>								
		<b>Sub-total 1</b>				<b>Sub-total 2</b>			
<b>Deliverable 10:</b> Development and deployment of Front Office — Citizen Portal (Phase 4)	1 (one) IT Project Manager (Scrum Master)		40		Travel				
	1 (one) Senior Backend Developer		35		Subsistence allowance				
	1 (one) Middle Backend Developers		25		Local transportation costs				
	1 (one) Senior Frontend Developer		30		Communication				
	1 (one) Middle Frontend Developer		20		Other costs (specify)				
	1 (one) Senior DevOps		8						

	1 (one) Senior QA		20					
	1 (one) Designer (UI/UX)		20					
	Other experts (if any) <i>[Please list]</i>							
			<b>Sub-total 1</b>			<b>Sub-total 2</b>		
<b>Deliverable 11:</b> Development and deployment of final features, security optimization, system consolidation. Integration, regression, UAT, and production deployment of Phase 4.	1 (one) IT Project Manager (Scrum Master)		15		Travel			
	1 (one) Senior Backend Developer		12		Subsistence allowance			
	1 (one) Middle Backend Developers		13		Local transportation costs			
	1 (one) Senior Frontend Developer		15		Communication			
	1 (one) Middle Frontend Developer		15		Other costs (specify)			
	1 (one) Senior DevOps		2					
	1 (one) Senior QA		14					
	1 (one) Designer (UI/UX)		0					
	Other experts (if any) <i>[Please list]</i>							
			<b>Sub-total 1</b>			<b>Sub-total 2</b>		
<b>Deliverable 12:</b> Final technical documentation, team training and handover, production deployment of complete system,	1 (one) IT Project Manager (Scrum Master)		40		Travel			
	1 (one) Senior Backend Developer		35		Subsistence allowance			
	1 (one) Middle Backend Developers		25		Local transportation costs			
	1 (one) Senior Frontend Developer		30		Communication			
	1 (one) Middle Frontend		20		Other costs (specify)			

post-launch monitoring and hypercare.	Developer								
	1 (one) Senior DevOps		10						
	1 (one) Senior QA		20						
	1 (one) Designer (UI/UX)		0						
	Other experts (if any) [Please list]								
			<b>Sub-total 1</b>				<b>Sub-total 2</b>		
Total:									
<b>Deliverable 13:</b> Warranty for the developed solutions, extended directly to the MLSP/SLI as the beneficiary of the services. The warranty period starts after final release of the deliverables. During the warranty period the Company shall fix any identified defects.	1 (one) IT Project Manager (Scrum Master)				Travel				
	1 (one) Senior Backend Developer				Subsistence allowance				
	1 (one) Middle Backend Developers				Local transportation costs				
	1 (one) Senior Frontend Developer				Communication				
	1 (one) Middle Frontend Developer				Other costs (specify)				
	1 (one) Senior DevOps								
	1 (one) Senior QA								
	1 (one) Designer (UI/UX)								
	Other experts (if any) [Please list]								
			<b>Sub-total 1</b>				<b>Sub-total 2</b>		
<b>Grand Total</b>	<b>Total Amount of Financial Proposal [Please specify currency]</b>								



**FORM L: PROPOSAL SECURITY**

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

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**Beneficiary:** Insert contact information for procuring organisation as provided in Section 3: Data Sheet.  
**RFP Reference:** RfP-26/03291

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

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

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

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

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

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

**SIGNATURE AND SEAL OF THE GUARANTOR BANK**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Name of Bank \_\_\_\_\_

Address \_\_\_\_\_

*[Stamp with official stamp of the Bank]*