Request for Quotation
RFQ # 2004-18
USAID Model Court Initiative
for Upgrade of the Integrated Case Management System for Moldova Justice Sector
Date: February 02, 2022

Checchi and Company Consulting, Inc. (part of Dexis Consulting Group) requests for quotations for pricing and terms for the potential provision of Upgraded Services for the Integrated Case Management System for the Moldova Justice Sector, as outlined below:

BACKGROUND
Checchi and Company Consulting, Inc. (Checchi), an international consulting company based in USA, is currently implementing the USAID-funded **Model Court Initiative (MCI) project in Moldova.** The goal of the MCI project is to assist the Government of Moldova to implement initiatives aimed at improving the efficiency, performance, and quality of court services based on best international practices and in line with international excellence standards for court services.

INSTRUCTIONS TO OFFERORS
With this RFQ, Checchi is soliciting offers from qualified companies to participate in the tender for services for Upgrade of the Integrated Case Management System for the Moldova Justice Sector in accordance with the specifications set forth below.

Offerors are responsible for ensuring that their offers are received by Checchi in accordance with the instructions, terms, and conditions described in this RFQ. Failure to adhere with instructions described in this RFQ may lead to disqualification of an offer from consideration.

Offer Submission Deadline
Offers must be received no later than **March 03, 2022, 17:00 Chisinau time.** Proposals received after the deadline will not be considered.

Submission of Offers
All offers must be submitted electronically to the following email address: moldova@dexisonline.com .
Offers must be on company letterhead with the company's contact name and address.

Please mention **"RFQ # 2004-18"** in the subject of the email.

Questions and Clarifications
All questions and clarifications regarding this RFQ must be submitted in writing to moldova@dexisonline.com no later than **February 28, 2022, 17:00 Chisinau time**. All correspondence must mention **"Questions re RFQ # 2004-18"** in the subject of the e-mail. Questions and clarifications that may be of interest to other bidders will be circulated to all parties that submitted the questions.

Only the written answers issued by Checchi will be considered official. Any verbal information received from employees of Checchi or any other entity should not be considered as an official response to any question(s) regarding this RFQ.

Required Documentation
The offers must include the following:
• Contact information of the Offeror.
• Cover letter, signed by an authorized representative of the offeror, which contains general information about the contractor, including full legal name and address of the company, full name of the legal representative (president or managing director) of the company, a contact name, email address, and telephone number to facilitate communication between Checchi and the prospective contractor;
• Offeror's professional track record and a description of a relevant portfolio demonstrating previous experience - at least three completed projects of similar scale and complexity, from which at least one project was for a state institution;
• Official quotation (A. Cost and B. Technical), including specifications of offered items and/or services (see Section.

Annex A. **TERMS OF REFERENCE**).;
• Description of approach and methodology to be used;
• Detailed CVs of staff to be involved and their roles and assignments within the project;
• Copy of offeror's corporate and tax registration documents or business license;
• Minimum three (3) references (names and contact information) that Checchi may contact to assess the company's past performance of similar work during the past three (3) years. References must include the following: name of the entity; contact name, phone number and email address; time periods when the work was performed; description of tasks, responsibilities, and deliverables in sufficient detail to determine the complexity of, and level of effort required to complete the work;
• Other attachments (if any).

Offerors are requested to provide quotations on their official quotation format or letterhead.

Source/Nationality / Origin
Only firms legally registered in Moldova may submit an offer in response to this RFQ.

All services offered in response to this RFQ or supplied under any resulting award must meet **USAID Geographic Code 937** and **110** in accordance with the United States Code of Federal Regulations (CFR), 22 CFR §228. The cooperating country for this RFQ is Moldova.

Quotations
A. Cost: Prices must be quoted as showing unit prices and total prices. Quotations must be expressed as fixed price, in USD. Quotations should list unit prices and total prices with and without VAT (please include two separate columns). Offers must clearly list all the items, indicate unit prices, quantities and total price.

B. Technical Quotation: A technical quotation will be submitted demonstrating how the assigned tasks set forth in Annex A shall be completed. The Technical Quotation shall be organized as follows:
• Cover page indicating the name of the company, registration number, contact information (address, telephone, e-mail for your company) and the name and title of the person authorized to negotiate the contract;
• Table of Contents;
• Acronyms page;
• Executive Summary – a summary of the main elements of your technical proposal per the technical evaluation factors (maximum 5-pages limit);
• Technical Approach – your detailed technical approach and methodology covering Annex A and organized according the technical evaluation criteria (40-page limit);

- Annexes: You may provide additional information in Annexes such as charts, tables, technical specifications and other information.

Validity Period
Offers must be valid for a minimum of ninety (90) calendar days after the offer deadline.

Eligibility: By submitting an offer in response to this RFQ, the offeror certifies that it and its principal officers are not debarred, suspended, or otherwise considered ineligible for an award by the U.S. Government. Checchi will not award a contract to any firm that is debarred, suspended, or considered to be ineligible by the U.S. Government.

Negotiations
It is expected that awards will be made based on submitted offers. However, Checchi reserves the right to conduct negotiations and request clarifications prior to awarding the contract.

Basis for Award
The award will be made to an offeror whose offer is compliant with RFQ requirements and instructions and has received the highest score.

Terms and Conditions
The award is subject to Checchi's standard terms and conditions. Please note that Checchi standard payment terms are thirty (30) days upon receipt of the complete documentation after acceptance of the deliverables. No advance payments are possible.

Evaluation of Quotations
For a quotation to be responsive, it must contain all the elements outlined in this RFQ for Checchi to comprehensively evaluate the quotation.

Checchi will first evaluate quotations for compliance with the mandatory requirements/elements of this RFQ. Quotations that do not contain all mandatory requirements/elements will not be considered.

Evaluation of offers will be performed according to the following evaluation criteria:

#	CATEGORY	POINTS
1.	**The proposed technical approach and development methodology** (maximum 30p.) • Proposed technical approach and development methodology match the requirements of this RFQ and of the required deliverables set out in this document (maximum 20p.) • Detailed and sound project plan for the successful completion of the work (maximum 10p.)	30
2.	**Relevant experience and proven expertise** (maximum 25p.) • Specific experience of the Offeror relevant to the assignment (maximum 10p.) • Minimum ten years of successful work experience, from which at least 5 years of previous experience in software development on the Moldovan market (maximum 10p.) • The degree to which the Offeror demonstrates a very good professional reputation as evidenced by the recommendation letters and contact references (maximum 5p).	25

3.	**Key Experts' qualifications and competence for the Assignment**
	      Position K-1: Project Manager = 5p
	       A. General qualifications (general education, training, and experience) = 10%
		15

	B. Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments) = 80%	
	C. Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.) = 10%	
	Position K-2: Business Analyst = 4p A. General qualifications (general education, training, and experience) = 10% B. Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments) =80% C. Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.) = 10% ***Position K-3: Software Development Engineer = 2p*** A. General qualifications (general education, training, and experience) = 10% B. Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments) = 80% C. Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.) = 10% ***Position K-4: Quality Assurance Specialist = 2p*** A. General qualifications (general education, training, and experience) = 10% B. Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments) = 80% C. Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.) = 10% ***Position K-5: Training Specialist = 2p*** A. General qualifications (general education, training, and experience) = 10% B. Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments) = 80% C. Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.) = 10%	
4.	**Price**	30
	TOTAL SCORE:	**100**

Partial Quotes: are not allowed.

The Offeror that receives the highest score will be recommended for a contract.

UPGRADE OF THE INTEGRATED CASE MANAGEMENT SYSTEM FOR MOLDOVA JUSTICE SECTOR

1. Introduction

Checchi is an international development firm based in the United States of America, which is implementing the USAID-funded Model Court Initiative (MCI) project in Moldova. MCI will assist the Government of Moldova to improve the efficiency and transparency of the Moldovan judicial system and improve access to justice for citizens of Moldova.

The MCI is the first Task Order under the seven-year Effective Justice Indefinite Delivery / Indefinite Quantity Contract. MCI is a three-year effort to improve the performance of courts in delivering quality justice services and to improve the connection between courts, communities, and system users. MCI works toward two Objectives: 1) identifying and supporting Moldovan courts in achieving and maintaining Model Court status through improved services to the public; and 2) supplementary national assistance to facilitate changes needed to improve performance at the individual court level.

To reach its Objectives, the Project, as per Activity 2.4 of the Year 1 Work Plan, has prepared the proposed list of new functionalities for the Integrated Case Management System (ICMS) to be developed under MCI to improve court case management. The list includes key functionalities in ICMS the Project will upgrade and new functionalities to be integrated into the ICMS and the ICMS Performance Dashboard.

The ICMS is a software developed for the Moldovan courts, owned by the Agency of Court Administration under the Moldova Ministry of Justice, to reduce corruption and promote transparency in the justice system.

USAID-funded Open Justice Project in Moldova provided technical assistance to the Moldovan Government to develop, upgrade, and implement a new state-of-the-art overarching version of the ICMS interoperable with relevant e-governance systems in Moldova. The ICMS has replaced the former system that the Moldovan courts were using since early 2009[1].

The ICMS has significantly improved case processing efficiency and transparency in Moldovan courts, and its benefits are summarized below.

- It ensures **case traceability** for the courts and the public (including via the Courts Web Portal), by assigning a unique number to each case for its entire life cycle (i.e., from initial registration and processing at the first instance court, through the appellate process, to final disposition)
- It secures **accountability** of ICMS users by introducing more than 250 logs to track their activity and requiring explanations and files uploads when sensitive actions are performed in the system
- It has a **random case assignment module** that minimizes the possibility of human interference in the distribution process thus reducing the risk of corruption and unfairness in the assignment of cases to judges
- It incorporates an **advanced electronic judicial statistics module** for courts, Agency for Court Administration (ACA) / Ministry of Justice (MOJ) and the Superior Council of Magistracy (SCM), which automatically generates **155** statistical reports to improve monitoring of court performance

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[1] The first version of a Case Management System (CMS) was developed and implemented in four pilot courts in 2008, under the Moldova Governance Threshold Country Program "Millennium Challenge," funded by the Millennium Challenge Corporation and administered by the USAID. Since 2009, the CMS was in use in all Moldovan courts.

- It has functionalities that ensure the publication of information about court cases on the Courts' Web Portal and public summoning, increasing the **transparency** of the courts' activity
- The **e-file module** allows lawyers to file **online,** and to have online access to their case files; this online access will be expanded to case litigants in the future
- It has a **security and data confidentiality** secured by a database monitoring system and different levels of access to confidential cases
- It includes an innovative and secure **interoperability** through the MConnect platform and the Population Registry, and the Registry of Legal Units, as well as a series of governmental e-Services such as MSign, MNotify, MPay, MPass, and MLog.

The proposed upgrades are based on the review of the progress made in the use of technology in courts. MCI developed a Review of ICT Systems in Moldovan Courts providing an assessment of the advancements made by the Moldovan Courts in using information technology systems, as well as the opportunities and challenges regarding the use of technology in courts. The review centered on the various components of technology in use by the Courts, and the organizational and structural setups to support the technologies.

The list of proposed new functionalities and upgrades are derived from a survey conducted for the baseline assessment of the first instance courts in Moldova, which highlighted the specific refinements to the ICMS required by the court staff and judges. In addition, the survey revealed strong support for the ICMS, continuing/expanding the use of e-filing, and solid and positive experience with Internet connectivity. MCI also conducted meetings with the members of the ICMS working groups to identify possible refinements to the ICMS, which were included in the list below (*5. Preliminary ICMS Upgrades plan and list of Refinements*).

To streamline court caseflow and improve court administration, MCI seeks a Local IT Company to develop and implement new functionalities and upgrades in the ICMS, in order to upgrade a sustainable software, capable of integration with all relevant E-governance Systems in Moldova and compatible with court reorganization and optimization process.

2. Background

The scope and high-level activities under the current assignment include:

- Development of new ICMS functionalities and upgrades, using modern technologies included in the list below:

    o Upgrade court judgments anonymization module,
    o Review and add additional rights to court staff roles in ICMS,
    o Upgrade registers in ICMS,
    o Complete specific ICMS menus with additional information included in dropdown menus or checkboxes,
    o Exclude doubling case participants when cases are merged,
    o Update results of hearings,
    o Develop and integrate a court staff engagement survey into the ICMS/BI Reports,
    o Develop and integrate a court user survey into the ICMS/BI Reports,
    o Develop and integrate into the ICMS an online petitions, notifications, and proposal submissions module.

- Integration of ICMS with relevant state information systems and development of APIs to allow for an exchange of data with third-party systems, as well as integration with relevant e-Governance systems (MPass, MSign, MPay, MConnect etc.);

- Training of ICMS users and administrators, as well as the facilitation of user acceptance testing (UAT) process;

- Updating ICMS documentation;

- Warranty, system maintenance, and user support.

3. **Technical approach and methodology**

Due to tight deadlines for the development and launch of new ICMS functionalities and upgrades, an iterative development approach is required to deliver the project on time and according to beneficiaries' expectations (Moldovan courts, the Ministry of Justice, and the Superior Council of Magistracy). When developing the project methodology, the IT Company shall consider the following aspects:

- Development of new functionalities and upgrades of ICMS shall be based on an iterative development methodology;
- The iterations shall result in monthly feature releases of ICMS to test the upgrades;
- The release plan and feature set shall be pre-approved by MCI and reviewed prior to the start of each iteration;
- A timeboxed approach (such as Agile with scrum, RAD, Kanban) shall be used within the monthly iterations, with the MCI technical leader serving as the product owner;
- The IT Company shall plan intermediary bi-weekly demo releases attended by MCI key staff (mandatory) and beneficiaries' representatives (as deemed necessary by MCI);
- After each demo release, the IT Company will prepare and submit a progress report outlining progress against the plan, risks and dependencies, next steps, etc.

Prior to the start of development, MCI will evaluate and approve the technical team, which will be involved in the development of ICMS updates. Any changes to the team shall be flagged to MCI and new team members shall be pre-approved by MCI before embarking on the project.

4. **Requirements regarding Offeror's Team**

The proposed professional staff should have worked within the IT Company for at least 1 year.

The IT Company Team will include at least: 1) Project Manager – 1 employee, 2) Business Analyst – 1 employee, 3) Software Developers – 3 employees, 4) Quality Assurance Specialist - 1 employee, 5) Training Specialist – 1 employee.

The Offer shall include the CVs of the proposed team members with letters of commitment that his/her employment contract will be full-time for the duration of the ICMS development.

The IT Company Team will include five Key personnel positions. The minimum qualification requirements for the key staff members are described below:

Profile	Minimum Requirements
Project Manager	
Qualifications and skills	• University graduate in a technical field, confirmed by graduation diploma;

Profile	Minimum Requirements
	• Internationally recognized project management certification obtained at least 5 years prior to the offer submission date; confirmed by a a copy of the certificate;
	• Excellent knowledge regarding software development methodology, documentation and testing.
	• Ability to work collaboratively within a team environment to develop project workflows, schedules and calendars;
	• Ability to speak, write and read English and Romanian fluently, and communicate effectively to all project stakeholders.
Professional experience	At least 10 years of overall professional experience in the IT field. Professional experience as Project Manager in at least one project completed for implementation of an integrated information system of the same scale (ex. with a minimum of 1500 simultaneous users).
Business Analyst	
Qualifications and skills	• University studies in the IT&C field, confirmed by graduation diploma; • Knowledge on business processes modeling in the content of IT systems, proved by a diploma/ certificate in the field; • Knowledge on system design analysis, system design specification, business processes analysis, project planning and activities management and monitoring, risk management, stakeholders management etc. • Ability to speak, write and read English and Romanian fluently.
Professional experience	At least 10 years of overall professional experience in the IT field. Specific professional experience proved through participating in at least one project of similar scale and complexity for implementation of an integrated information System, in which he/she held a position of Lead Business Analyst.
Software Development Engineer	
Qualifications and skills	• University studies in the IT&C field, completed by graduation diploma. • Knowledge on ASP.NET, SQL Server, HTML, CSS, JavaScript, and C#/VB.NET, analysis of functional & non-functional requirements, code review and peer review, use cases & business process diagrams etc. • Ability to speak, write and read English and Romanian fluently.
Professional experience	At least 10 years of overall professional experience in the IT field. Specific professional experience proved through participating in at least one project of similar scale and complexity, for implementation of an integrated information System, in which he/she held a position of Technical leader.
Quality Assurance Specialist	

Profile	Minimum Requirements
Qualifications and skills	• University studies in the IT&C field, completed by graduation diploma. • Knowledge on reviewing software requirements and preparing test scenarios, analyzing test results on application impacts, errors or bugs, and usability, executing test scripts and reviewing results, report bugs and errors to development teams, conduct post-release/ post-implementation testing etc. • Excellent speaking and writing in Romanian.
Professional experience	At least 5 years of overall professional experience in the IT field. Specific professional experience proved through participating in at least one similar project, for implementation of an integrated information System, in which he/she held a position of Quality Assurance Specialist.
Training Specialist	
Qualifications and skills	• Higher Education in ICT, or other relevant field; • Significant professional experience in conducting trainings; • Significant professional experience in development and monitoring training courses. • Excellent speaking and writing in Romanian.
Professional experience	At least 5 years of overall professional experience in training users in using information systems. Experience in training representatives of the public sector is an advantage.

5. **Preliminary ICMS upgrades plan and list of refinements**

Iteration	ICMS updates description
Iteration 1	
1.1. Upgrade the electronic ICMS file by adding new hearing results	Modify the electronic file in ICMS, by adding the possibility to select that the hearing took place in the judge's office. Modify the place where the hearing took place in 1) statistical report on the recording of hearings, 2) Register of hearings.
1.2. Upgrade the survey in ICMS	Upgrade the survey in ICMS (menu ICMS Registers/Surveys) for court employees. Add the functionality to reflect data in the performance indicator (1. 15 Workload of court workers), extract graphic and table format.
1.3. Develop a survey for court users in ICMS	Develop a survey for court users in ICMS (The satisfaction level of court services). The possibility to create and add surveys by the court's ICMS Manager. Sending a link of the survey to court users. Collect the data from ICMS. The collected data has to be available in graphic and table format.
Iteration 2	
2.1. Upgrade the complaints menu in ICMS	Upgrade the complaints menu in ICMS, add the button SEND DOCUMENTS BY EMAIL in the list of participants. The possibility to send judicial documents (decisions, citations) from the complaints menu directly to the email address of court users.
2.2. Upgrade the anonymisation	Upgrade the anonymisation module for court decisions by excluding the names of participants from the preselected words for anonymisation. Change the

Iteration	ICMS updates description
module for court decisions	anonymisation module so the only data preselected for anonymisation will include the IDNP of parties, home address and others. Add the possibility to mark all and unmark all words for anonymisation, by adding new buttons that will mark and unmark all words.
2.3. Upgrade the module that merges cases in ICMS	Upgrade the module that merge cases in ICMS in order to exclude the doubling of participants. The doubling of participants will be checked by the IDNP and IDNO of participants.
Iteration 3	
3.1. Upgrade the information panel for judges	Upgrade the information panel for judges. Change the category of *Registered and Distributed* by adding the complains that have been *Refused*. Add the option to extract data from the Information Panel in PDF format. Separate the data that reflects the court decisions in upheld/modified and annulled, and ensure the division of court decisions in two categories.
3.2. Create register for File of the victim and convicted	Upgrade registers in ICMS. Develop in ICMS a register that will contain the list from the Files of the convicted or victims in criminal cases. The register will be found in the Register menu. The results will be extracted from ICMS. The register will be available in Excel, Word, *PDF, PowerPoint, TIFF File, MHTML (web archive), CSV (comma delimited), XML file with report data, Data Feed.*
3.3. Upgrade the standard letter templates	Upgrade the standard letter templates. Send on email the letters and other documents to the parties of the case. The expedition will be possible directly from ICMS with the help of a ICMS generated letter template. To this letter you can annex court decisions, documents and the annexes will be automatically reflected in the template.
3.4. Upgrade the complaint profile and the electronic case at the documents menu.	Upgrade the complaint profile and the electronic case at the documents menu. Add to the document menu, a submenu that will make possible the publishment of documents in the small claims procedure on court's web portal instante.justice.md.
Iteration 4	
4.1. Create the possibility to download the audio files from ICMS into a one archived file	Create the possibility to download the recordings from ICMS, all recordings Femida and non Femida, from the case file menu. Develop the option to download the recording in a one ZIP file.
4.2. Upgrade the case assignment module	Upgrade the case assignment module in the cases that have minors according to the distribution regulation approved by Superior Council of Magistracy.
4.3. Upgrade the assignment module for recusals and abstains	Upgrade the assignment module for recusals and abstains for the Supreme Court of Justice and the Appeal courts according to the regulation on the case assignment approved by Superior Council of Magistracy. The recusals are assigned to panels of 3 judges. Offer the possibility to reassign the recusals and reflect this in the monitoring reports.
4.4. Change the search filter for cases and complaints	Change the search filter for cases and complaints by adding the personal data of participants, add new search criteria.

Iteration	ICMS updates description
4.5. Create PDF to WORD document convertor	Create PDF to WORD document convertor in the menu documents, this will be possible for documents in Final status.
4.6. Create a notify of reception of the email	Develop in ICMS the possibility to notify the reception of the email, when the user sends documents. The confirmation will be downloaded in PDF.
Iteration 5	
5.1. Upgrade the ICMS menu – Contested Files	Upgrade the ICMS menu – Contested Files by adding the Contested and Transferred and Contested and Closed files to the file menus for Civil, Criminal and Administrative cases.
5.2. Change the statistical report on the hearing of complains against the criminal investigation authority that applies special investigative measures article 313 Criminal procedure code	Change the statistical report on the hearing of complains against the criminal investigation authority that applies special investigative measures article 313 Criminal procedure code, by adding to the report a new column of Contested cases.
5.3. Create the register for sending and receiving cases	Develop in ICMS a register for the sent cases from the registrar to the judges team and vice versa, using electronic signature.
5.4. Update the hearing results	Update the hearing results and add as a mandatory field *with the hearing of a minor, interpreter involved, hearing result*: • Complaints/ general data/ hearings/ hearings results • Files/ general data/ hearings/ hearings results
5.5. Modify the profile of the complaints and cases examined in the low value procedure	Set as mandatory the mark *low value procedure*: • Complaints/ general data/ • Cases/ general data/
5.6. Modify the statistical file of the defendant	Modify the statistical file of the defendant, in order for this to be automatically filled in with data from the case profile of the defendant, menu Result of case/ sentence Complete the statistical file with the fields from results of the case, *proceedings stopped and the reason.*
Iteration 6	
6.1. Upgrade the menu – *responsible of execution*	Upgrade the menu – In charge of execution the decisions. In the menu file/ execution/ responsible for execution/ territorial military centers Create a register for the Territorial Military centers.
6.2. Modify the result of the case	Modify the result of the case in the Case menu/ Case files/ Case results/ Fine, the value in Lei. Upgrade the results for civil, criminal and administrative cases. In the menu File/ Case Results/ administrative cases add to the case result, individual administrative

Iteration	ICMS updates description
	act, / decision on the preliminary request, annulled, sub result obligation to act, inaction – according to article 244 administrative code.
	Case result (civil cases):
	Case result
	- Transferred by competence, - Declined competence.
	Sub result 3:
	- The court decided on the rights of a person not involved in the process ; - Different result
	Result of appeal:
	- Procedure ceased, - Decision to transfer.
	Change the result of the case in the Case menu/ Case files / case results, new category to introduce the judicial spending, data to be reflected in the statistical reports.
	Change the result of the case in the Case menu/ Case files / case results, value special seizure, reflected in the statistical reports.
6.3. Modify the statistical report on the publishing of judicial acts	Modify the statistical report on the publishing of judicial acts, by adding data from the Complaints in the case file.
6.4. Modify the ICMS menu for Administrate - Employees - Events	Modify the ICMS menu for Administrate - Employees - Events: *Annual paid leave (art. 112 CM RM)* *Unpaid leave (art. 120 CM RM)* *Medical leave (art. 123 CM RM)* *Maternity leave (art. 124 CM RM)* *Paternity leave, partially paid (art. 124 CM RM)* *Paternity leave (art. 1241CM RM)* *Supplementary unpaid leave to take care of child from 3 to 4 years old (art. 126 CM RM)* *Leave for parents of a newborn or an adopted child (art. 127 CM RM)* *Additional leave for employees that combine work with studies (art. 178* *CM RM)* *Suspension of working contract* *Transfer* *Courses for professional development*
6.5. Performance Dashboard/ Statistical Reporting Upgrades	New BI Reports in ICMS (OLAP/BI Reports) for performance indicators and statistical reports:
	(a) the court held a hearing in any place other than a courtroom or that a hearing that excluded the public;
	(b) a party was not represented by a lawyer;
	(c) the outcome in a civil case involved a court-approved mediation (ADR) session;
	(d) a victim in a criminal case was a woman, a child or a person from a disadvantaged group.

Iteration	ICMS updates description
Iteration 7	
7.1. Petitions and Notifications submission register in ICMS	Create a *"Petitions and Notifications"* register in ICMS on the menu Registry/Registers. The register will support filtering Petitions & Notifications according to the classifiers. Register also should support multiple filters (e.g. for example search by general date - "Name", "First name", "Date of receipt of the petition, notification or proposal", "Date of dispatch of the reply", search by document type "Petition", "Notification", "Proposal" and according to the status of the document in the system - "Submitted", "Registered", "Distributed", "Under examination", "Completed", "Incomplete", "Submitted to the SCM"). Thus, searches in the online register of petitions and notifications will be able to be adapted to the needs, in order to find information in a short time.). The register must allow exporting search results in at least following files: .xls, .pdf, .csv. The register must support both – simple and advanced types of search. Simple search will return results that contain searching criteria. Advanced search will represent a search using different indexes and combinations of searching criteria and will return more targeted results.
7.2. Petitions and Notifications submission forms	Create a "*Petitions and Notifications*" drop-down menu on the court's website, so that users will choose from two submenus: *"Petitions"* or "*Notifications*." Online users who will want to submit a proposal will click a separate menu called "*Proposals",* which will be available on the court's website (http://instante.justice.md/). The *"Petitions and Notifications"* component developed to enable interaction with court users will contain two different electronic forms, one for petitions and one for notifications, where the user will fill out mandatory fields. Both electronic forms will request metadata about the surname, name, address, and email address if the complainant is an individual. This data will include, but is not limited by: Type of petitioner (individual, legal entity), IDNP / IDNO, Name, Surname, Telephone, Country, District, Residence address, Gender (Male, Female), Language preferences (Romanian, Russian languages), E-mail; Judge's name, Date and place where the facts were committed, brief description of the facts, annexes, comments, etc. If the complainant is a legal entity, the form will request the name, headquarters, and email address of the entity. The electronic petitions form will also have a mandatory field where the complainant will indicate the recipient court, the object of the petition, and the reason for it. The online petitions form will include the option to upload potentially required documents and will support two languages. The Online form shall allow uploading of files with allowed extensions only. The list of allowed types of files will be configurable. The Online form will ensure multiple files upload (bulk upload). The electronic petitions and notifications forms will be available in Romanian and Russian. Users will sign petitions and notifications by means of the government's secure electronic signature service MSign. The electronic petitions and notifications forms will offer specific guidance for its users, such as a set of instructions on how to use its specific features at the start and a Frequently Asked Questions (FAQ) section.
7.3. Proposals submission forms	Court users who want to use the *"Proposals"* menu will also indicate the recipient court, the object of the proposal, and the reasons for it. The online proposals form will include the option to upload documents that may be required for the consideration of the proposal.
7.4. Automatic generation of	The Online Petition & Notification form must ensure automatic creation of the Petition & Notification name, this will be generated from the First and Last names of the person who sent the Petition & Notification.

Iteration	ICMS updates description
Petition & Notification name	
7.5. Petitions and Notifications submission confirmation	As soon as the filing of the petition or notification is finished, the online form will automatically generate a registration number and will notify the user via court users email about the registration of the petition or notification and the registration date generated by the online form.
	Court users will have the option of either to retrieve an acknowledgement of receipt of their petition or receive a notification online in email. After the petition and notification are filed, communication between the court user and the court will take place via the email.
	For every Petition & Notification registered the online form will generate the following documents: Petition & Notification registration confirmation; Delivery Slip;
	The petitions and notifications online forms will be integrated with the government's service MNotify to enable the electronic notification of the court and the court user via the email about the delivery and reception of messages.

5. Implementation schedule

The IT Company shall take the following implementation schedule in account when planning project activities:

#	STAGE / Milestone	Delivery date*	Acceptance date*
0	**PLANNING AND BUSINESS ANALYSIS FOR ICMS UPGRADES**	**Week 4**	**Week 8**
1	**SYSTEM UPGRADE**	**Week 28**	**Week 32**
1.1	Iteration 1	Week 4	-
1.2	Iteration 2	Week 8	-
1.3	Iteration 3	Week 12	-
1.4	Iteration 4	Week 16	-
1.5	Iteration 5	Week 20	-
1.6	Iteration 6	Week 24	-
1.7	Iteration 7	Week 28	
2	**USER TRAINING AND DOCUMENTATION**	**Week 28**	-
3	**WARRANTY MAINTENANCE AND SUPPORT**	**Week 80**	

* Weeks from contract signing date

6. Implementation stages

For a better understanding of the current assignment, this section aims to identify and list the major implementation stages and related activities. *Note that due to the iterative nature of the project, some of these phases and activities shall also be treated as iterative.*

7. Planning and business analysis

During this phase, the IT Company shall perform the following major activities:

- Finetune the approach and methodology;
- Develop and agree with MCI and the stakeholders about the high-level project plan and work breakdown structure; note that due to iterative nature of the project, detailed work plans will be developed and followed iteratively;
- Perform detailed business analysis for ICMS upgrades and refinements.

8. System upgrades development

During the system upgrades development phase, the IT Company shall perform the following major activities:

- Develop the system upgrades and refinements according to requirements of the beneficiaries Pilot Model Courts (PMCs) – the Balti and Ungheni District Courts, SCM, ACA and Service for Information Technology and Cyber Security (SITCS)) *(see 5. Preliminary ICMS upgrades plan and list of refinements)*;
- Optimize the overall performance and security of the system, considering bottlenecks existing in current system;
- Update APIs for third-party systems to consume data about the cases and decisions from ICMS, including publishing it on the portal of the courts of law;

- Configure and maintain a test and production environment;
- Update and maintain at all stages of system updates development a complete and up-to-date set of technical documentation, as detailed in the deliverables section below.

9. Testing and QA

During the testing and quality assurance phase, the IT Company shall perform the following major activities:

- Develop a complete set of test cases in a test management tool (e.g. TestLink or similar);
- Agree with the stakeholders (PMCs, SCM, ACA and SITCS) on the quality metrics for deploying the new releases for UAT; such metrics would revolve around the acceptable number of defects and severities discovered during internal testing process;
- Thoroughly test each release so that it is free of defects and other non-conformities and within the agreed quality metrics;
- Develop test execution reports before deployment of new releases; ideally, these reports should be generated based on data from the test management tool, with summary and conclusions added by the QA manager and recommendations for deployment or returning the release into development based on agreed quality metrics;
- Perform regular code reviews so that each release has passed at least one quality review, demonstrated by a code review report;
- Automate testing of migrated data from existing system to ensure integrity;
- During pilot stage, perform security and performance testing to ensure that the system is secure and can withstand enough users for production use.

10. User Acceptance Testing

User acceptance testing is a crucial phase for the success of the project and even though, most of the UAT activities shall be undertaken by the project beneficiaries, the IT Company shall perform the following activities:

- Develop, together with the main stakeholders (PMCs, SCM, ACA and STICS), a conclusive set of test cases that will be used for user acceptance testing;
- Provide support to stakeholder in running the UAT test scenarios and documenting the findings.

11. User Training

The following activities for under the user training phase:

- Update and maintain complete user guides for each of the main actors with description of main operations and screenshots of the application;
- Update and maintain a complete administrators' guide with description of administrative operations and screenshots of the application;
- Develop video tutorials for main scenarios by user roles, so that it is easy to train new users;
- Perform hand-on training for users in pilot institutions (Ungheni District Court and Balti District Court);
- Train a group of up to 15 trainers, with focus on the functional and interface changes from the current version;
- Train a group of up to 5 system administrators from ACA and SITCS.

12. Warranty maintenance and support services

ICMS adoption heavily relies on proper user support and system resilience. That is why ICMS shall have proper user support for a period of 12 months from the date of final acceptance, at least in the 8.00-17.00 hours range during business days. During this period, the uptime SLA[2] for ICMS shall be at least 99.9%;

The SLAs for resolving issues shall not exceed the following thresholds:

- For critical errors, the response time shall not exceed 2 hours, with resolution time not exceeding 4 hours;
- For all other errors, the response time shall not exceed 1 working day, with resolution time not exceeding 3 working days;

During this period, the MCI and the IT Company will meet quarterly to review the SLA levels identified above, and review / revise them as necessary to meet evolving system requirements.
The main tasks to be performed during this stage include, but are not limited to:

- Technical support to fix all reported non-conformities related ICMS functioning;
- Troubleshooting problems related to the ICMS configuration and functionality not identified during testing and acceptance phases;
- Support in ICMS administration offered to designated users to ensure additional knowledge sharing and transfer as appropriate;
- Install updates and upgrades to all ICMS components, including operating system, database, application server and any other third-party software.

13. **Post-warranty maintenance and support services**
After the expiry of the warranty period ACA as the owner of the ICMS may request the extension of services provision based on the cost included in the contract. The Supplier shall accept provision of such services at the specified cost for a period not less than 2 years.

14. **Deliverables**
Project deliverables shall include at least the following:

A. **Planning and Business Analysis for ICMS Upgrades and Refinements**
- Agreed project approach and methodology between MCI and Offeror;
- Project high – level plan;
- Business analysis document for ICMS upgrades covered in this RFQ.

B. **System upgrades development**
- Requirements documentation, maintained throughout the duration of the project and updated with changes resulting from documented change requests;
- Developers' guide, detailing the steps to establish a development environment, as well as fully documented and updated source code, delivered to ACA using an agreed version control system (e.g. Git, SVN, TFS);
- System installation and configuration guides;
- API and integration guide, detailing exposed APIs and offering sample integration code in one or two of widely used programming languages, as approved by the MCI and ACA.

C. **Testing and QA**
- Full set of test cases in one of agreed test management tools;

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2 Percentage of hours in the given period, typically in a month, for which the system is fully available.

- Quality metrics for deployment of new releases to test and production, signed off by the beneficiary during project planning;
- Test execution reports (for each release), corresponding to agreed quality metrics;
- Code review reports (for each release);
- Security test report (for test and production candidate releases);
- Performance test report (for test and production candidate releases).

D. User acceptance testing
- Full set of test cases for UAT, agreed with the stakeholders (PMCs, ACA and SITCS);
- UAT test execution reports (for each release), corresponding to quality metrics agreed between the MCI and the Offeror.

E. User Training
- User guides;
- Administrator guide;
- Video tutorials;
- Certificates of training completion.

F. Warranty maintenance and support
- The main deliverable for this stage shall be the *monthly maintenance report*, which will include the following:
- Details about the incidents reported by ICMS users during the reporting period and their status, including response and resolution SLAs;
- Details about other interventions during the reporting period (investigations, fine-tunes etc.);
- Actual uptime SLAs during reporting period.

Additionally, if the interventions during the maintenance stage require updates to the technical documentation, training materials, configurations and source code, such updates shall be delivered to MCI together with the monthly maintenance report.

15. Other considerations
A. Intellectual property rights

Intellectual Property Rights for all Contract deliverables belong to MCI.

MCI may transfer the Intellectual Property Rights to third parties as appropriate.