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***for selecting an IT expert (Project Manager) for the development of the e-consumer petitioning module, as part of the e-Democracy platform, under the EU and SFM funded action:
“Consolidating the Consumer Protection Framework in Moldova”***

1. Brief project description

Donors: European Commission and Soros Foundation Moldova

Implementation period: January 2024 – June 2026

Project total budget: EUR 784,285.00 EUR

AO Centrul Analitic Independent Expert Grup (further EG), as lead partner, in consortium with the Institute for European Policies and Reforms (further IPRE) and Soros Foundation Moldova, started, in January 2024 the implementation of the EU Grant Contract “Consolidating the Consumer Protection Framework in Moldova” (project duration 30 months).

The general objective of the project: overall objective of the Action is that consumer rights are known and enforced in Moldova. It contributes to fulfilment of the global objective of this call for proposals to strengthen CSOs’ capacity in the process of implementation of the Association Agreement, including at local level, considering that consumer protection is a key component of the association agenda and European integration process. Namely, it corresponds to Lot 2 of the call: support implementing rights-based consumer protection through advocacy activities. It will be addressed by the Action through two complementary specific objectives (SOs).

Specific objectives (SO):

1. SO 1. Government of Moldova has increased its capacities to enforce consumer protection legislation approximated with the EU acquis - will follow the top-down approach by targeting the policy makers. It will consist mainly of technical assistance that will allow the Government to speed up the harmonization process with EU acquis in the area of consumer protection.
2. SO 2. Consumers in Moldova increased their knowledge and capacities to promote their rights – will follow the bottom-up approach, by empowering the mass-media and civil society to promote consumer protection and raise the level of information and awareness in the society concerning this issue.

The main activities of the project are:

- OP 1.1. Comprehensive mapping of institutions in the field of consumer protection;
- OP 1.2. Gap analysis between the current situation in Moldova related to consumer protection framework and EU directives in this field;
- OP 1.3. Set of recommendations for relevant institutions to adjust the legal framework in line with the mentioned gap analysis;
- OP 1.4. Software that allows for quick classification, sorting, and processing of petitions and, at the same time, allows consumers to track the status of their petition;

- OP 2.1. Awareness raising campaign on consumer protection;
- OP 2.2. 5 sub-grants for mass-media;
- OP 2.3. European Consumer Centre established based on the requirements of the EU Acquis and relevant Directives;
- OP 2.4. A subgrant of EUR 60,000 for the setting up of the European Consumer Center (mainly, for hiring of key personnel).

Target groups and final beneficiaries of the project:

The Action will be implemented for 3 key target groups (TGs).

TG1 comprises the Ministry of Economic Development and Digitalization and its subordinated State Inspectorate for Supervision of Non-Food Products and Consumer Protection, as well as the entire constellation of institutions responsible for consumer protection, given the high fragmentation of the institutional framework in this area (table nr 1).

Table 1. Main public authorities that are dealing with consumer protection

Sector	Main public authority responsible for consumer protection	Subordinated public authority responsible for consumer protection
Non-foodstuffs, services, metrology	Ministry of Economic Development and Digitalization	State Inspectorate for the Supervision of Non-Food Products and Consumer Protection
Health	Ministry of Health	National Agency for Public Health
Transport	Ministry of Infrastructure and Regional Development	National Motor Transport Agency National Naval Agency Civil Aeronautic Authority
Constructions	Ministry of Infrastructure and Regional Development	Agency for Technical Supervision
Telecommunications	Ministry of Infrastructure and Regional Development	National Agency for Regulation of Electronic Communications and Information Technologies
Tourism	Ministry of Culture	State Inspectorate for the Supervision of Non-Food Products and Consumer Protection
Non-banking financial sector	National Bank of Moldova National Commission for Financial Market	National Commission for Financial Market
Banking financial sector	National Bank of Moldova	National Bank of Moldova
Foodstuffs	Ministry of Agriculture and Food Industry	National Agency for Food Safety
Energy, water and sewage	Ministry of Infrastructure and Regional Development	National Agency for Energy Regulation

Needs & Constraints: low capacities to align the legal and institutional framework to EU Acquis, poor inter-institutional coordination, lack of proper digital tools to manage consumer petitions and low credibility

among consumers. The Action will address these needs and constraints through technical assistance in fine-tuning the legal and institutional framework in line with EU Acquis and development (OP1.1-OP1.3) and implementation of the digital tool/software for management of consumer petitions (OP1.4), under SO1.

TG2: civil society. Needs & Constraints: low information and awareness about consumer rights and mechanisms to promote consumer protection, underfunding and poor organization of civil society that is working in this area. The Action will address these needs and constraints by supporting the creation of the European Consumer Center (OP2.3-2.4), as well as through the awareness campaign (OP2.1) under SO2.

TG3: mass media. Needs & Constraints: like civil society – low awareness, but also capacities to reflect consumer protection issues in their activity. The Action will address these needs and constraints by supporting 5 media CSOs, including through sub-grants (OP2.2), and by providing content for the awareness and visibility campaign (OP2.1) that will be implemented also through mass-media, under SO2.

2. Scope of the assignment and key activities to be conducted by the selected expert

The scope of this procurement consists in contracting an IT expert (Project Manager) that will ensure the management of the design, development, and implementation of the e-consumer petitioning module, as part of the e-Democracy platform.

The IT expert (Project Manager) will perform the following activities:

- ensure the full and on time implementation of the ToR for the development of the e-consumer petitioning module, within the allocated budget and meeting sustainability requirements of the system (lack of hidden high operating and maintenance costs);
- streamline the communication between the Payer, the E-gov agency (AEG), State Inspectorate for the Supervision of Non Food products and Consumer protection (SISNFPCP) and other relevant stakeholders, including but not limited to authorities in consumer protection field;
- organize and moderate daily stand-ups, sprint planning, retrospectives, and sprint reviews,
- establish and communicate the backlog;
- collaborate with action implementing team software developer, the SISNFPCP, and other relevant stakeholders to ensure the product backlog is prioritized, refined, and visible;
- ensure sprint goals are clear;
- track sprint progress;
- actively work to eliminate roadblocks that slow down the team's progress;
- report on the progress in the development of the e-consumer petitioning module with submission reports to the Payer indicating summary of the development, challenges and actions taken to address the risks;
- work closely with the IT service provider (software developer) to ensure the implementation of the ToR for the development of the e-consumer petitioning system;
- monitor the elaboration of the system, on time, according to the work plan submitted by the IT service provider and the ToR for the development of the e-consumer petitioning module;
- ensure the launch in production of the module, as part of the e-Democracy platform;
- supervise the testing, piloting and acceptance of the system, as well as elimination of bugs of the e-consumer petitioning module;

- supervise training activities under the contract and quality of the deliverables provided by the software developer;
- ensure collection of the development and signature of the documents necessary for the registering of the e-consumer petitioning module for the use by the public authorities in the consumer protection field;
- monitor the software development progress and ensure appropriate reporting of the activities performed by software developer;
- document and coordinate with the Payer the potential improvements to the module, that are not part of the scope, but that can considerably improve the e-consumer petitioning module and help better achieve the action's objectives.

3. Deliverables and the timeline of the assignment activities.

The deliverables and the timeline of the assignment activities are aligned with the workplan proposed by the software developer.

Main deliverables and the attempted timeline for their completion are listed below:

Phase	Deliverables	Timeline of the assignment activities
1	• coordinate the business analysis to clarify how the module will transpose the functional requirements listed in the ToR; • define the architecture and the structure of the database; • monitor the development of the Document Management System (personal cabinet) for authorities to support the management of the consumer petitioning module and the light version of it for the merchants and businesses (electronic alternative of the complaints book), as well as OCR tool; • define together with the Payer, AEG and the SISNFPCP the type of reports that the e-consumer petitioning module will generate; • finalize the MVP, test and initial feedback.	Weeks 1-16
2	• ensure the integration of the e-dossier function as described in the e-consumer petitioning module; • monitor the development of the e-consumer petitioning interface; • foster the integration of the e-consumer petitioning module in the e-Democracy platform; • ensure the implementation of notifications and approving workflows; • ensure the extension of the functional of the module to collective petitions and petitions' redistribution.	Weeks 17-24
3	• monitor the optimization of the performance and that of the security and of UX/UI of the module; • coordinate and monitor the development of the EVO mobile app interface for the e-consumer petitioning module;	Weeks 25-32

	- ensure the extended testing and the stabilization of the system; - monitor and ensure the migration of the consumer petitions for the relevant consumer protection authorities, as per the ToR, for the development of the e-consumer protection petitioning module.	
4	- ensure the organization of a training session (online or offline) for the relevant consumer protection authorities to instruct them on how to use the e-consumer petitioning module; - ensure the elaboration of the guides and materials both for the public, businesses and authorities on how to navigate and use the e-consumer petitioning module; - foster the launch in production of the module.	Weeks 32-36
	- send biweekly progress reports (one pager) to the e-consumer petitioning contracting parties (Payer, AEG and SISNFPCP) outlining the sprint retrospectives, the progress and the backlog for the upcoming two weeks; - prepare, at the end of each phase, the phase report that will list the implemented deliverables, as well as the backlog for the upcoming phase. - coordinate the communication between the e-consumer petitioning contracting parties and the IT service provider; - consult with the e-consumer petitioning contracting parties any important decisions concerning the prioritization of the deliverables and/or the implementation of ToR by the IT company; - notify immediately the contracting parties about any potential risks related to the elaboration of the module.	throughout the elaboration of the IT solution for e-consumer petitioning module

4. Allocation of expert days

For the implementation of its tasks, the IT expert (Project Manager) will be allocated 60 expert days.

The estimated allocation of the effort is listed in the table below.

The allocation of days by phase

Phase	Estimated effort (expert days)
1	25
2	10
3	15
4	10

5. Requirements for the expert

- a) bachelor's or master's degree in engineering, computer sciences, IT or similar;
- b) international certifications in agile methodologies are highly appreciated;
- c) minimum 3 years of relevant work experience as a Project Manager;
- d) proven experience in managing the implementation of informational systems for public authorities.
- e) skilled in PM tools such as Azure for DevOps, Trello etc.;
- f) knowledge and experience in integrating AEG products (Msign, Mcabinet, Mlog, EVO, etc)
- g) proven ability to effectively communicate with national institutions, stakeholders, and beneficiaries; excellent analytical, teamwork, presentation, and communication skills.

6. Evaluation grid

The evaluation of the applications will be carried out, by an assigned evaluation committee, in two stages:

Stage 1: Analysis of the technical offers according to the specified criteria with the respective scoring, including verification of compliance with the ToR.

Stage 2: Analysis of financial offers and calculation of the aggregated score according to the unique calculation formula.

In the first stage, the technical offer, submitted by each expert, will be evaluated against the technical requirements as follows:

Evaluation criteria	Points (max)
Bachelor's or master's degree in engineering, computer sciences, IT or similar	15
International certifications in agile methodologies	15
Minimum 3 years of relevant work experience as Project Manager	25 (3 years – 20 points, plus 1 point for every additional year of relevant experience as PM up to a maximum of 25 points)
Proven experience in managing the implementation of informational systems for public authorities.	5 points for 1 project (5 additional points for every additional, project up to max 15 points)
Skilled in PM tools such as Azure for DevOps, Trello, and knowledge and experience in integrating AEG products (Msign, Mcabinet, Mlog, EVO etc.)	20
Proven ability to effectively communicate with national institutions, stakeholders, and beneficiaries; excellent analytical, teamwork, presentation, and communication skills.	10
Total	100

The minimum qualification score for the technical offer is 75 points.

During the second stage, the Evaluation Committee will examine only the financial offers of the bidders that meet the minimum qualification score following the evaluation of the technical offers mentioned above.

The aggregated evaluation score (maximum 100 points) will be established by weighting technical offer against financial offer on an 80/20 basis.

Contracts will be awarded based on the most economically advantageous offers established based on the best quality/price ratio.