

Request for Quotation RFQ # 2004-11

USAID Model Court Initiative

for Upgrade of the Integrated Case Management System for Moldova Justice Sector

Date: October 29, 2021

Checchi and Company Consulting, Inc. (part of Dexis Consulting Group) requests for quotations for pricing and terms of potential provision of Upgrade Services of Integrated Case Management System for 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 Upgrade Services of Integrated Case Management System for Moldova Justice Sector in accordance with the specifications set forth below. As part of project activities, the MCI in Moldova requires the purchase of upgrade services of the Integrated Case Management System for Moldova Justice Sector needs.

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 **December 06, 2021, 17:00 local time**. Proposals received after the deadline may 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 quote reference "RFQ # 2004-11" 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 **December 02, 2021, 17:00 local time**. All correspondence must provide reference to the RFQ number. 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 and carry weight in the RFQ process and subsequent evaluation. Any verbal information received from employees of Checchi or any other entity should not be considered as an official response to any questions 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 successful projects of similar dimension and complexity, where 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; brief description of tasks, responsibilities, and deliverables;
- 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. No taxes or fees are to be added. Checchi is VAT-exempt. Offers must clearly list all the items, indicate unit prices, quantities and total price. Quotations must be expressed as fixed price, in USD.

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 (5 pages or less);
- Technical Approach – your detailed technical approach and methodology covering Annex A and organized according the technical evaluation criteria (60-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 sixty (60) 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 instructions and is evaluated as the most advantageous for Checchi.

Terms and Conditions

The award is subject to Checchi’s standard terms and conditions. Please note that Checchi standard payment terms are ten (10) banking business days upon receipt of the complete documentation after acceptance of the deliverables. No advance payments are possible.

Evaluation of Quotations

All Responses must contain the elements outlined in this RFQ for Checchi and Company Consulting, Inc. to comprehensively evaluate each quotation.

Checchi and Company Consulting, Inc. 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.	Adequacy and quality of the proposed methodology in responding to the Terms of Reference (maximum 20p.)	20
2.	Relevant experience and proved expertise (maximum 30p.) <ul style="list-style-type: none"> • Specific experience of the Offeror relevant to the assignment: A. Overall experience = 70%; B. Local experience = 30% (maximum 10p.) • Minimum ten years of successful work experience in demonstrating 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 10p). 	30
3.	Quality of technical proposal (maximum 20p.) <ul style="list-style-type: none"> • Proposed quotation and approach to this RFQ match the requirements, deliverables set out in this document. (maximum 10p.) • Detailed and sound project plan for the successful completion of the work. (maximum 10p.) 	20
4.	Key Experts’ qualifications and competence for the Assignment Position K-1: Project Manager = 5p A. General qualifications (general education, training, and experience) = 10%	15

	<p>B. Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments) = 80%</p> <p>C. Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.) = 10%</p> <p>Position K-2: Business Analyst = 4p</p> <p>A. General qualifications (general education, training, and experience) = 10%</p> <p>B. Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments) = 80%</p> <p>C. Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.) = 10%</p> <p>Position K-3: Software Development Engineer = 2p</p> <p>A. General qualifications (general education, training, and experience) = 10%</p> <p>B. Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments) = 80%</p> <p>C. Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.) = 10%</p> <p>Position K-4: Quality Assurance Specialist = 2p</p> <p>A. General qualifications (general education, training, and experience) = 10%</p> <p>B. Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments) = 80%</p> <p>C. Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.) = 10%</p> <p>Position K-5: Training Specialist = 2p</p> <p>A. General qualifications (general education, training, and experience) = 10%</p> <p>B. Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments) = 80%</p> <p>C. Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.) = 10%</p>	
5.	Price	15
TOTAL SCORE:		100

NB: Each sub-criterion will receive points only when it is proved through confirming documents, materials and/or documented experience.

Evaluation Criteria Grading for Each Criterion:

Exceptional	5 Points
Exceeds Expectations	4 Points
Meets Expectations	3 Points
Meets most but not All Expectations	2 Points
Non-Responsive to Expectations	1 Point

Partial Quotes: are allowed.

Checchi reserves the right to accept all or part of the quotation when awarding the contract. While preference will be given to offerors who can address the full technical requirements of this RFQ, Checchi may issue a partial award or split the award among various suppliers, if in the best interest of the Model Court Initiative project.

The Offeror that receives the most review points will be recommended for a contract.

ANNEX A

TERMS OF REFERENCE

UPDATE OF THE INTEGRATED CASE MANAGEMENT SYSTEM FOR MOLDOVA JUSTICE SECTOR

I. 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 Performance Dashboard.

The ICMS is software developed for the Moldovan courts 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 Integrated Case Management System (hereinafter referred to as ICMS) interoperable with relevant e-governance systems in Moldova. The ICMS has replaced the former system that the Moldovan courts were using since early 2009¹.

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

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 publication of information about court cases on the Courts' Web Portal and public summoning, increasing the **transparency** of the courts' activity
- **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 also derives from the 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 caseload 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 that will become a standard of best court automation practices in the region.

2. Background

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

- Development of a new functionalities and upgrades of ICMS, using modern technologies which were included in the list below:
 - Upgrade court judgments anonymization module,
 - Review and add additional rights to court staff roles in ICMS,
 - Upgrade registers in ICMS,
 - Complete specific ICMS menus with additional information included in dropdown menus or checkboxes,
 - Exclude doubling case participants when cases are merged,
 - Update results of hearings,
 - Integrate court staff engagement survey into the ICMS/BI Reports,
 - Integrate court user survey into the ICMS/BI Reports,
 - Other;
- Integration of ICMS with relevant state information systems and development of APIs to allow exchange 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 and facilitation of user acceptance testing (UAT) process;
- Updating the ICMS documentation;
- Warranty, system maintenance and user support.

3. Technical approach and methodology

Due to tight deadlines for development of a new functionalities and upgrades of ICMS and launching the in production, an iterative development approach is required to deliver the project on time and according to beneficiaries' expectations. 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 environment;
- 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 MCI technical leader serving as 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 progress report outlining progress against 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 ICMS updates development. 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	<ul style="list-style-type: none"> • University graduate in IT&C fields, confirmed by graduation diploma; • Internationally recognized project management certification obtained at least 5 years prior to the offer submission date; as a prove will serve the scanned copy of the diploma/certificate;

Profile	Minimum Requirements
	<ul style="list-style-type: none"> • Knowledge regarding a methodology for IT services management, and the necessary and sufficient skills for creating the IT flows and processes, respectively; • Ability to speak, write and read English and Romanian fluently.
Professional experience	<p>At least 10 years of overall professional experience in the IT field.</p> <p>Professional experience as Project Manager in at least one project completed for implementation of an integrated information System of the same scale.</p>
Business Analyst	
Qualifications and skills	<ul style="list-style-type: none"> • Graduate 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; • Ability to speak, write and read English and Romanian fluently.
Professional experience	<p>At least 10 years of overall professional experience in the IT field.</p> <p>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 Lead Business Analyst.</p>
Software Development Engineer	
Qualifications and skills	<ul style="list-style-type: none"> • Graduate studies in the IT&C field, completed by graduation diploma.
Professional experience	<p>At least 10 years of overall professional experience in the IT field.</p> <p>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 Technical leader.</p>
Quality Assurance Specialist	
Qualifications and skills	<ul style="list-style-type: none"> • Graduate studies in the IT&C field, completed by graduation diploma.
Professional experience	<p>At least 5 years of overall professional experience in the IT field.</p> <p>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.</p>
Training Specialist	
Qualifications and skills	<ul style="list-style-type: none"> • 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.

Profile	Minimum Requirements
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. Add survey for court users in ICMS	Add 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 module for court decisions	Upgrade the anonymisation module for court decisions by excluding the names of participants from the preselected words for anonymisation. Change the 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 merge 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. Extract the data concerning the parties of a case.	Extract the data concerning the parties of a case. Create the option to print the data concerning the parties of a case. Add the button extract the data and – <i>Preview in PDF</i> .
3.2. Extract the list concerning the parties of a case from the complaint and case menu	Extract the list concerning the parties of a case from the complaint and case menu. In the profile of the case, add the function to extract the list in pdf format.
3.3. Ensure the access for the judge's team (assistants) to analyse recusals	Review and add additional rights to court staff roles in ICMS. Ensure the access for the judge's team (assistants) to analyse recusals from the electronic case, mainly ensure the access to select the result of the recusal.

Iteration	ICMS updates description
from the electronic case	
3.4. Upgrade the information panel for judges	Upgrade the information panel for judges. Change the category of <i>Registered and Distributed</i> by adding the complains that have been <i>Refused</i> . 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.
Iteration 4	
4.1. 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.
4.2. 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.
4.3. 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.
4.4. Upgrade the recusals and abstains list	Upgrade the recusals and abstains list in the menu ICMS/Lists/Recusals, transfer from the menu New Recusals in the menu Completed Recusals the recusals transferred from ICMS 4.1.4. Exclude the additional complaints from the Recusals Menu. The list of additional complains will be transferred to the menu Complaints.
Iteration 5	
5.1. Change the format of the documents generated in the complains/cases	Change the format of the documents generated in the complains/cases in ICMS (distribution document, letters,) by moving the text 3 cm, in order for the documents to be attached to the paper format file without cutting any text.
5.2. Create the possibility to download the audio files from ICMS to an 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.
5.3. 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.
5.4. 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.

Iteration	ICMS updates description
5.5. 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.
5.6. 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.
5.7. Create the 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 6	
6.1. 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.
6.2. 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.
6.3. 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.
6.4. Update the hearing results	Update the hearing results and add as a mandatory field <i>with the hearing of a minor, interpreter involved, hearing result:</i> <ul style="list-style-type: none"> • Complaints/ general data/ hearings/ hearings results • Files/ general data/ hearings/ hearings results
6.5. Modify the profile of the complaints and cases examined in the low value procedure	Set as mandatory the mark <i>low value procedure:</i> <ul style="list-style-type: none"> • Complaints/ general data/ • Cases/ general data/
6.6. 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, <i>proceedings stopped and the reason.</i>
Iteration 7	
7.1. 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.

Iteration	ICMS updates description
7.2. Modify the result of the case	<p>Modify the result of the case in the Case menu/ Case files/ Case results/ Fine, the value in Lei.</p> <p>Upgrade the results for civil, criminal and administrative cases. In the menu File/ Case Results/ administrative cases add to the case result, individual administrative act, / decision on the preliminary request, annulled, sub result obligation to act, inaction – according to article 244 administrative code.</p> <p>Case result (civil cases):</p> <p>Case result</p> <ul style="list-style-type: none"> • Transferred by competence, • Declined competence. <p>Sub result 3:</p> <ul style="list-style-type: none"> • The court decided on the rights of a person not involved in the process ; • Different result <p>Result of appeal:</p> <ul style="list-style-type: none"> • Procedure ceased, • Decision to transfer. <p>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.</p> <p>Change the result of the case in the Case menu/ Case files / case results, value special seizure, reflected in the statistical reports.</p>
7.3. Update the types of hearings	Update the types of hearings. Preliminary hearing for the term restoration.
7.4. 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.
7.5. Modify the ICMS menu for Administrate - Employees - Events	<p>Modify the ICMS menu for Administrate - Employees - Events:</p> <ul style="list-style-type: none"> • 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. 124 ICM 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
7.6. Integrate ICMS with judicial record system (E-Cazier judiciar)	Integrate ICMS with judicial record system (E-Cazier judiciar). Download the judicial record of a party in the e file, in the case documents menu. Find and transfer the data to ICMS using the IDNP.

Iteration	ICMS updates description
7.7. Performance Dashboard/ Statistical Reporting Upgrades	New BI Reports in ICMS (OLAP/BI Reports) for performance indicators and statistical reports: <ul style="list-style-type: none"> (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.

6. Implementation schedule

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

#	STAGE / Milestone	Delivery date*	Acceptance date*	Liquidated damages
0	PLANNING AND BUSINESS ANALYSIS FOR ICMS UPGRADES	Week 4	Week 8	
1	SYSTEM UPGRADE	Week 28	Week 32	YES
1.1	Iteration 1	Week 4	-	Yes
1.2	Iteration 2	Week 8	-	Yes
1.3	Iteration 3	Week 12	-	Yes
1.4	Iteration 4	Week 16	-	Yes
1.5	Iteration 5	Week 20	-	Yes
1.6	Iteration 6	Week 24	-	Yes
1.7	Iteration 7	Week 28		
2	USER TRAINING AND DOCUMENTATION	Week 28	-	No
3	WARRANTY MAINTENANCE AND SUPPORT	Week 80		

* Weeks from contract signing date

7. 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.*

8. 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 beneficiaries 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.

9. 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 stakeholders (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.

10. 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 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.

11. 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, 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.

12. 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.

13. **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 SLA2 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 medium severity errors, the response time shall not exceed 1 working day, with resolution time not exceeding 3 working days;
- For low severity errors, the response time shall not exceed 1 working day, with resolution time not exceeding 10 working days.

During this period, the Beneficiary 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.

14. **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 3 years.

15. **Deliverables**

Project deliverables shall include at least the following:

A. Planning and Business Analysis for ICMS Upgrades and Refinements

- Agreed project approach and methodology;

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

- Project plan;
- Business analysis document for ICMS updates.

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 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.

C. Testing and QA

- Full set of test cases in one of agreed test management tools;
- 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;
- UAT test execution reports (for each release), corresponding to agreed quality metrics.

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.

16. 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.