Modernization of Government Services
in the Republic of Moldova
Project ID No. P148537

TERMS OF REFERENCE
NATIONAL CONSULTANTS – SOFTWARE DEVELOPERS

I.   Background

The Government of Moldova is determined to fundamentally change the way how public services are provided in Moldova through a variety of interventions for modernization of service delivery, which combat corruption, foster a customer care culture, enhance access, as well as increases efficiency in the Moldovan public administration.

From 2006 to 2013, Moldova modernized its civil service legislation and administrative processes under the Central Public Administration Reform (CPAR), supported by the World Bank's administered CPAR Multi-Donor Trust Fund.

In July 2016, the Government of Moldova approved the Public Administration Reform Strategy for 2016-2020[1], that kept the modernization of public services delivery process among its main objectives.

To achieve the stated objectives, the Government requested the World Bank's assistance for a PAR operation, that became effective in June 2018, called Modernization of Government Services Project (hereafter *MGSP* or *the Project*).

The design of the project takes into account the objectives of the Government of Moldova for inter-sectorial digitalization and makes extensive use of institutional and technological achievements of Governance e-Transformation Project (GeT) implemented by the Government of Moldova and World Bank in the period between November 2011- December 2016.

This year, the new Executive issued its governing National Development Plan 2023 – 2025[2] that sets modernization of administrative services and access of population to electronic public services as one if its major objectives. The recently approved Public Administration Reform Strategy 2023 – 2030[3] reconfirms the determination of the Government to modernize the administrative service delivery system by improving access to public services through various channels, their efficiency, reduction of unnecessary administrative burdens and cost of services for both beneficiaries and service providers, ensuring a stable level of quality of administrative services. The last, but definitely not the least, the Government Action Plan for 2023[4] through its envisaged actions counts on MGSP support to continue expanding the development of electronic services and digital transformation at various inter-sectorial level.

Therefore, MGSP continues to play a very important role in achieving the high level objectives set up by the Government. The project aims to improve access, efficiency and quality of delivery of selected administrative services through the following components:

1.   Administrative Service Modernization

The key activities under this component focus on re-engineering a group of government to citizen and government to business administrative services; piloting of one-stop-shops for public service delivery in selected locations and rolling out at national level; increasing public awareness on and advocacy for administrative services, with a particular highlight on e-services.

2.   Digital Platform and Services

The main objective of this component is to digitalize selected re-engineered government services; complete and strengthen a common infrastructure and mechanisms for rapid deployment of ICT-

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[1] http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=366209
[2] HG89/2023 (legis.md)
[3] HG126/2023 (legis.md)
[4] HG90/2023 (legis.md)

enabled public services; introduce government wide IT Management and Cyber Security standards and procedures. The component finances the procurement of additional shared computing infrastructure elements, digitization of services needed to deliver Government services electronically, as well as the development of a learning management system to mainstream the new digital infrastructure and the modernized services within the government.

3. Service Delivery Model Implementation

The objective of this component is to ensure that the institutional capabilities of key government agencies are aligned with and support the new model of public services delivery.

4. Project Management

This component supports the Digital Platforms Unit (DPU), based in the e-Governance Agency (eGA) and ensures the activity of the core e-Governance Agency team.

Current situation in the sector

The MGSP project is designed to reuse centralized infrastructures and platforms developed by the Government of Moldova in the framework of the first Governance e-Transformation Project.

The software development component of the electronic services, being a corner stone of the whole public service digitization process, requires the applicability of an integrated approach throughout the service digitization process and the subsequent exploitation and continuous improvement.

The software development aspects are considered to be an important part of the Public Service Digitization Process.

The lack of software development capacity in the Government Authorities makes these projects highly risky and prone to poor implementation outcomes.

Therefore, the e-Governance Agency, given the need for update/adjustment/modification of existing solutions by developing new functionalities, as well as the development of new IT solutions, needs additional resources in order to ensure the continuity of digitization of government services in the Republic of Moldova.

Moldova e-Governance Agency is looking for consultants (Software Developers) to ensure the software development capacity during the whole software solution development life cycle. The Consultants are required to be actively engaged with the required resources in various Governmental projects.

The activities regarding the upgrade and software development of new functionalities of at least 10 software solutions[5], will require involvement of consultants for the adaptive and corrective maintenance and new features development for following reusable governmental services:
- MConnect/MAccess – data exchange platform
- MPass – government electronic identity service
- MSign – government digital signature service
- MNotify – government notification service
- MPower – government authorization service
- MLog – government journaling service
- MDelivery – government delivery service
- MCabinet (Citizen's Portal and Business Portal)
- Public Service Portal – government portal for public services for citizens and business
- Registry of Public Services.

II. Objectives

The e-Governance Agency seeks to recruit 3 (three) National Consultants for the position of Software Developer to perform activities related to software development and support a flawless functionality of the information systems implemented and managed by e-Governance Agency.

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5 As per the Results Framework and Monitoring end target defined under Component 2 of MGSP.

III. Scope of Work

The Scope of the Consulting services includes but is not limited to software developing and support of information systems as fully functional products with all functionalities in place and/or new functionalities for the information systems managed by e-Governance Agency. The list of expected deliverables is indicated below:

- Compilable and documented source code (including third-party tools and libraries, where applicable and automation scripts).
- Deployment packages for testing and production environments developed or updated.
- Technical and End-user documentation developed or updated.
- General operational requirements for information systems development;
- Contributions to the development of digitization methodology, especially to non-functional requirements.

The Software Developers will be part of the eGA team and will primarily support the technical team of e-Governance Agency in development and maintenance of operated governmental reusable platform services, as indicated in the list above. The position includes tasks from the whole lifecycle, starting with investigating alternatives and proposing appropriate solutions, implementing their initial deployment, optimizing their maintenance, as well as automating the operational aspects of the tools, including logging, tracing, monitoring and alerting.

IV. Outputs

The outputs of the Software Developers will include the following, but will not be limited to:

1. Fully compilable and documented source code for newly developed or updated services placed in Dev Azure.
2. Peer code review notes and reports.
3. Incident management.
4. Quarterly Activity Reports.

V. Timing

This is a full-time assignment expected to commence in July 2023 with a three-month trial period. The contract may be extended subject to the Consultants' good performance and the same fee rate.

VI. Institutional arrangements

The Consultants will work for eGA and will report to and work under the direct supervision of the Senior Enterprise Architect.

The Consultants will undergo an internal evaluation of performance using an individual standard Performance Evaluation Form that will be completed and updated by the Consultants, discussed with and approved by eGA, every 12 months. The first evaluation will cover the trial period.

VII. Resources

The e-Governance Agency will provide working space, office equipment and communication facilities, as well as any other necessary means and support for Consultants in order to carry out this assignment.

VIII. Skills and Qualification requirements

Mandatory qualifications:

- University degree in areas such as Computer Sciences, Engineering, Telecommunications or related;
- At least 2 years of experience in IT area;
- At least 1 year experience in software development using modern development technologies, including MVC frameworks and ORMs;
- Experience in at least 1 software development project;

- Experience with unit testing and related tools;
- Ability to communicate in English and Romanian. Communication in Russian is an advantage.

Preferred requirements
- Experience in systems' integration, API design and development using SOAP/REST;
- Certifications in any software development technologies;
- Experience with Azure DevOps or .NET technologies.