

2013 - 2014

e-Government Centre

*Governance e-Transformation Project
in Moldova*

Achievements & Results in 2013-2014



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Background

The Government of the Republic of Moldova has recognized the need to use ICT as a crosscutting enabler of sustainable growth, competitiveness and improved governance, and in this context, it has requested the World Bank's assistance to enable the e-transformation of Moldova.

The Governance e-Transformation (GeT) Project is designed to increase efficiency and quality of a selected range of public services to citizens and businesses and improve management of ICT in the public sector.

The project is aimed to the benefit of all users of the Government services in Moldova so as citizens and businesses could obtain government services in both in electronic and traditional way.

This will enable Government and citizens to save time and money, increase satisfaction, discourage corruption, and render cost-effectiveness of the governmental operations.



- services for Citizens and Business

e-Reporting to the National House of Medical Insurance - raportare.md

- allows business to submit online reports
- replaces manual procedures with digital ones in receiving and processing reporting forms.

Launched on 18.02. 2013

Beneficiary: Business

Legal Framework: Government Decision Nr. 44 from 26.01.2012, regarding the approval of the Action Plan for 2012 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation).

Uptake for the period

07. 2013 - 12. 2014: 5,130 reports submitted online.

Funding source: Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD

Contract details: Contract Agreement No. 3/ICB C.2 from 19.01.2012 company awarded SC "DAAC System Integrator" SRL (Republic of Molova) final amount USD 99,082.88 (initial contract amount of - 74,863.00 USD plus three amendments totaling 24,219.88 USD).



Special Water Use Permits, Ministry of Environment - autorizatiimediu.gov.md

- allows citizens and business to apply and request special water use authorizations on-line

Launched on

03.2014

Beneficiary:

Citizens and Business

Legal Framework:

Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation).

Funding source:

Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD

Contract details:

Part of the Contract Agreement No. 14/ICB/2.2 from 25.03.13 company awarded Star Storage SRL (Romania).



e-Visa, Ministry of Foreign Affairs and European Integration - evisa.gov.md

- allows foreign citizens to request and receive visas for Moldova on-line

Launched on	1.08.2014
Beneficiary:	Foreign citizens
Legal Framework:	Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation).
Uptake for the period 08 - 12.2014:	27,27% of applications have been submitted online.
Funding source:	Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD
Contract details:	Contract Agreement No.12./ICB/2.1 from 25.03.13 company awarded Tangible Corporation SRL (Romania), final amount USD 154,239.99 (initial amount of - 120,208.32 USD plus two totaling 34,031.67 USD).



e-Services Civil Registry Office, Ministry of Justice servicii.gov.md/essc

- allows citizens to apply and pay online for copies for 21 types of civil status acts.

Launched on

8 e-services in 07.2013; 13 e-services in 11.2014

Beneficiary:

Citizens

Legal Framework:

Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation).

Funding source:

Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD

Contract details:

In-house development by e-Government Center's consultants.



e-Factura (e-Fiscal Invoice), State Tax Office, Ministry of Finance - servicii.fisc.md

- on-line system to issue and transmit electronic invoices by business, government entities and citizens.

Launched on

07.2014

Beneficiary:

Government entities, business and citizens.

Legal framework:

Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation); and Government Decision Nr. 461 from 16.06.2014 regarding amendments to the Government Decision Nr. 294 from 17.03.1998.

Uptake:

for the period 02 - 12.2014: 4,197 economic entities, and 6,811 unique users²³ out of 28 public institutions with inspection mandate

Funding source:

Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD

Contract details:

Contract details: Contract Agreement No13/ICB/2.2 from 25.03.12 company awarded AlfaSoft SRL (Republic of Moldova), final amount USD 190,780.00 (initial amount of - 148,000.00 USD plus three amendments totaling USD 42,780.00).



e
factura

Government as a Platform

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Government Service for Authentication and Access Control MPass - mpass.gov.md e-Government Center, State Chancellery

- National authentication and authorization service that enables secure access to e-services and online interactions between citizens, business and government. MPass integrates all the legally available in the Republic of Moldova, instruments for digital authentication (mobile signature, digital certificate available on USB token, eID). Government entities should integrate their information systems and services with MPass to enable Single Sign On (SSO).

Launched on

05.2012

Legal Framework:

Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation).

Government Decision Nr. 1090 from 31.12.2013 on government service for authentication and access control (MPass)

Uptake:

18 government IT systems integrated with MPass.

Funding source:

Governance e-Transformation Project World Bank/IDA Credit Nr. 5000MD

Contract details:

Contract Agreement No. 1/QCBS/2.2 from 15.09.11 company awarded Hewlett-Packard Consortium between S.C. Hewlett-Packard (Romania) S.R.L. and I.C.S. Hewlett-Packard (Republic of Moldova) S.R.L., having as sub-consultant AlfaSoft SRL (Republic of Moldova) amount USD 249 935,00.



Government Common Technology Platform MCloud Phase 1 - mcloud.gov.md e-Government Center, State Chancellery

- MCloud is government shared technological platform based on cloud computing technologies. MCloud platform provides different models of cloud services to government entities, such as IaaS, PaaS and SaaS.

Launched on

14.02.2013

Beneficiary:

public authorities

Legal framework:

Government Decision Nr. 44 from 26.01.2012, regarding the approval of the Action Plan for 2012 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation).

Government Decision Nr. 128 from 20.02.2014 on common government technological platform MCloud

Uptake:

22 government entities

Funding source:

Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD, Dutch Trust Fund

Contract details:

Contract Agreement No 5/ICB from 04.07.12 contract awarded to Joint Venture between Star Storage (Romania) and Fors Computers (Moldova) final amount USD 2,210,664.93 (initial amount of - 1,906,185.00 USD plus three amendments totaling 304,479.93 USD)



Government service for digital signature MSign - msign.gov.md e-Government Center, State Chancellery

- National digital signature service MSign is a reusable service provided at the level of the Government common technological platform and provides an integrated, secure and flexible mechanisms for application and verification of the digital signature. Government entities should integrate their information systems and services with MSign to enable a unified, secure and simple way of applying electronic signature.

Launched on 05.2013

Legal framework: Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehcnological modernization (e-Transformation).

Government Decision Nr. 405 from 02.06.2014 on Governmental Electronic Service - Digital Signature (MSign).

Uptake: 15 government IT systems integrated with MSign

Funding source: Governance e-Transformation Project World Bank/IDA Credit Nr.5000MD

Contract details: In-house development by e-Government Center's consultants



Governmental Service for Electronic Payments Mpay - mpay.gov.md
Ministry of Finance, National Bank of Moldova, State Chancellery,
banking sector and public authorities (public service providers)

- allows citizens and busines to pay for public services through available payment methods on the territory of the Republic of Moldova (internet banking, banking cards, cash-in terminals and cash)
 Beneficiary: Citizens and public authorities

Launched on 17.09.2013

Legal framework: Government Decision Nr. 44 from 26.01.2012, regarding the approval of the Action Plan for 2012 pentru implemting the Strategic Program for governance tehcnological modernization (e-Transformation).

Government Decision Nr. 329 from 28.05.2012 regarding the Government Service for Electronic Payments

Government Decision Nr. 280 from 24.04.2013 regarding some measures for implementing the Government Service for Electronic Payments (Mpay)

Uptake for the period

09.2013- 12.2014: 571,241 transactions - online payments through Mpay for publice services.
 14 payment providers integrated (1 in process)
 12 public authorities / public service providers integrated (6 in process)
 17 services integrated (11 in process)

Funding source: State budget.

Contract details: Government of Moldova through e-Government Center and State Enterprise Center for Special Telecommunications has procured MPay Platform as a service, paying 0.96 MDL per transaction, in accordance with Government Decision Nr. 280 from 24.04.2013



The Enterprise Content Management Platform (ECMP) e-Government Center, State Chancellery

- serves as a common platform for re-use by government entities, for easy (no-code) development of new e-registers and e-permits services. ECMP is integrated with all governmental platform services such as MConnect, MPass, MSign, MPay, MNotify and MLog.

Launched on

12.2013

Legal framework:

Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation).

Government Decision Nr. 717 from 29.08.2014 on Enterprise Content Management Platform.

Funding source:

Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD

Contract details:

Contract Agreement No. 14/ICB/2.2 from 25.03.13 company awarded Star Storage SRL (Romania) final amount USD 672,088.00 (initial amount of - 650,000.00 USD plus four ammendments totaling 22,088.00 USD).



Open Data Portal – **date.gov.md** version 3.0., State Chancellery, e-Government Center

- A platform aims at facilitating citizens' access to data of central public administration authorities. The platform represents a single point of access for open data through which the Government of Moldova provides citizens and businesses with access to public data sets. The portal was designed for all the stakeholders that are interested in consulting and re-using open governmental data, whether they are citizens, CSOs, private sector or public officials.

Launched on
Beneficiary:

02.2014

Government entities, business and citizens.

Legal Framework:

1. Government Resolution No. 700 from 25.08.2014, Policy concept on the principles of the open government data.

2. Government Resolution No. 701 from 25.08.2014, on the approval of the publication methodology of open government data

3. Government Resolution No. 886 from 08.11.2013, on the approval of the Methodological Norms for applying the Law no. 305 from 26 December 2012 on the reuse of public sector information

4. Law No. 171-XIII from 6th of July, 1994 on the trade secret

5. Law No. 982-XIV from 11th of May, 2000 on Access to Information

6. Law No. 245-XVI from 27th of November, 2008 on State Secrets



Open Data Portal – **date.gov.md** version 3.0., State Chancellery, e-Government Center

7. Law No. 133 from 8th of July, 2011 on the protection of personal data

8. Law No. 305 from 26th of December, 2012 on the re-use of PSI

9. Government Resolution no. 1123 from 14th of December, 2010 on the approval of the Requirements for personal data security at their processing within information systems of personal data

10. Government Resolution no. 710 from 20th of September, 2011 on the approval of the Strategic Program for Governance Technological Modernization (e-Transformation)

Uptake:

In 2014, the portal was visited by 34,825 users and recorded 164,124 page views. The number of content downloads from the portal reached the number of 199,330, 3,293 of 3430 resources of data being downloaded in total. A number of 44 public administration institutions are connected to the portal.

Founding source: Contract details:

*Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD
IT Developer contract Nr.58/IC/1.2.2 from 15.05.13 amount \$16,306.59*



Government as a Platform



State Registry of Inspections, State Chancellery - controale.gov.md

- a common platform allowing authorized inspection authorities to automatize the process of planning the inspections and registering planned and unplanned inspections as well as publish them on the public portal controale.gov.md.

Launched on

07.2014

Beneficiary:

Government entities, business and citizens.

Legal framework:

Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation).

Uptake:

23 out of 28 public institutions with inspection mandate

Funding source:

Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD

Contract details:

Part of the Contract Agreement No. 14/ICB/2.2 from 25.03.13 company awarded Star Storage SRL (Romania).



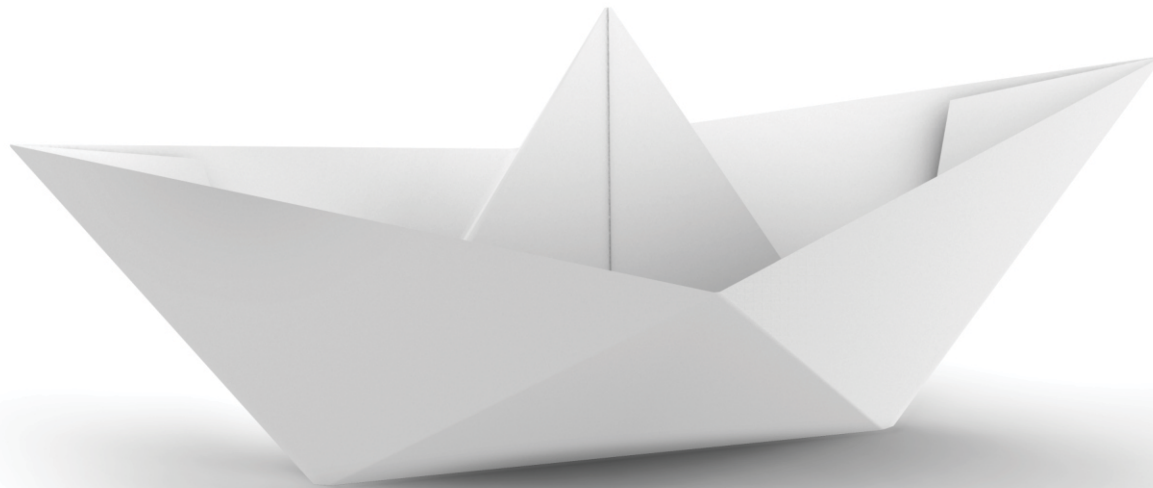
Digitization of the Civil Status Archive II, Civil Registry Office, Ministry of Justice

- Digitize the entire paper archive in the amount of 9 million acts and import them into existing electronic archive (SAIS). Digitization process includes scanning the paper acts, annotation of acts with metadata, quality testing of scanned image and metadata and import into electronic archive (SAIS).

Launched on 28.07.14

Legal framework: Government Decision Nr. 1096 from 31.12.2013, regarding the approval of the Action Plan for 2014 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation).

Funding source: Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD
Contract details: Contract Agreement No. 17/ICB/2.2.1 from 28.07.14 company awarded Joint Venture S.C. Intergraph Computer Services S.R.L. (leader - Romania) - S.C. Sistec Confidential S.R.L. (associate - Romania) - S.C. Primul Meridian S.R.L. (associate - Romania), final amount USD 747,000.00.



Government Interoperability Platform MConnect, e-Government Center, State Chancellery

- facilitates data exchange between government authorities and other entities for more efficient and improved public service delivery and government operations.

Piloting Phase

Launched on

07.2014

Beneficiary:

Public authorities, private sector, academia.

Legal framework:

Government Decision Nr. 656 from 05.09.2012 on Approval of the Program on the Governmental Interoperability Framework

Government Resolution Nr. 404 from 2.06.2014 on Piloting the Governmental Interoperability Platform

Order No. 303 from 9.09.2014 on approving the standard forms of Agreements and Contracts on provision of services from/based on the Governmental interoperability Platform.

Funding source:

Governance e-Transformation Project, World Bank/IDA Credit 5000MD

Contract details:

Contract Agreement No.15/ICB from 12/02/14 company awarded Joint Venture between Tangible Corporation SRL (leader - Romania) and WSO2 Inc (partner - USA) final amount 794, 196 Euros (initial amount of 714,746 Euros - plus two ammdments totaling 79,450 Euros).



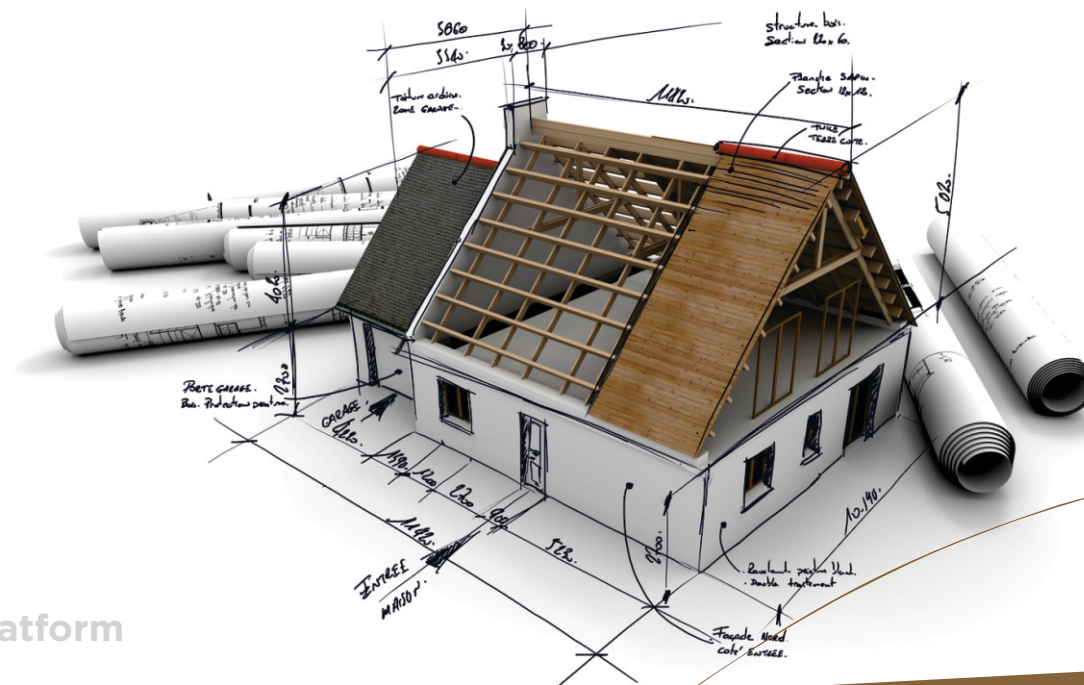
Digitization of Cadastral Archive, Cadaster and Land Management Agency, State Enterprise "Cadastru"

- Digitization of 20 million cadastral archive files out of 60 million to improve the quality and efficiency of public service delivery related to real estate administration.

Launched on 07.08.14

Legal framework: Government Decision Nr. 1096 from 31.12.2013, regarding the approval of the Action Plan for 2014 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation).

Funding source: Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD
Contract details: Contract Agreement No18/ICB/2.2.1 from 07.08.14 company awarded Joint Venture Printec Group Romania SRL (leader - Romania), Innovative Micro Solutions SA (partner Greece) and ICS Printec Technology SRL (partner - Republic of Moldova), final amount 1,045,451.95 USD



Digitization of the Civil Status Archive I, Civil Registry Office, Ministry of Justice

- Development of an electronic archive that would store digitized civil status acts and digitize the acts issued in the period 1911-1944.

Launched on Legal framework:

The digitization of 4.8 million acts was completed in 12.2014.
Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation).

Funding source: Contract details:

Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD
Contract Agreement No10/ICB/2.2.1 from 05.02.13 company awarded AS Andmevara (Estonia); Real Esystems SRL (Moldova); Eesti Arhivaar OÜ (Estonia); Aproservice-X SRL (Moldova), final amount 678,907.00 Euros (initial amount of - 611,307.00 USD plus four amendments totaling 67,600.00 Euros).



Legal and enabling framework

- 1. Legal*
- 2. Capacity building*

Legal and enabling framework

EGC drafted and promoted an enabling legal framework to advance and support Governance e-Transformation:

1. Legal

- *Government Decision #131 from February 20, 2013 on transfer of property from EGC to the Center for Special Telecommunication to ensure M-Cloud operation*
- *Government Decision #262 from April 15, 2013 on piloting Information System of documents and records management (SIGEDIA)*
- *Government Decision #280 from April 24, 2013 on some action for implementation of Governmental e-Payment Service (Mpay)*
- *Government Decision #505 from July 9, 2013 on transfer of property (scanners) from EGC to 6 central public administration authorities*
- *Prime-Minister's Order Nor. 0105-135 from July 19, 2013 on the preparation for the M-Pay service launching in the CPA authorities*
- *The Order 287-A from August 9, 2013 on the Standard Agreement and Contracts afferent to the Service Governmental Payment Gateway*
- *Government Decision # 624 from August 21, 2013 "On amending the Government Decision # 975 from December 22, 2012"*



Legal and enabling framework

- *Government Decision # 719 from September 16, 2013 "On amending the Government Decision # 760 from August 18, 2010"*
- *Government Decision # 1096 from December 31, 2013 "On Approval of the 2014 Action Plan for the Implementation of the Strategic Program for Technological Modernization of Governance"*
- *Government Resolution #128 from February 20, 2014 "On the Governmental Shared Technological Platform (MCloud)"*
- *Government Decision #461 from June 16, 2014 on operating modification to the Government Resolution no. 294 from March 17, 1998 (incl. provisions on eTax information system utilization, legal weight of the electronically generated and finalized fiscal invoices and shipping invoices (through e Invoice information system))*
- *Government Resolution #404 dated June 2, 2014 on Piloting the Governmental Interoperability Platform*
- *Government Resolution #624 dated July 23, 2014 on transmitting the information system "Registry of Personal Data Operators" to the Center for Special telecommunications*
- *Government Resolution #700 dated August 25, 2014 on approving the Open Data Principles*



Legal and enabling framework

- *Government Resolution #624 dated July 23, 2014 on transmitting the information system “Registry of Personal Data Operators” to the Center for Special telecommunications*
- *Government Resolution #700 dated August 25, 2014 on approving the Open Data Principles*
- *Government Resolution #701 from August 25, 2014 on approving the Methodology for Open Data Publishing*
- *Government Resolution #708 from August 28, 2014 on the Governmental Journaling Platform Service Mlog*
- *Government Resolution #717 from August 28, 2014 on the Governmental Platform for Registers and Permissive Acts PGRAP (ECMP)*
- *Order #305 from September 9, 2014 on approving the standard template Agreement and Contract on provision of services from the shared Governmental technological platform Mcloud*



Legal and enabling framework

2. Capacity building

ECG has organized capacity building programs in partnerships with public and private sector for Government CEO, open data coordinators, IT managers. 2,401 public servants and other employees of CPA and LPA authorities have been trained under the GeT Agenda, of which 1,188 within training sessions organized under the WB-financed GeT Project

- **Governance e-Transformation Training Program, launched in February 2013**

Information and training sessions on MCloud, MSign, MPass, ECMP, MConnect, SIGEDIA, Legal Framework, Open Data, Drupal- based web site development, e-Services delivery model were organized for aprox.1309 public servants and employees of CPA authorities to advance Governance e-Transformation at the sectorial level:

- Seminar on e-Transformation Coordinators and IT managers of public and private sector on PGRAP
- Workshop open the latest date analysis of the de facto opening institution-level data
- Training - the use of the State Register of Controls for specialists that will be responsible for training all employees of the institutions involved in the control
- Information session at sectorial implementation of e-Transformation Agenda
- Training of central authorities on the automated system "e-Invoice"
- Workshop - "Open Contracting"
- Central Public Authorities trained in the use of the State Register of Controls



Capacity building:

- *Informative sessions on the implementation of Government Interoperability Platform*
- *Informative sessions provided by UTI Systems International opportunities offered by digital tools*
- *Trainings "DRUPAL" for public employees*
- *Civil servants trained in using ECMP platform*
- *Government Interoperability Platform and Platform for e-Books and e-Permits the coordinator for e-Transformation in the PCA*
- *Officials responsible for managing APC sites continue to be trained in the use of technology DRUPAL*
- *Public consultation - Concept Vision MCloud 2020*

- ***Inception Course in Governance e-Transformation (7 rounds) for CPA public servants***

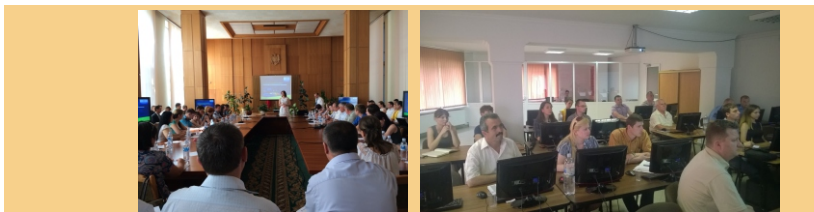
196 public servants trained (training certificate; credit-based)

- ***Governance e-Transformation Course offered by Public Administration Academy***

Since October 31, 2013, 870 public servants have been trained.

- ***Cyber Security Month – October 2013, 2014***

Information, awareness and training events organized in partnership with European Union Agency for Network and Information Security(ENISA), public and private sector, development partners, NOVATECA, Municipal Library B.P.Hasdeu, LA STRADA (NGO)



Partnerships and sharing experience

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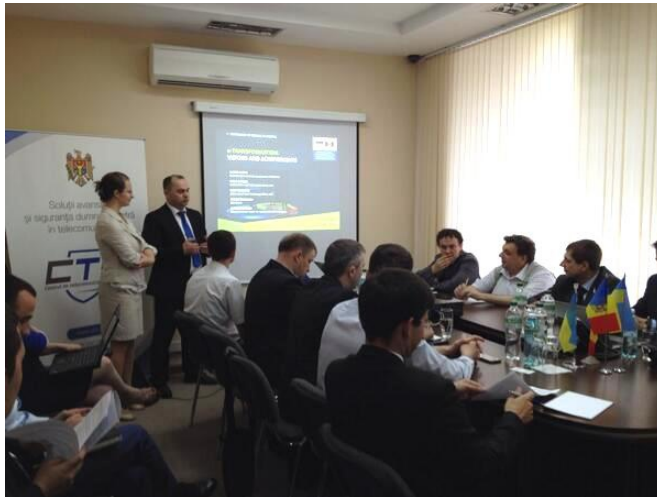
Partnerships and sharing experience

EGC initiated and developed partnerships with public and private sector in order to increase digital skills and inform citizens and business sector about e-government services.



Partnerships and sharing experience

- Sharing Governance e-Transformation experience
e-Government Center collaborated with government and nongovernment partners from Estonia, Poland, Ukraine, Romania, Tadjikistan, Kirghistan, UK in field of innovative governance.



Electronic Governance Center



UPTAKE

The background of the slide is an abstract composition of soft, flowing lines in shades of light blue and white. These lines create a sense of movement and depth, starting from the bottom right and curving upwards and to the left. The overall effect is clean, modern, and professional.

Uptake

EGC uses several tools to measure progress and monitoring citizens openness for e-government agenda and also for the uptake of electronic services:

1. National Annual Survey "Citizens' perception, uptake and support for the e-Transformation of Governance in Republic of Moldova"

In the period 2013- 2014 were conducted two national surveys. The survey data shows an increase of the level of trust and openness of citizens for e-governance, compared with 2011-2012. More details can be found online ([link](#) 2 surveys).

2. Monthly barometer

Monthly tool showing the adoption of each electronic service launched. It can be accessed on [egov.md](#) ([link](#)).

3. Government e-Transformation Project. Results framework -World Bank

The the results of e-Government Transformation Project is updated every three months and can be accessed online ([link](#)), funded by the World Bank.





**Governance e-Transformation Agenda
Disbursement Status 2010-2014**

Acquisitions. Government e-Transformation Project

Governance e-Transformation Agenda Disbursement Status 2010-2014

	2010-2011	2012	2013	2014
Consulting services (IDA Credit)	\$638 573,22	\$1 162 354,60	\$948 382,59	\$1 052 916,60
Goods (Hardware, Software, Related Services) (IDA Credit)	\$42 739,50	\$975 254,41	\$1 162 958,81	\$1 793 634,76
Incremental Operating costs (IDA Credit)	\$19 380,15	\$31 752,24	\$26 488,53	\$41 979,47
Training of Public servants (IDA Credit)	\$58 608,05	\$98 831,07	\$74 867,24	\$46 969,19
Government Contribution	\$127 600,41	\$317 641,41	\$202 009,34	\$484 547,69
Multi-Donor Trust Fund Grant		\$1 481 979,64		
Total disbursed (USD) per year	\$886 901,33	\$4 067 813,37	\$2 414 706,51	\$3 420 047,71
Total disbursed (USD)	\$10 789 468,92			

The total amount disbursed out of the proceeds of the credit in the amount equivalent to US\$ 20,000,000, received from the International Development Association (IDA) toward the cost of Governance e – Transformation Project until December 31, 2014 - USD 8,175,690.43

The total amount disbursed out of the proceeds of the Trust Fund - USD 1,481,979.64

The total amount disbursed out of the proceeds of the Government Contribution - USD 1,131,798.85

