



# ***MOLDOVA GOVERNANCE E-TRANSFORMATION PROJECT: BORROWER'S IMPLEMENTATION COMPLETION REPORT***

***2011 - 2016***



Report drafted by Moldova e-Government Center  
March 2017



## **I. General Description of GeT Project and GeT Agenda**

## **II. GeT Project Progress and Status as of Dec. 31, 2016**

2.1 Institutional Capacity dimension

2.2 Legal Framework for GeT Agenda elaborated under GeT Project

2.3 Citizen Engagement Measures

2.4 e-Governance Products launched under GeT Project: contract details and uptake

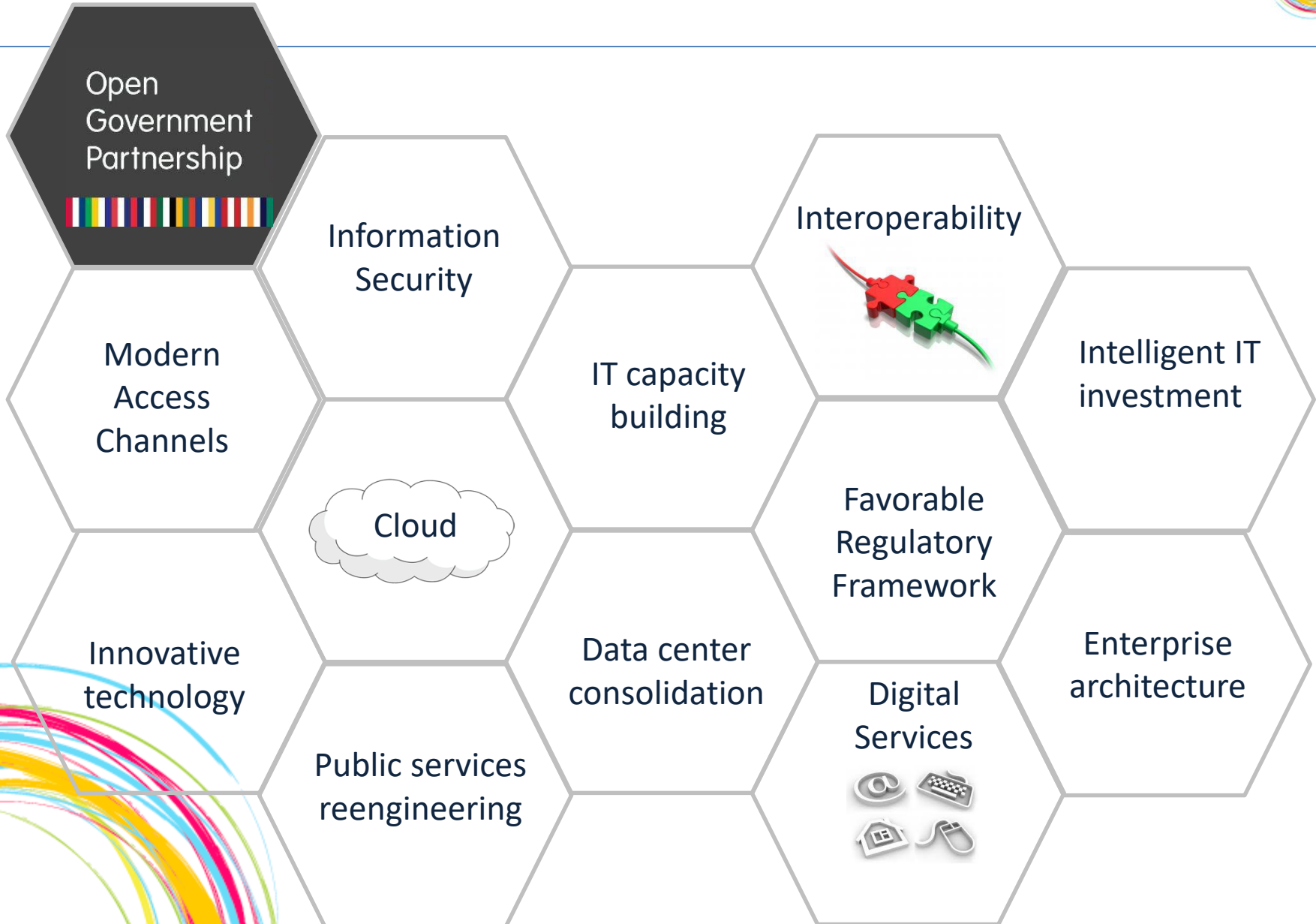
2.5 Support to ICT Competitiveness Enhancement (to Ministry of ICT)

2.6 Cancelled Procurements

## **III. Lessons Learned**

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# I. Brief Description of GeT Agenda and GeT Project



# I. Brief Description of GeT Agenda and GeT Project



**Expected impact** targeted by the Agenda: to make - through intelligent IT investments and massive use of IT in the public sector – the governance and the Government:

- transparent
- highly-performing and efficient
- responsive and responsible
- connected
- citizen- and business- centered
- stimulating social inclusion
- encouraging competitiveness
- benefitting from a high mindshare of citizen engagement and support



# I. Brief Description of GeT Agenda and GeT Project



## Project Brief

- **PPF Q-729 for the preparation of Moldova GeT Project**

**PPF budget: 2 mln \$**

**Implementation Period: July 20, 2010 - October 31, 2011**

- **Moldova Governance e-Transformation Project**

**Credit MD 50000 amount: 18 mln \$**

**Government Contribution: 3 mln \$**

**Date of Financing Agreement (FA) signing: July 1, 2011**

**Date of FA Ratification by the Parliament: July 28, 2011**

**Effectiveness date: September 28, 2011**

**Implementation Period: November 1, 2011 - December 31, 2016**

**Closing date: December 31, 2016**



# I. Brief Description of GeT Agenda and GeT Project

## Moldova GeT Project: Sources of Financing

- *World Bank/IDA credit – Moldova GeT Project: 18.4 mln \$ (Sept. 2011- Dec. 2016)*
- *State Budget/Local Govt. Contribution to GeT Agenda implementation: 3.1 mln \$*
- *Dutch Trust Fund (administered by the WB): 1,485,000 \$. Implemented / disbursed in 2012*

***Disbursed as of December 31, 2016 under the GeT Project: USD 18,317,476.06***

## e-Government Center

eGovernment Center (eGC) was created in August 2010, and is GeT Project's Implementing Agency. As of December 31, 2016, it had 14 full-time consultants/ experts (10 within the EGC Core Team component, and 4 – PIU staff), and 4 local full- and part- time long-term consultants.

**Programs managed by eGC:** Moldova GeT Project, Strategic Program for Governance e-Transformation, Paperless Government, Open Government initiative, and since 2017 – preparation of Moldova Modernization of Governmental Services Project (IDA-financed, planned for years 2018-2022).

Since August 2014, EGC is also the partner implementing entity of Moldova Social Innovation Lab (collaboration Project with UNDP Moldova). Under the referenced project the Moldova Innovation Lab "MiLab", meant to pilot, experiment with, apply Social Innovation in Governance, most innovative approaches in service redesign, digitization, citizen engagement, policy elaboration etc. Since 2017 the Lab passes is under the direct incidence of the State Chancellery.



## II. GeT Project Progress and Status as of Dec. 31, 2016

2.1 Institutional Capacity dimension

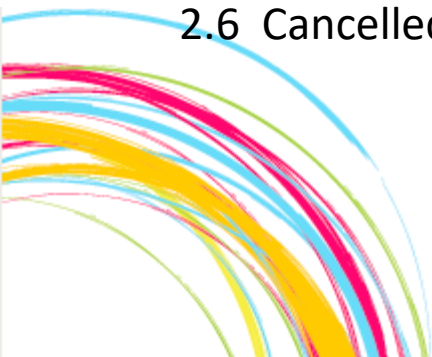
2.2 Legal Framework for GeT Agenda elaborated under GeT Project

2.3 Citizen Engagement Measures

2.4 e-Governance Products launched under GeT Project: contract details and uptake

2.5 Support to ICT Competitiveness Enhancement (to Ministry of ICT)

2.6 Cancelled Procurements



## 2.1. INSTITUTIONAL CAPACITY



### ***INSTITUTIONALIZING THE CIO OFFICES IN THE CPA SECTOR***

Gov. Resolution on GeT/CIO Office (subdivision) creation in the CPA authorities (# 499 from July 6, 2012)

- ***19 Central Public Administration authorities institutionalized CIO offices with 2 to 6 employees each***

#### 4 areas to be covered:

- *General Coordination/CIO*
- *Technological and InfoSec Coordination (CTO, CISO)*
- *Data Analysis*
- *Project Management*

All central public administration authorities have assigned a CIO/Coordinator for e-Transformation, as well as well focal points for Open Data.



# 2.1 INSTITUTIONAL CAPACITY



## CAPACITY BUILDING IN NUMBERS

During the period 2011-2016, under the GeT Agenda, there have been organized more than 120 training or information sharing events, and eGC delegated its Consultants to other more than 260 trainings, information sessions, workshops.

**As of December 31, 2016:**

**4,481 public servants and other employees of CPA and LPA authorities have been trained under the Governance e-Transformation Agenda, of which 2,667 - within training sessions organized under the IDA-financed GeT Project:**

- **GeT Project:** Structural formal trainings with certification (for CIOs and other employees from the public agencies' Departments for Coordination of Governance e-Transformation): **236 individuals, of which:**
  - *Inception Course in Governance e-Transformation (7 rounds): 196 individuals trained, certified (credit-based)*
  - *Project Management Course for CIO/GeT Departments from Public Agencies: 40 individuals trained, certified*
- **GeT Project:** Sessions of trainings on specific dimensions, products or initiatives under Governance e-Transformation Project (MCloud, Interoperability Framework, Open Governance, DRMS, Cyber Security, MPay, Registers Development based on ECMP etc.) and Project Management: **2,431 public servants & employees of CPA authorities**
- **GeT Agenda (general):** Public Administration Academy, in partnership with the State Chancellery and EGC, included the Module "Governance e-Transformation" within 4 courses for CPA and LPA authorities' servants. To date, the Academy provided trainings in e-Transformation to **1,814 public servants**.

**Outside of the public sector, the number of beneficiaries/participants to the training or information sharing activities related to e-Governance and its products raised up to 7,321 individuals (journalists, librarians from NOVATECA-modernized libraries, e-Gov ambassadors, students, private sector representatives, academia sector representatives, volunteers, NGO representatives etc.)**

## 2.2 Legal Framework drafted under GeT Project



### List of normative acts for the GeT Agenda, developed by or with the support of the Legal Team contracted under the GeT Project:

1. Government Decision #710 from Sept. 20, 2011 on Approval of the Strategic Program for Governance Technological Modernization (e-Transformation)
2. Government Decision #709 from Sept, 20, 2011 on some measures in the field of Governance e-Transformation
3. Government Decision # 44 from January 26, 2012 on approving the Action Plan for 2012 for the implementation of the Strategic Program for e-Transformation
4. Government Order # 21-d from March 26, 2012 on common governmental technology infrastructure, based on technology „Cloud Computing”
5. Government Decision # 188 from April 03, 2012 on WEB pages of public authorities
6. Government Decision # 195 from April 04, 2012 on the approval of the Action Plan for the years 2012-2013 on Open Government
7. Government Decision # 329 from May 28, 2012 on the Governmental e-Payment Service
8. Government Decision # 330 of May 28, 2012 on creation and management of the single Government Portal of Public Services
9. Government Decision # 499 from July 06, 2012 on Subdivision for e-Transformation in the central public administration authority
10. Government Decision # 657 from Sept. 5, 2012 on approving the Regulation on content management of single Government Portal of Public Services and integration in portal of e-services and amending some Government decisions

## 2.2 Legal Framework drafted under GeT Project



### List of normative acts for the GeT Agenda, developed by or with the support of the Legal Team contracted under the GeT Project:

1. Government Decision #656 of September 5, 2012 on approving of the Interoperability Framework Programme
2. Gov. Decision #822 from Nov. 6, 2012 on services of e-mail system of Public Authorities
3. Law # 305 from December 26, 2012 on information re-use in public sector
4. Government Decision #972 from December 21, 2012 on Approval of the Action Plan for Y2013 for the Implementation of the Strategic Program for Governance e-Transformation
5. Government Decision #975 from December 22, 2012 on the Approval of the Action Plan for Year 2013 for the implementation of the Initiative “Paperless Government”
6. Government Decision #131 from February 20, 2013 on transfer of property from EGC to the Center for Special Telecommunication to ensure MCloud operation
7. Government Decision #262 from April 15, 2013 on piloting Information System of documents and records management (SIGEDIA)
8. Government Decision #280 from April 24, 2013 on some action for implementation of Governmental e-Payment Service (MPay)
9. Government Decision #505 from July 9, 2013 on transfer of property (scanners) from EGC to 6 central public administration authorities
10. Prime-Minister’s Order #0105-135 from July 19, 2013 on the preparation for the M-Pay service launching in the CPA authorities

## 2.2 Legal Framework drafted under GeT Project



### List of normative acts for the GeT Agenda, developed by or with the support of the Legal Team contracted under the GeT Project:

1. The Order 287-A from August 9, 2013 on the Standard Agreement and Contracts afferent to the Service Governmental Payment Gateway
2. Government Decision # 624 from August 21, 2013 "On amending the Government Decision # 975 from December 22, 2012"
3. Government Decision # 719 from September 16, 2013 "On amending the Government Decision # 760 from August 18, 2010"
4. 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
5. Government Resolution #128 from February 20, 2014 "On the Governmental Shared Technological Platform (MCloud)"
6. 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))
7. Government Resolution #404 dated June 2, 2014 on Piloting the Governmental Interoperability Platform
8. Government Resolution #624 dated July 23, 2014 on transmitting the information system "Registry of Personal Data Operators" to the Center for Special Telecommunications

## 2.2 Legal Framework drafted under GeT Project



### List of normative acts for the GeT Agenda, developed by or with the support of the Legal Team contracted under the GeT Project:

1. Government Resolution #700 dated August 25, 2014 on approving the Open Data Principles
2. Govt. Resolution #701 from Aug. 25, 2014 on approving the Methodology for Open Data Publishing
3. Govt Resolution #708 from Aug. 28, 2014 on the Governmental Journaling Platform Service MLog
4. Govt. Resolution #717 from August 28, 2014 on the Governmental Platform for Registers and Permissive Acts PGRAP (ECMP)
5. Order #305 from September 9, 2014 on approving the template Agreement and Contract on provision of services from the shared Governmental technological platform MCloud
6. Order #306-03 from May 21, 2015 on the implementation of the GeT Agenda
7. Government Resolution #198 from April 23, 2015 on the Modification and Amending of the Gov. Resolution #122 from February 18, 2014 (Action Plan 2014-16\_Public Service Reform)
8. Order #655-A from November 23, 2015 on the approval of the template Agreement for the utilization of the Governmental Platform for registers and permissive acts” (ECMP/PGRAP)
9. Order of the Govt. General Secretary #645-A from Nov. 11, 2015 on approving the Rules for administration of the Governmental Integrated Electronic Signing Service MSign
10. Govt. Resolution #966 on the approval of the Action Plan/Roadmap for Public Services Modernization Reform 2017-2021: <http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=366273>
11. Govt. Resolution #1432 on the approval of the National Action Plan for Open Governance 2016-2018: <http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=368355>

See the full list and links to the text of the above-mentioned normative acts here:

[www.egov.md/index.php/ro/resurse/legislatie](http://www.egov.md/index.php/ro/resurse/legislatie) and [www.egov.md/index.php/en/resurse-en/legislation](http://www.egov.md/index.php/en/resurse-en/legislation)

## 2.3 CITIZEN ENGAGEMENT MEASURES



### Citizens engagement measures within GeT Project

1. Participating to the Annual National Citizen Survey for e-Governance Transformation Support, Perception, and Uptake – 5 annual surveys have been performed to date (one – for 2016 is under the stage of primary data processing and report elaboration). More than 25 perception indicators, as well as data on households endowment with computers, Internet connection etc. are collected yearly based on this national scale survey (with > 3,000 respondents). Part of the survey data is used to update the GeT Project Results Framework (this being the only WB-financed project in Moldova, and e-GovCenter - the only public institution in the country having public perception indicators as core indicators in their Results Frameworks & Performance Evaluation Matrix.
2. Participating to online surveys for services digitization projects prioritization (in 2011, 2013 – to opt for the groups of services or individual services to be digitized within the project, in 2014-2015 – to evaluate the accessibility and usability of Open Data and Public Services Portals, and suggest improvements; in spring-summer 2016 – to participate to the prioritization exercise in the context of elaborating the National Roadmap for Public Services Modernization Reform (approved as Govt. Resolution #966 dated August 8, 2016). e-Government Center has a subscription to an Online Survey Platform – SurveyMonkey - and uses it regularly for online surveys with citizens, economic entities/private companies as customers of public service providers and users of offline and online services, eGov platforms etc., as well as within the

public sector, among civil servants (evaluation of trainings organized within the project, needs assessment, internal usability surveys, accessibility of draft reengineering methodologies, adjustments to public sector training curricula etc.) More than 60 online survey iterations have been used until now.



## 2.3 CITIZEN ENGAGEMENT MEASURES



### Citizens engagement measures within GeT Project

3. Co-creation when designing e-Governance products – groups of citizens/customers have been used to test the beta versions or prototypes of portals and other e-Governance products. Usability testing has been performed for each product launched before expert operational acceptance. Currently a company is contracted to provide expert and facilitate customer feedback on a range of e-Governance platforms implemented within the Project. The Company has been also connected with the UNDP-led ACCESSIBILITY.MD platform which ensured feedback on those users of eGov platforms who have special needs and specific disabilities (visual impairments, reduced mobility etc.) **See slide 71, Procurement Package #18 for details.**
4. E-Government Center has many partnership projects - with NOVATECA Project (Modernization of more than 500 libraries throughout the country), JILDP (UNDP Project to support decentralization and Local PA capacity strengthening), UN Women, ODIMM Business incubators, Peace Corps volunteer platform, several Chambers of Commerce & Industry, private companies, and many others – within which a range of surveys have been performed financed by partners' resources, meeting with citizens or businesses focus groups, expert task forces etc. have been organized in the period 2011-2016.
5. e-Ambassadors platform – librarians, students, journalists, experts, simple citizens have applied for and been granted with the status of e-Governance ambassadors to perform, participate to or contribute to Awareness Raising campaigns and measures to promote the uptake of e-Governance products implemented within the project.

6. Pop-up quality and/or accessibility evaluation online surveys are used for a range of products (currently for example there are active surveys on the State inspection Platform – for businesses, and e-application for CB – for citizens).



## 2.3 CITIZEN ENGAGEMENT MEASURES



### Citizens engagement measures within GeT Project

7. Moldova Innovation Lab Project – a social innovation lab - MiLab - is financed by UNDP and attached to the eGov Center since Sept. 2014. Through the MiLab project we embed and promote citizen-driven/customer-led innovation in public services and public policies (co-creation in public service reengineering (Design Thinking), behaviorism, social gaming, anticipatory governance, distributed governance, Open Data and Big Data innovation projects in the public sector). MiLab activity report can be provided upon need.
8. e-Government Center has a collaboration with a group of active NGOs in the segment Open Governance and e-Gov since 2011. The Group is led by Moldova Open Government Institute, and actively participates or even organized/organizes meetings, workshops, remote hubs, focus groups to provide to the public sector partners inputs on public policy documents, reforms etc. A particular area of interest, of focus are the Open Governance Action Plans, within which elaboration and implementing the group has an important role. The eGov Center was the first public institution to elaborate and transmit to stakeholders, within GeT Project, a Divergence Feedback Table (feedback-on-feedback note on the draft bi-annual Open Governane Action Plans) not only to Public Institutions, but also to NGOs.



9. Another survey – on Interoperability need in the public sector and its impact on the service itinerary simplification for citizens – is under preparation currently with a UNDP partner project. There are ongoing 2 surveys – one online within the public sector, based on eGov Center online survey account and possibilities for analysis, and another one – among citizens (financed by UNDP). The survey will be used as well in the context of the public consultations, and planned approval in the following 2 months, of the Law on Interoperability in the Public Sector.



## 2.4 e-Governance Products launched under GeT Project

### Open Governmental Data Portal

Open Data portal [www.date.gov.md](http://www.date.gov.md) was launched on April 15, 2011

- **Number of datasets to date:** 937
- **Publishing institutions:** 48 central public administration agencies
- **The most active agencies:** the Ministry of Health, Ministry of Interiors, National Statistics Bureau, Ministry of Economy, and Ministry of Education
- **Number of unique visitors:** 248,292
- **Number of visits:** 343,689
- **Number of downloads:** 2,412,474

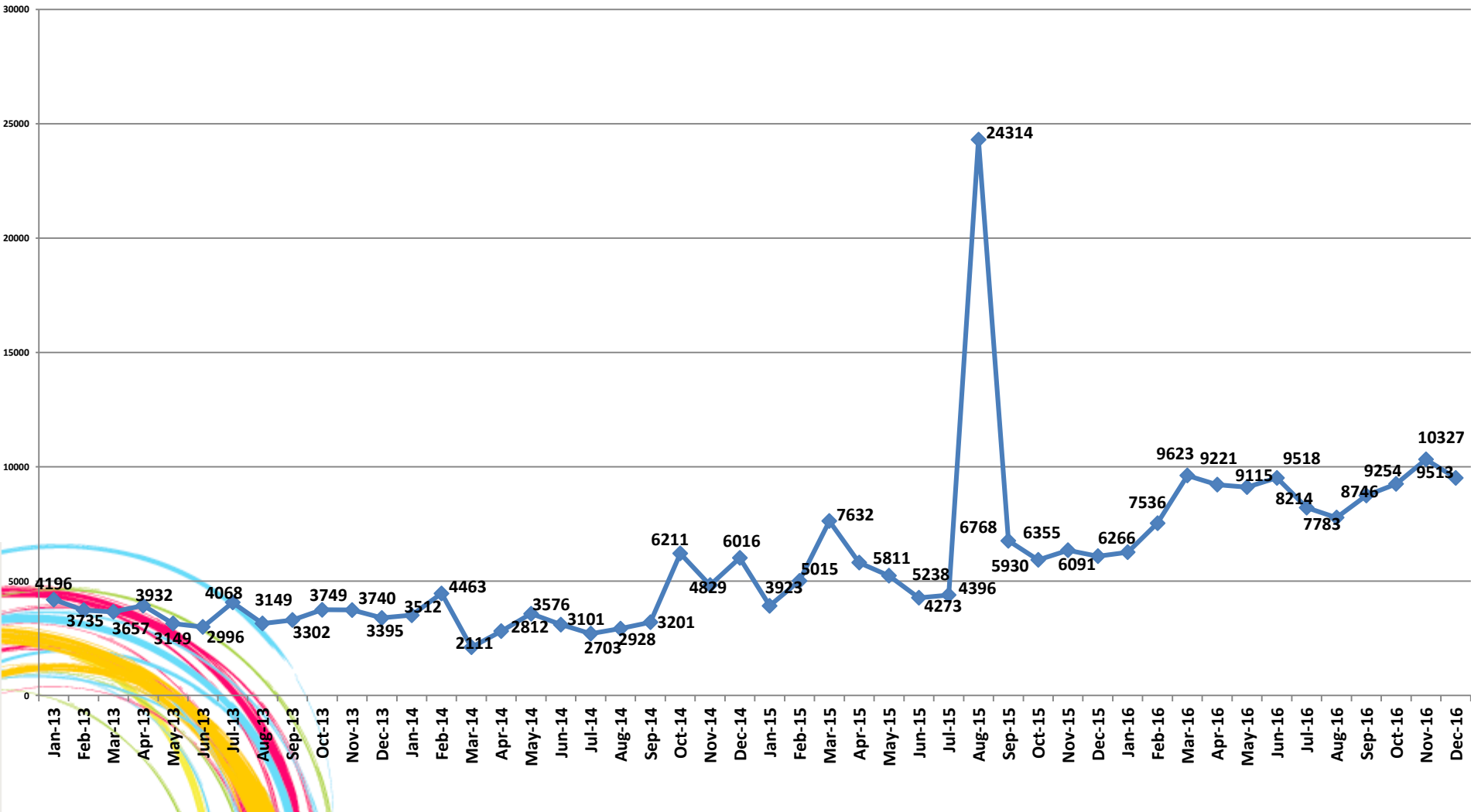
25 applications based on Open Data integrated - see <http://date.gov.md/ro/aplicatii>).

On February 24, 2014, the upgraded version of the Portal (vs. 3.0) has been launched.

## 2.4 e-Governance Products launched under GeT Project



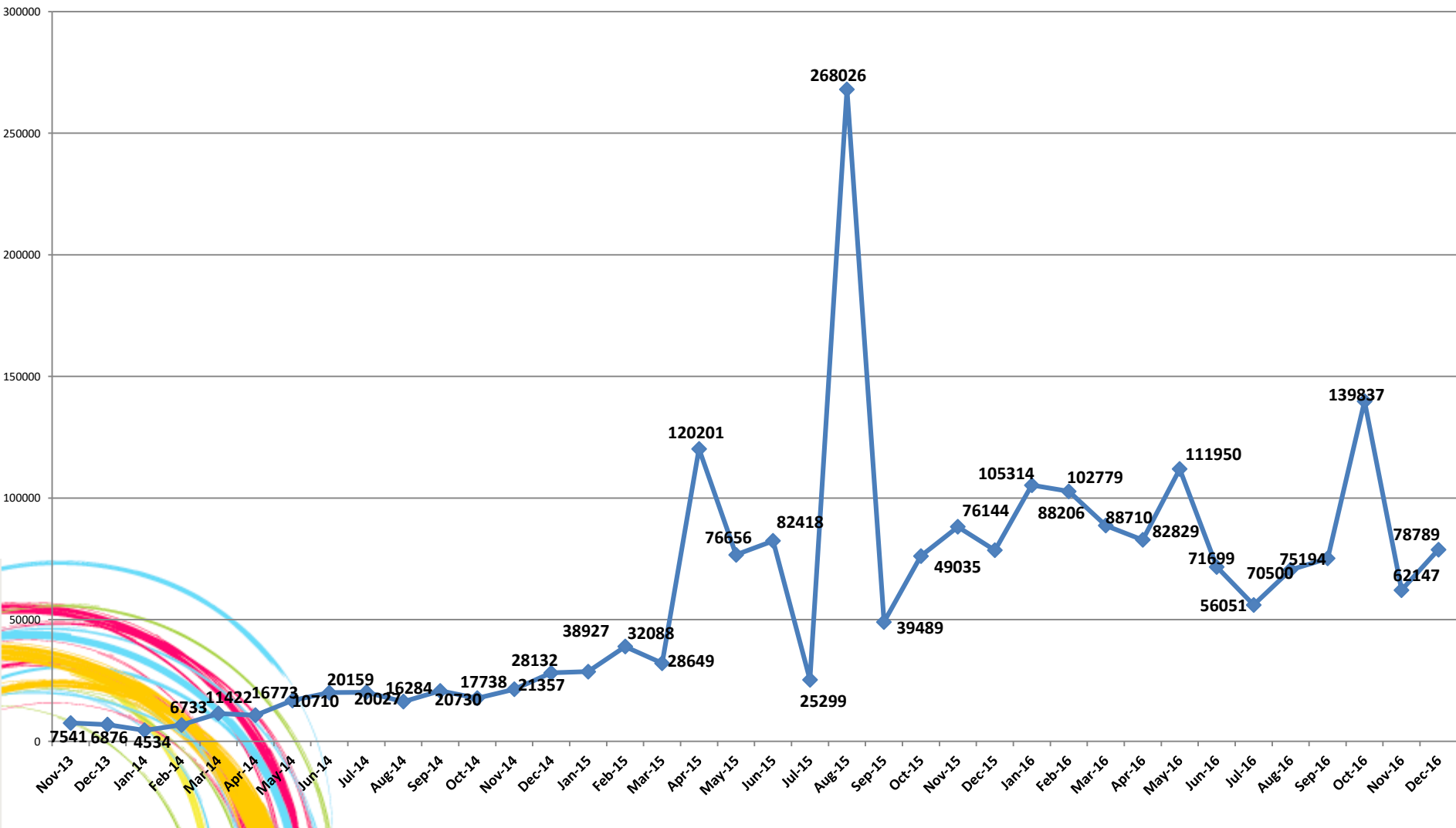
Number of Visits to the Open Data Portal [date.gov.md](http://date.gov.md)  
during the period Jan. 2013 - December 31, 2016



# 2.4 e-Governance Products launched under GeT Project



Number of Open Governmental Datasets Downloads per Month:  
November 2013 - December 31, 2016





## 2.4 e-Governance Products launched under GeT Project

### OPEN GOVERNMENTAL DATA CATALOGUE

**Institutional Open Government Data Catalogue** – a register of public information datasets collected by the ministries, as well as an exercise of performing an inventory of the public governmental data.

**Purpose:** to encourage the process of opening the public data owned by authorities but never published or published in closed format that do not allow reuse, as well as identifying the datasets missing from the Portal [www.date.gov.md](http://www.date.gov.md).

Central public administration authorities started working on their Open Data Catalogues. 8 of them have already developed and published their catalogues on the Portal:

The screenshot shows the 'Portalul Governmental al Datelor Deschise' (Open Governmental Data Portal). The main content area is titled 'Catalogul de Date cu caracter public' (Public Character Data Catalogue). It includes a search bar, navigation tabs (Set de date, Grupuri, Flux de activitate, Înruit), and a list of data sets with their dates and 'Explorează' (Explore) buttons. The list shows five data sets with dates: 10.12.2012-10.12.2012, 21.12.2012-21.12.2012, 24.12.2012-24.12.2012, 28.12.2012-28.12.2012, and 30.01.2013-30.01.2013. The left sidebar shows the 'Centrul de Governare Electronică' (Electronic Governance Center) as the publishing institution.

1. *Ministry of Education*
2. *Ministry of Justice*
3. *Ministry of Environment*
4. *Ministry of Defense*
5. *National Bureau of Statistics*
6. *National Center for Judiciary Expert Examination*
7. *Ministry of Economy*
8. *Ministry of Finance*

Under development/finalization stage:

1. *Agency "Moldsilva"*
2. *Frontier Police*

## 2.4 e-Governance Products launched under GeT Project



### Governmental Services Portal

The online one-stop-shop of Public Services to Citizens and Businesses [www.servicii.gov.md](http://www.servicii.gov.md) was launched on May 10, 2012. Non-stop operating regime.

As of today, the Portal provides exhaustive information (service passports) on **572 public services** on its informative interface, and access to **126 public e-services on its interactive interface**.

Since April 2012 (official launching of the Portal - May 10, 2012) until December 31, 2016, there have been reported:

The screenshot shows the homepage of the Governmental Services Portal. At the top left is the URL <https://servicii.gov.md>. The main header features the Romanian coat of arms and the text "Portalul Serviciilor Publice Beta". Navigation links include "servicii", "portal", and "gov.md". A search bar is present. Below the header, there are several service categories represented by icons and text: "Servicii disponibile" with a large number "514" and "131 e-Servicii", "Servicii A-Z", "cetățeni", "business", "vizitatori", and "scenarii de viață". At the bottom, there are three columns of links for "Bunuri imobile, constructii...", "Cultură, educatie, cercetare", "Servicii de documentare", "Informare si petitionare", "Justitie și drepturile omului", and "Angajare în câmpul muncii".

**Total number of unique visitors: 673,402**

**Total number of visits: 1,097,331**

**Average duration of a session: 4:04 min.**

**Share of new visitors: 62%**

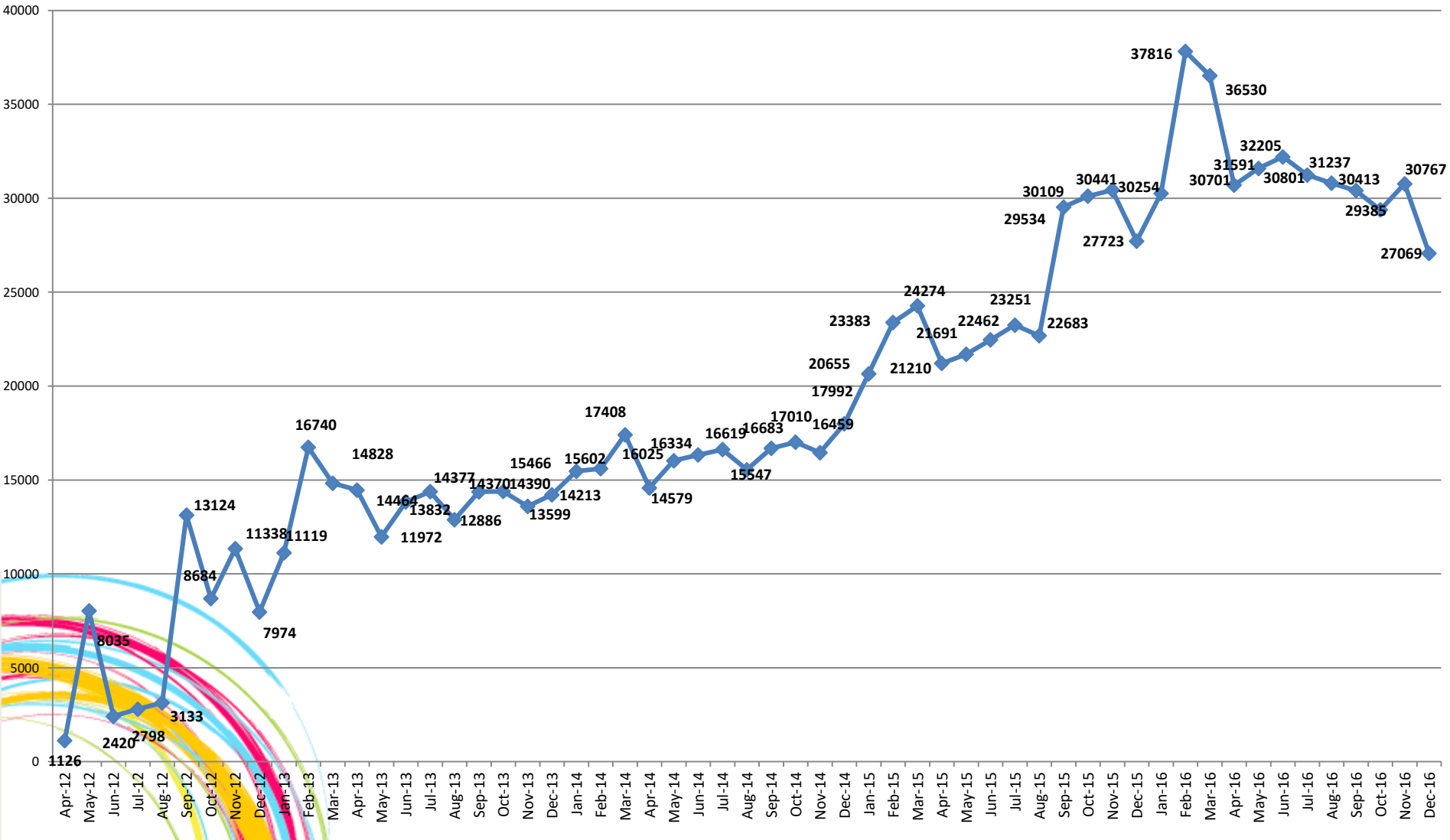
**Share of returning visitors: 38.6%**

**Cca 15% of visits from abroad.**

## 2.4 e-Governance Products launched under GeT Project



Nr. of Visits to the Services Portal during the period April 2012 – Dec. 31, 2016



## 2.4 e-Governance Products launched under GeT Project



### Governmental Services Portal

[www.servicii.gov.md](http://www.servicii.gov.md)

#### Contract Details:

#### Contract 1/QCBS/2.2

**Contract signing date:** September 15, 2011

**Contractor:** SC Hewlett-Packard (Romania) SRL&ICS Hewlett-Packard SRL (Moldova)

**Contract Amount:** USD 249,935.00

#### Amendments:

- Amendment #1 – extension of contract period
- Amendment #2 – extension of contract period

#### Contract Status:

Implementation Activities finalized. 24 months of maintenance period consumed.

Since October 2014, the portal is maintained by EGC and Center for Special Telecommunications.

**Portal officially and publically launched in May 2012** (in operation since April 2012).

#### **Version 2.0**

A Consultant has been contracted on Dec. 18, 2013 to elaborate the Technical Specifications for the Portal Upgrade (intended as an ICB). The elaboration of the Technical Specifications has been finalized.

Due to timeframe and financial resources' constraints, there has been decided with the State Chancellery that a Consulting Services' Procurement would be a better option. The ToR for Software Development Service have been elaborated. The package will be launched within the MGS Project.

## 2.4 e-Governance Products launched under GeT Project



### e-APPLICATION FOR THE CRIMINAL RECORD

#### Contract Details:

- **Contract Agreement No.4/ICB/C.2**
- **Contractor:** ICS Endava SRL (Moldova)
- **Contract signing date:** February 6, 2012
- **Contract amount: Initial** - USD 89,460.00. **Final** – USD 113,219
- **Amendments:**
  - Amendment #1 dated Aug. 28, 2012 increased contract amount from USD 89,460 to 101,570
  - Amendment #2 dated Dec. 20, 2012, contract amount USD 113,219
- **Contract Status:** implementation activities finalized. Launched in Sept. 2012. Fully disbursed.
- **Final Operational Acceptance:** April 2013



**Current status:** the 24 months of warranty have been consumed.

The Order through which the information system has been transmitted to the balance of the Ministry of Interiors has been approved on August 22, 2015, and, respectively the act of transmittal-reception signed.



### e-APPLICATION FOR THE CRIMINAL RECORD. UPTAKE

- **e-Service General Uptake Rate since launching (Sept. 5, 2012) until December 31, 2016: cca 98%** (97.76% - out of 622,203 solicitants of Criminal Record, 608,318 individuals benefitted from the provision of the service through the direct or indirect use of the information system (4 schemes of e-service provision) .
- **51.1% of e-service beneficiaries in the reporting period/since the e-service launching are females** (310,719 out of 608,318 info system beneficiaries)
- **e-Service Monthly Uptake Rate in December 2016: 99.15%** (out of 14,361 requests, 14,239 were submitted using directly or indirectly the information system).
- **50.5%** out of e-service beneficiaries in December 2016 were females (7,187 out of 14,239 or 50.47%).
- 100% of e-service beneficiaries' payments have been processed through MPay in December 2016.

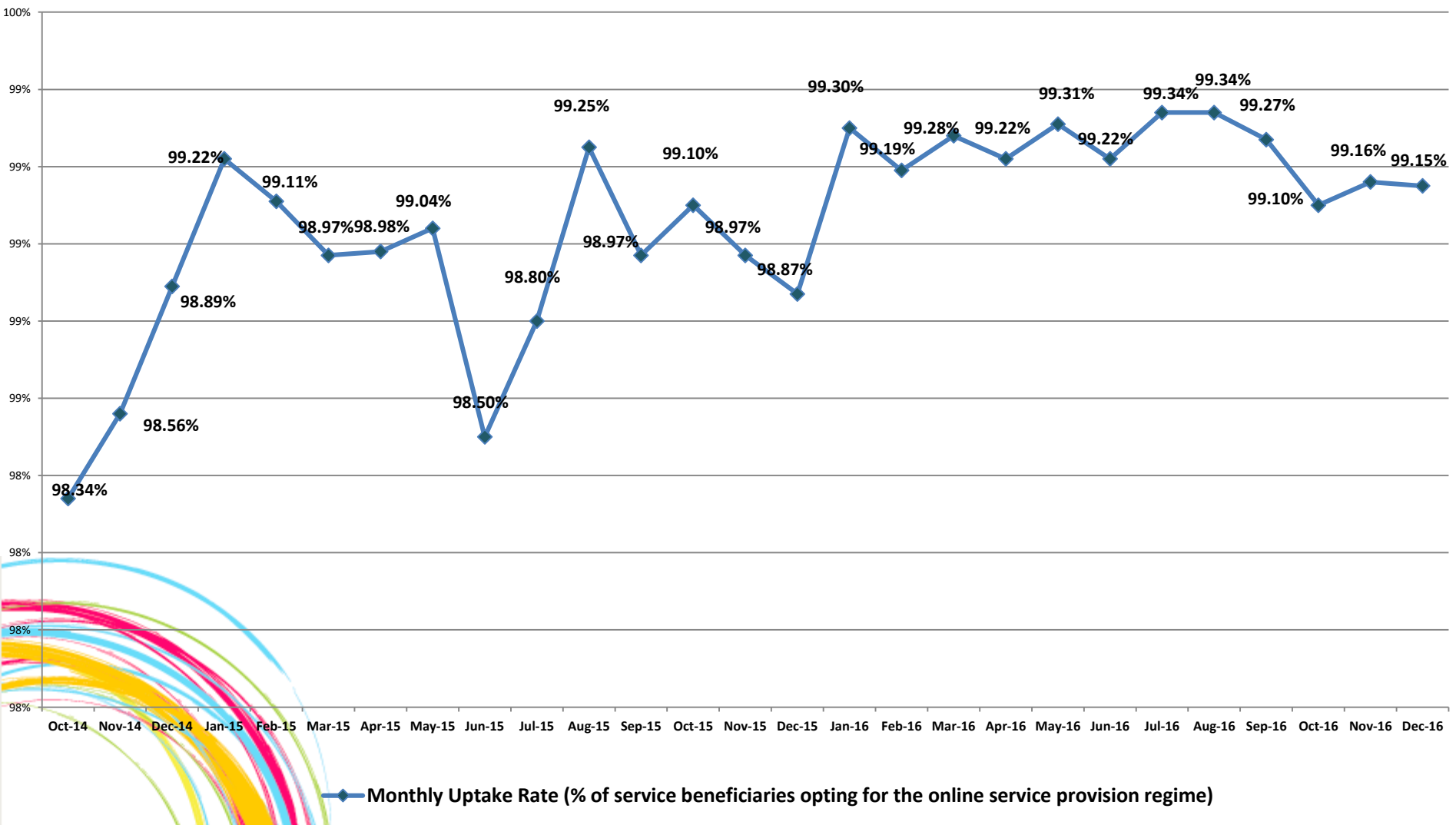


*Mai ușor, mai rapid, mai mult timp pentru lucruri cu adevărat importante*



## 2.4 e-Governance Products launched under GeT Project

e-Criminal Record Uptake during the last 2 years, %



## 2.4 e-Governance Products launched under GeT Project



### e-Application for Activity License Contract Details:

#### Contract Agreement No.1/ICB/C.2

**Contractor:** ICS Endava SRL (Moldova)

**Contract signing date:** February 6, 2012

**Contract amount: initial** - USD 149,910.00; **current** – USD 189,347. Fully disbursed.

#### Amendments:

Amendment 1 dated Aug. 28, 2012 increased contract amount to 155,840.

Amendment 2 dated Jan. 3, 2013 increased contract amount up to USD 173,500.

Amendment 3 (integration of the e-service with M-Pay) dated March 27, 2014 increased contract amount up to USD 189,347

**Final Operational Acceptance:** April 2013

**Contract & Product Status:** Implementation activities finalized. Fully disbursed.

Product launched on November 6, 2012. The 24-months guarantee period consumed. Change Management-related works implemented.

The State Chancellery's Order #685 dated December 16, 2015 for transmittal to the balance of the Licensing Chamber information system has been approved. The transmittal-reception act is under the examination & approval process.



## 2.4 e-Governance Products launched under GeT Project



### e-Application for Economic Activity License

The e-services allows applying online for license issuance, extension, re-issuance

G2B service launched on November 6, 2012. Since March 21, 2013 – connected to the Mobile Signature (economic agents can apply by submitting to the State Licensing Chamber the request in electronic format, signed with Mobile Signature).

#### UPTAKE:

**e-Service uptake since launching (2012): 79.72%** (out of 26,227 applications submitted by economic entities, 20,910 applications were submitted by using the information system).

**Monthly Uptake rate in December 2016: 100%**

(all 519 applications submitted & processed through the information system).



## 2.4 e-Governance Products launched under GeT Project



**MPass ([www.mpass.gov.md](http://www.mpass.gov.md))** – national service of authentication and access to public e-services. Integrates all authentication mechanisms currently available in Moldova: mobile signature, digital certificate, electronic identity card, user name & password. The governmental agencies integrate their information systems with MPass, this operating as Single Sign On.

The service upgrade has been embedded into the contracts for the development of Governmental Services Portal (Contract #1/QCBS/2.2 dated Sept. 15, 2011 – see contract details on slide 17), and for the development of the Interoperability Platform as Additions to the initial technical requirements in order improve data exchange of digital identities and authorization tokens (Contract #15/ICB/2.2, Amendment #2 dated June 27, 2014 - see slide 62 for contract details)

GUVERNUL REPUBLICII MOLDOVA

Ro Eng Ru

**mpass**

**Bine ați venit**  
în serviciul național de autentificare

Portalul Serviciilor Publice suportă autentificarea cu certificate digitale. Dacă doriți să vă autentificați cu un certificat digital, atunci trebuie să-I obțineți de la I.S. „Centrul de Telecomunicații Speciale” și să vă conectați la portal folosind adresa <https://mpass.gov.md>

Aflați mai multe despre autentificarea cu certificate digitale

**Autentificați-vă cu**

**Semnatura Mobilă**

+373

EXPEDIAZA

**Semnatura digitală**

MOLD SIGN

**Numele de utilizator și parola**

INTRARE

Ați uitat parola?

### **UPTAKE:**

As of December 31, 2016, within the central PA segment there were 39 information systems integrated and 7 information systems under integration with MPass.

## 2.4 e-Governance Products launched under GeT Project



### Registry of Personal Data Operators

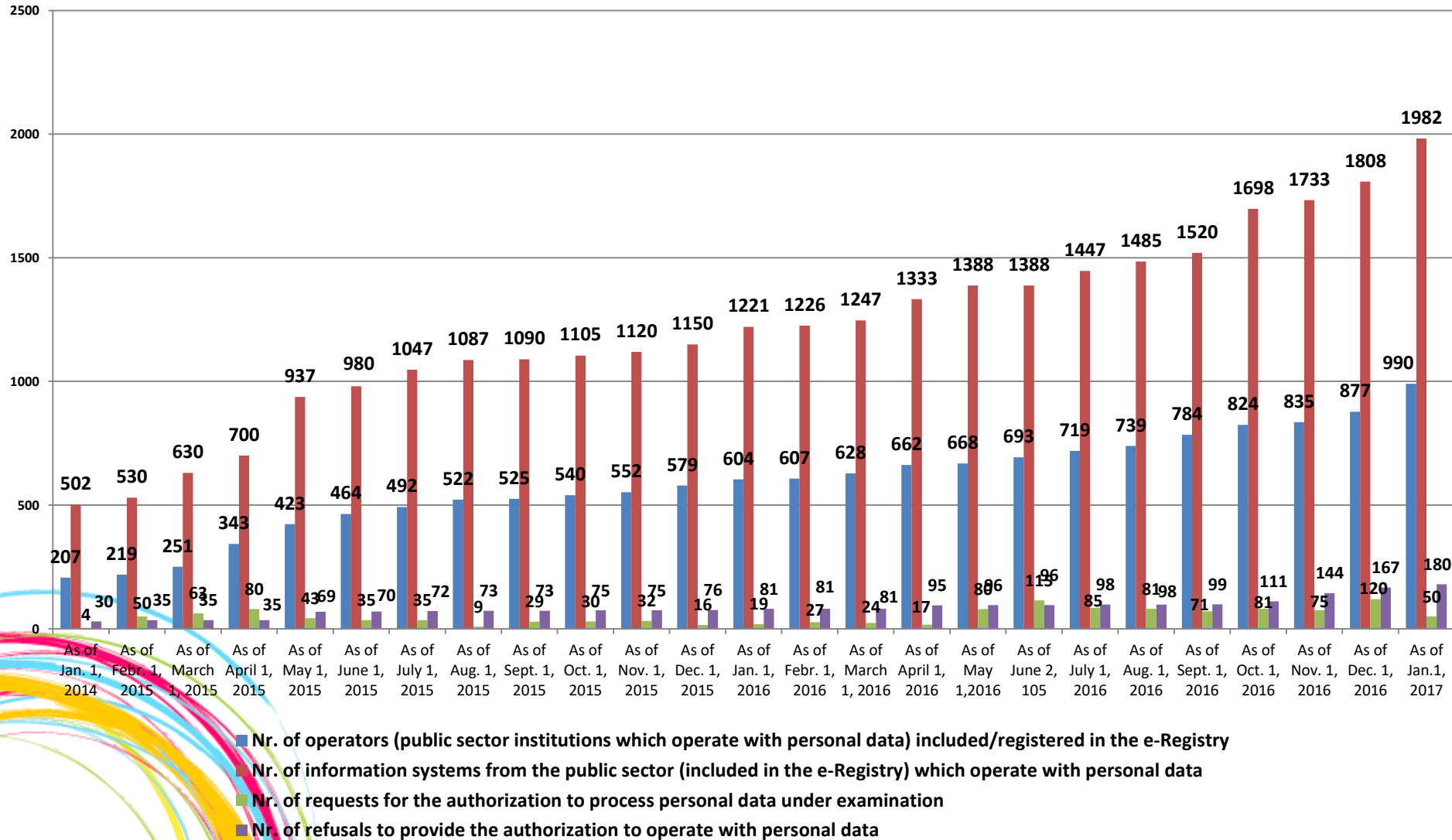
Launched by the EGC in partnership with the Moldova National Center for Personal Data Protection **on August 15, 2012**, is meant to ensure the proper enforcing of the provisions from the Law on Personal Data Protection, according to which all operators of personal data have to notify the National Authority for Personal Data Protection and register in the registry before starting the operations afferent to processing personal data.





## 2.4 e-Governance Products launched under GeT Project

*e-Register of Personal Data Operators: uptake during 2 years period*



## 2.4 e-Governance Products launched under GeT Project



### e-REPORTING to the CNAM and CNAS

18<sup>th</sup> of February 2013 – the Moldovan Government and the relevant CPA authorities put into operation two IS: reporting to the National Chamber for Health Insurance and to the National Company for Social Insurance. Gov. Resolution for e-CNAM under approval. Both systems are integrated with the Mobile Signature.



Fără hârtii și timp pierdut  
pentru depunerea formularelor!

*In lumea afacerilor timpul este cea mai prețioasă resursă iar tehnologiile moderne sunt instrumentul care poate face diferența între reușită și eșec. Până acum eficientizarea timpului dedicat problemelor administrative nu era posibilă, iar depunerea diverselor formulare, fără a consuma cantități enorme de hârtie, părea de nerealizat.*

Compania Națională de Asigurări în Medicină schimbă această paradigmă odată cu lansarea serviciului electronic e-CNAM. Cu ajutorul serviciului puteți depune electronic formularele 2-03 și 2-04, la orice oră și din orice loc de unde există acces la Internet.

Sistemul electronic e-CNAM oferă o metoda modernă de schimb informațional. Implementarea acestuia permite înlocuirea procedurilor manuale cu cele automatizate în obținerea și procesarea formularelor de raport. Aplicarea sistemului crește calitatea serviciilor oferite de **Compania Națională de Asigurări în Medicină**, prin reducerea numărului de erori în formulare și prin creșterea calității și veridicității informațiilor.



Ai o afacere  
care dorești să prospere?



Îți sunt cunoscute declarațiile?



- REV 5 pentru angajați
- Contribuțiilor de asigurări sociale de stat obligatorii, forma 4-BAS

... și știi că acestea implică:

Timp



Bani



Deplasări



Alege noul serviciu electronic e-CNAS pentru a depune declarații mai simplu.

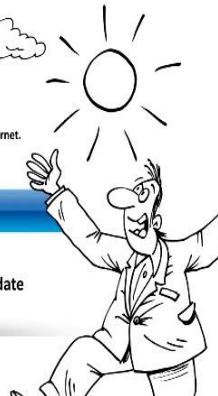
e-CNAS în câțiva pași:

- Accesezi portalul [servicii.gov.md](http://servicii.gov.md)
- Selectezi serviciul e-CNAS
- Depui o cerere la structura teritorială a Casei Naționale de Asigurări Sociale, indicând agentul economic pentru care vei prezenta declarațiile
- După acest proces, îți se acordă autorizarea pentru transmiterea rapoartelor prin Internet.



Ce câștigi:

- Timp
- Bani
- Eviți erorile de date



## 2.4 e-Governance Products launched under GeT Project



Ai o afacere care dorești să prospere?

Îți sunt cunoscute declarațiile?

- REV 5 pentru angajați
- Contribuțiilor de asigurări sociale de stat obligatorii, forma 4-BASS

... și știi că acestea implică:

- Timp
- Bani
- Deplasări

Alege noul serviciu electronic e-CNAS pentru a depune declarații mai simplu.

### e-CNAS în câțiva pași:

- Accesezi portalul [servicii.gov.md](http://servicii.gov.md)
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- După o cerere la structura teritorială a Casei Naționale de Asigurări Sociale, indicând agentul economic pentru care vei prezenta declarațiile
- După acest proces, ți se acordă autorizarea pentru transmiterea rapoartelor prin Internet.

### Ce câștigi:

- Timp
  - Bani
  - Eviți erorile de date
- 

### Monthly Uptake e-Reporting for August 2016:

#### December 2016 – monthly reporting:

- 59,015 authorizations to report through the portal provided by CNAS to the legal persons, as per their request
- 41,810 Employers submitted REV 5 report sets for December 2016 through the e-reporting system. Of these, 33,405 or 79.9% signed digitally
- Total number of REV5 statements/reports submitted online through the portal for December 2016 is 736,076, which is 97.79% out of the total number of REV5 reports accepted by CNAS. Out of these, 707,918 or 96.2% were signed digitally

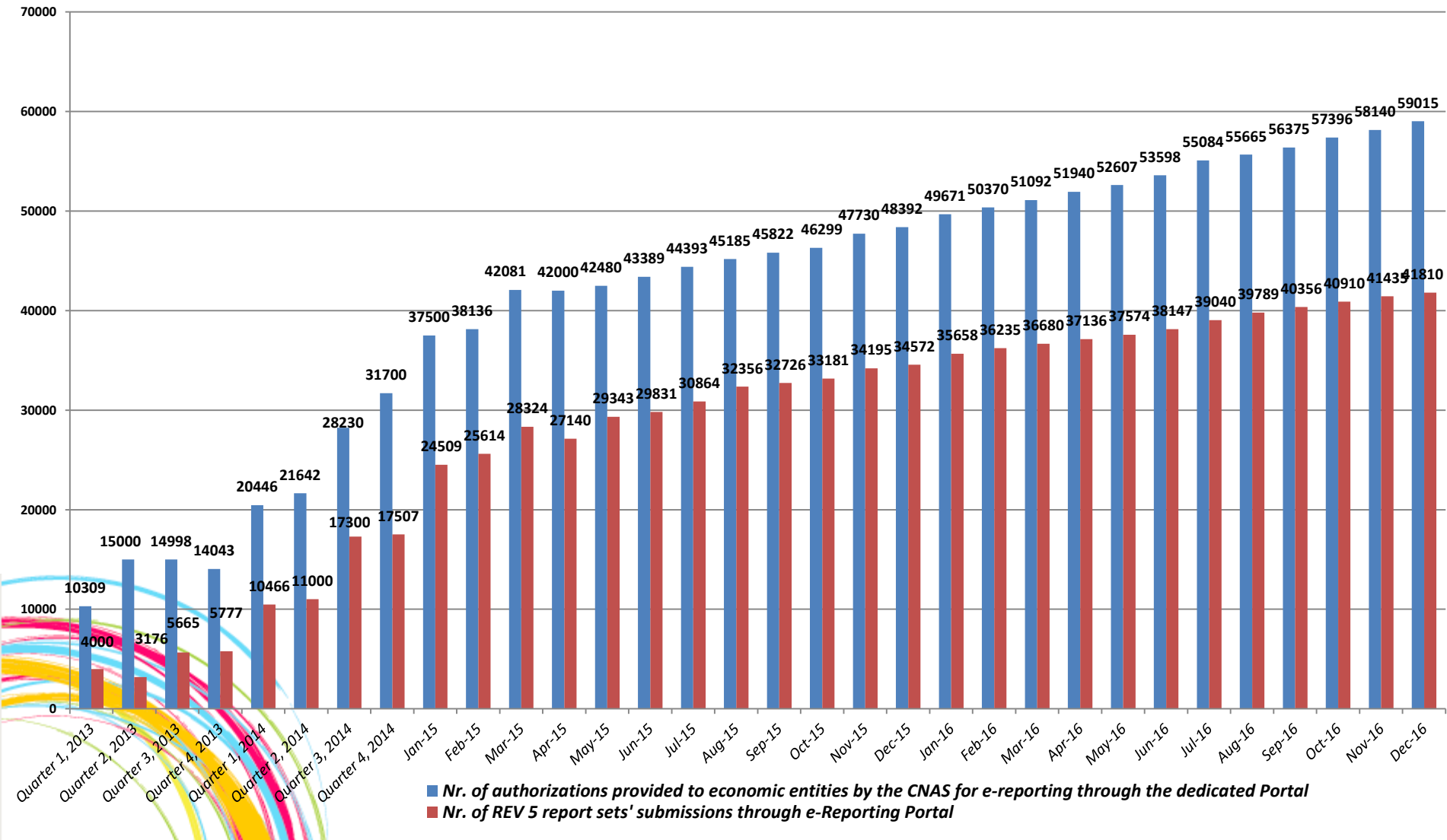
#### Per total, since the portal launching (2013) until January 1, 2017:

- The National Chamber for Social Insurance received from legal entities 1,330,728 requests for authorization to report through the Portal.
- 902,316 submissions of REV5 report sets by authorized legal entities. Within 570,019 submission flows -or 63.2%- the digital signature was used.

# 2.4 e-Governance Products launched under GeT Project



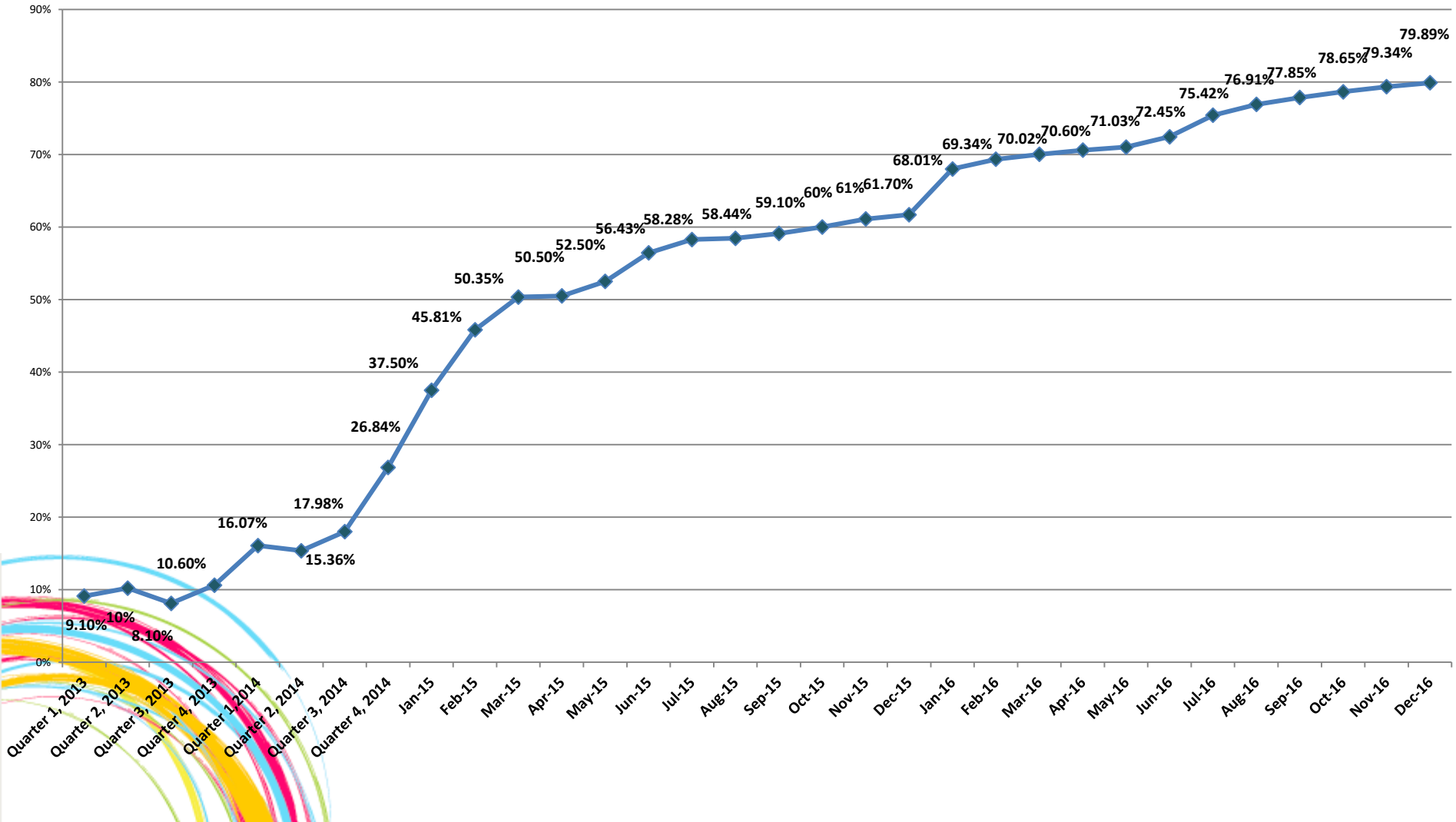
*e-Reporting to the CNAS: uptake as of Dec. 31, 2016*



# 2.4 e-Governance Products launched under GeT Project



Monthly Uptake of digital signature within Reporting to National House of Social Insurance (CNAS): share of REV5 reports signed digitally out of the total REV5 forms submitted online. Period: January 2013 - December 31, 2016



## 2.4 e-Governance Products launched under GeT Project



### e-REPORTING to the National Company for Health Insurance (CNAM)

#### *Contract Details:*

#### **Contract Agreement No. 3/ICB C.2**

**Contractor:** SC DAAC System Integrator SRL (Moldova)

**Contract signing date:** January 19, 2012

**Contract amount:** initial - 74,863.00 USD; final – USD 99,082.88. Fully disbursed

**Amendments:** Amendment 1 dated Sept.15, 2012.

Amendment 2 dated Dec. 20, 2012, contract amount increase up to USD 80,698.

Amendment 3 dated Oct. 7, 2014, contract period extended by 6 months (until May 2015). Amendment 4 (integration with MPass and MSign), contract amount increase to USD 99,082.88.

**Operational Acceptance: October 15, 2012**

#### *Current Contract and Product Status:*

**All system development activities finalized. Product launched in July 2013.**

Legal framework adjustment activities performed. Change management activities within Amendment #4 (integrations with MPass and MSign) were finalized. Under maintenance until May 2015 (contract closing date). Fully disbursed.

The transmittal to the balance of the e-CNAM information system is ongoing.



*In lumea afacerilor timpul este cea mai prețioasă resursă iar tehnologiile moderne sunt instrumentul care poate face diferența între reușită și eșec. Până acum eficientizarea timpului dedicat problemelor administrative nu era posibilă, iar depunerea diverselor formulare, fără a consuma cantități enorme de hârtie, părea de nerealizat.*



## 2.4 e-Governance Products launched under GeT Project

### *e-Reporting to CNAM: uptake as of Dec. 31, 2016*

**Launched in July 2013. Per total, during the period July 2013 – December 31, 2016 through the information system for e-reporting to the CNAM (implemented within the Governance e-Transformation Project) there have been registered **44,779 submissions of applications for medical insurance received from economic agents.****



*In lumea afacerilor timpul este cea mai prețioasă resursă iar tehnologiile moderne sunt instrumentul care poate face diferența între reușită și eșec. Până acum eficientizarea timpului dedicat problemelor administrative nu era posibilă, iar depunerea diverselor formulare, fără a consuma cantități enorme de hârtie, părea de nerealizat.*

➤ **Compania Națională de Asigurări în Medicină** schimbă această paradigmă odată cu lansarea serviciului electronic **e-CNAM**. Cu ajutorul serviciului puteți depune electronic formularele 2-03 și 2-04, la orice oră și din orice loc de unde există acces la Internet.

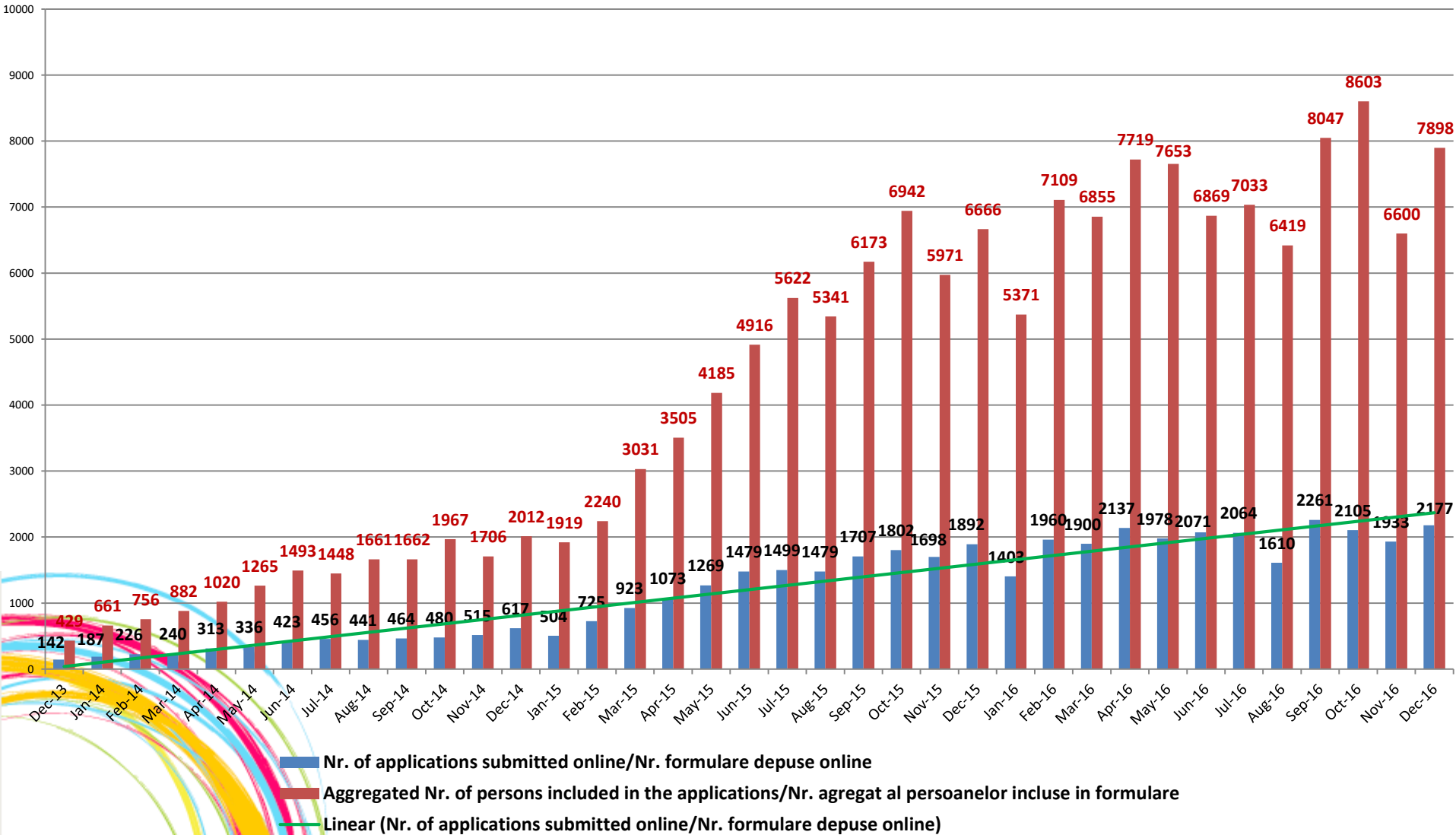
➤ Sistemul electronic **e-CNAM** oferă o metoda modernă de schimb informațional. Implementarea acestuia permite înlocuirea procedurilor manuale cu cele automatizate în obținerea și procesarea formularelor de raport. Aplicarea sistemului crește calitatea serviciilor oferite de **Compania Națională de Asigurări în Medicină**, prin reducerea numărului de erori în formulare și prin creșterea calității și veridicității informațiilor.

Based on these applications, there have been **registered 160,567** individuals for being provided with **medical insurance.**

# 2.4 e-Governance Products launched under GeT Project



e-Reporting to CNAM: uptake for 2 years (Dec. 2014 – Dec. 2016)



- Nr. of applications submitted online/Nr. formulare depuse online
- Aggregated Nr. of persons included in the applications/Nr. agregat al persoanelor include in formulare
- Linear (Nr. of applications submitted online/Nr. formulare depuse online)

## 2.4 e-Governance Products launched under GeT Project



### e-NORMATIVE DATABASE IN CONSTRUCTION (Portal)

Quick and simple access to the normative acts database in constructions and territorial development [www.ednc.gov.md](http://www.ednc.gov.md).  
Officially launched on Jan. 10, 2013

#### Contract Details:

**Contract Agreement No.2 / ICB/ C.2**

**Contractor:** Consortium SC SIVECO Romania SA and ISC MR Crystal System SRL (Moldova)

**Contract signing date:** January 30, 2012

**Contract amount:** USD 224,036.45. Fully disbursed

**Amendments:** Am. 1, dated Aug.28, 2012, contract extended (change in time, no change in price)

**Operational Acceptance:** December 5, 2012

**Contract Status:** finalized. Maintenance period of 24 months consumed. Legal acts for transmittal of the system into the balance of the branch ministry drafted, and transmitted for signing. Procedures for the transmittal of the information system to the balance of the Ministry of Constructions and Territory Development finalized.

**DOCUMENTE NORMATIVE ÎN CONSTRUCȚII**  
Acces rapid la documentele normative din domeniul construcțiilor

Vrei să construiești o casă? Sau ai o afacere în domeniul construcțiilor?

**SCENARIUL OBIȘNUIT**

Termeni necunoscuți - AC, PUZ, PUG, CU

Informații multe și contradictorii

Drumuri la funcționari

**Soluția: e-documente normative în construcții**

**Avantaje**

- ✓ Acces la întreaga bază de date a documentelor normative
- ✓ Accesibilă oricând și de oriunde
- ✓ Actualizată în timp real
- ✓ Filtre moderne de căutare
- ✓ Acces la discuții și dezbateri publice online
- ✓ Descărcarea documentelor cu drept de autor

servicii.gov.md ednc.gov.md

**Concluzia**

- ✓ Câștigi timp prețios
- ✓ Devii mai eficient
- ✓ Proiecte de succes

**Construiește pe o fundație solidă**

## 2.4 e-Governance Products launched under GeT Project



### e-Normative Database in Construction: uptake

Since Jan. 10, 2013 until December 31, 2016 there were reported **132,417 downloads**, of which:

- 102,172 downloads of approved normative acts;
- 1,881 downloads of draft normative acts in process of public consultations;
- 28,364 downloads of normative acts catalogue

**e** - DOCUMENTE NORMATIVE ÎN CONSTRUCȚII  
Acces rapid la documentele normative din domeniul construcțiilor

Vrei să construiești o casă

Sau ai o afacere în domeniul construcțiilor

**SCENARIUL OBIȘNUI**

Termeni necunoscuți – AC, PUZ, PUG, CU

Informații multe și contradictorii

Drumuri la funcționari

Soluția: e-documente normative în construcții

**Avantaje**

- ✓ Acces la întreaga bază de date a documentelor normative
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**servicii.gov.md**  
**ednc.gov.md**

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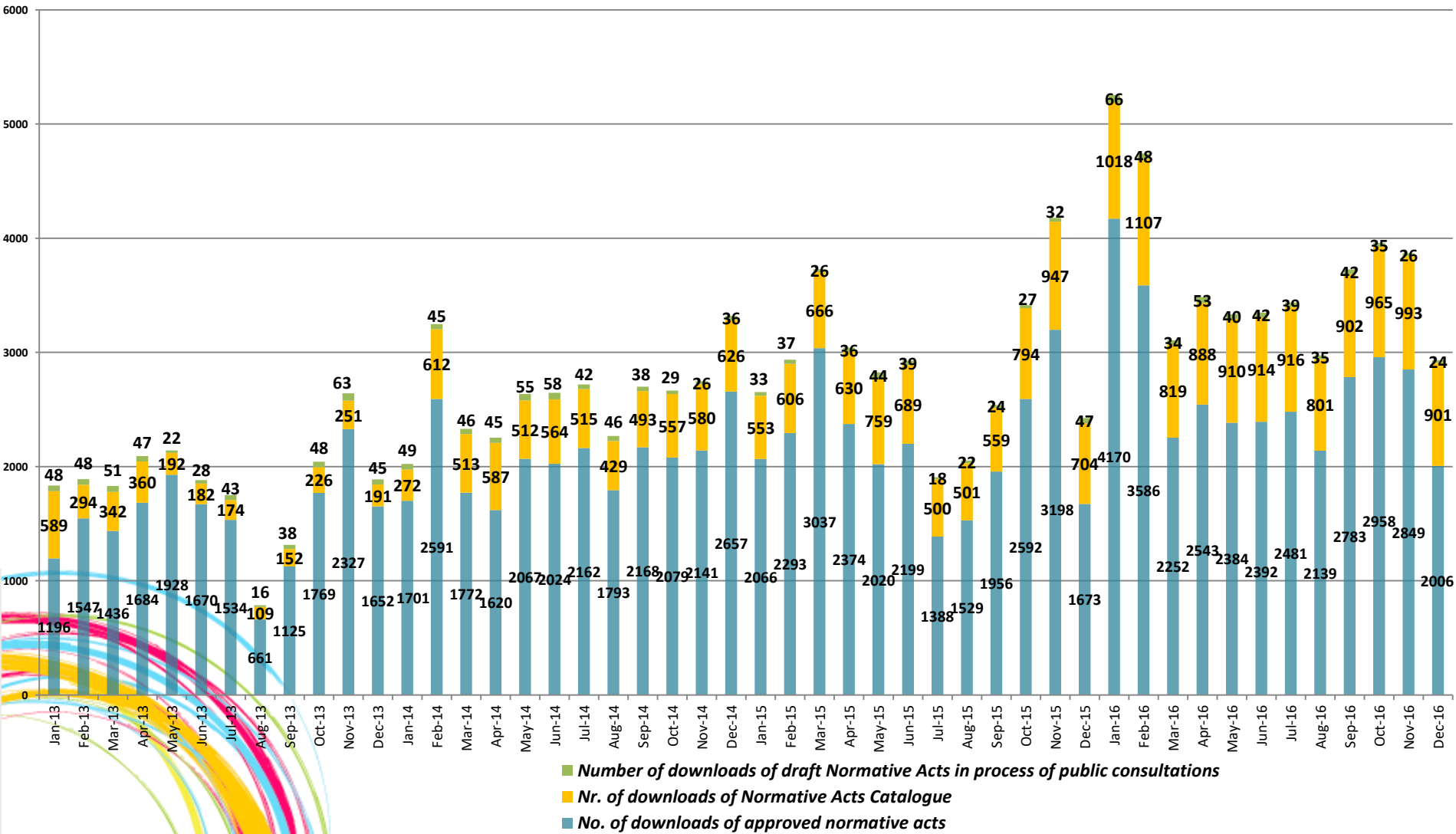
**Construiește pe o fundație solidă**



# 2.4 e-Governance Products launched under GeT Project



e-Normative Database in Construction: uptake as of Dec. 31, 2016





## 2.4 e-Governance Products launched under GeT Project

### Mobile Digital Signature

*Launched on September 14, 2012*

Service implemented in partnership with the SE Special Center for telecommunications and the mobile phone operators Orange and Moldcell (Telia Sonera Group).

Moldova - 7<sup>th</sup> country in the world launching the mobile signature.

*Uptake as of December 31, 2016:*

- ***there have been issued 97,374 Mobile Signature certificates valid to date (new issued certificates or older certificates prolonged annually)***
- ***there have been registered 44,031 active unique users of Mobile e-ID***
- ***there have been registered 2,865,039 successful operations/transactions with the Mobile Digital Signature.***

**Accesează  
serviciile publice  
cu ajutorul  
telefonului mobil.**



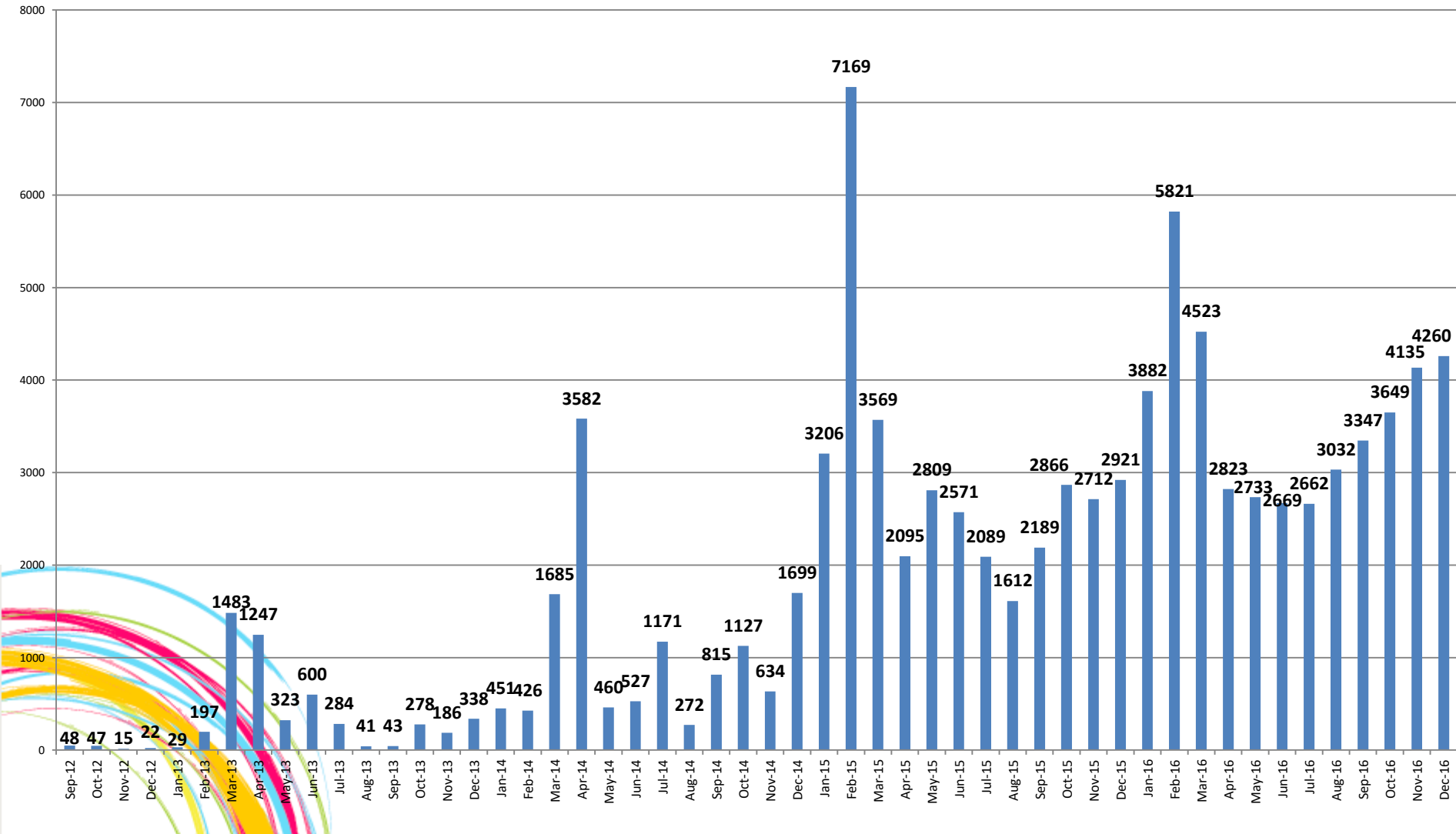
Activează semnătura mobilă și  
solicită serviciile de care ai nevoie  
în format electronic!



# 2.4 e-Governance Products launched under GeT Project



Mobile e-ID Uptake  
Number of Mobile Signature Certificates issued: September 14, 2012 - December 31, 2016

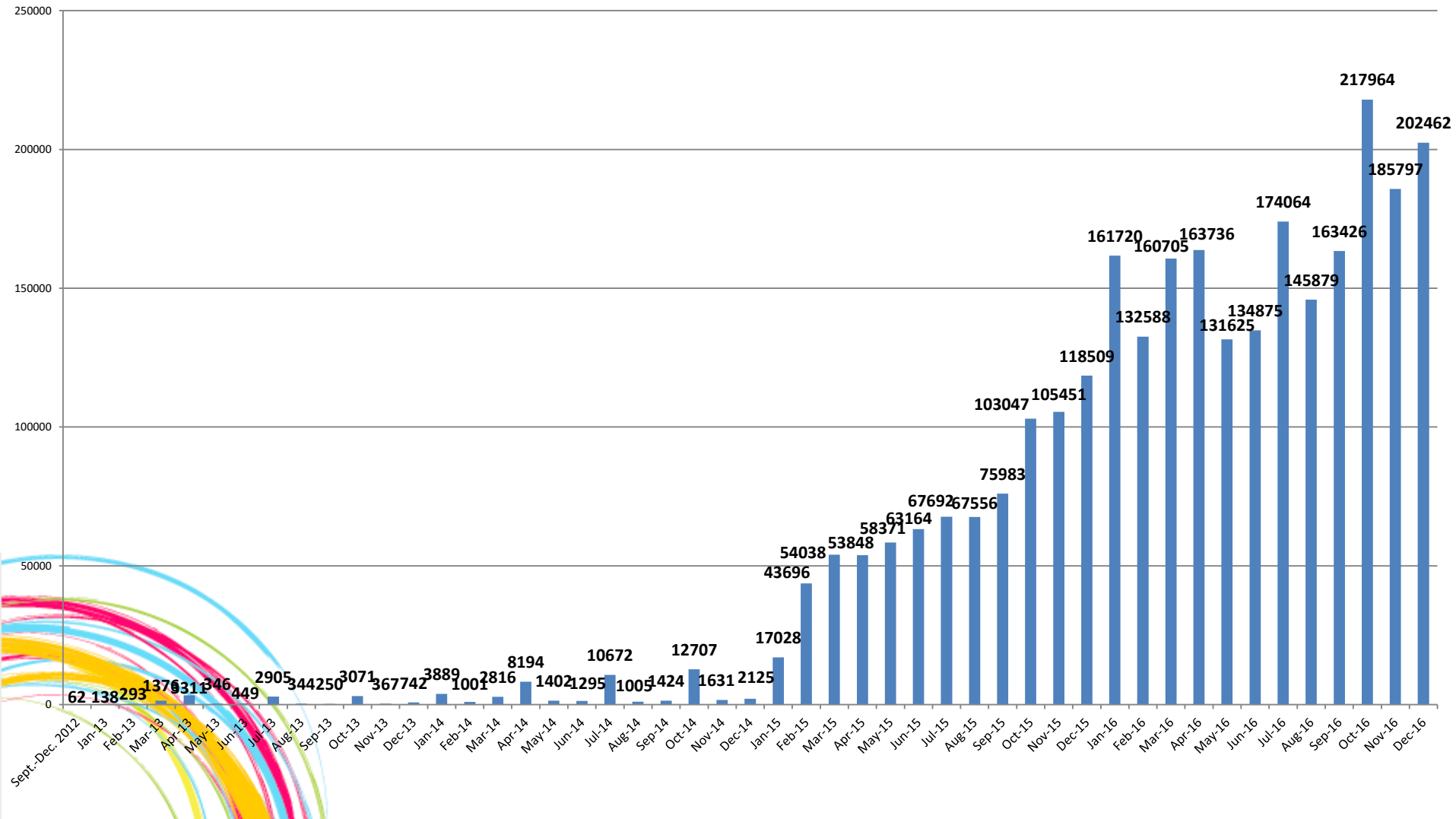


# 2.4 e-Governance Products launched under GeT Project



Monthly Dynamics\_Number of Transactions/Successful Operations with Mobile Signature: Sept. 14, 2012 – Dec. 31, 2016.

Total number: 2,863,059





### M-CLOUD

In the framework of the international seminar “Promoting efficiency and innovation in the Government through Cloud Computing Technologies”, the Electronic Governance Center is launching the common technological Platform M-Cloud.

The Platform, which won the **international prize “Best Cloud Project in Central & Eastern Europe”** in 2012, is implemented by the Government of the Republic of Moldova.

The system allows to discard complicated software, which are different for each institution, with proprietary operating systems.

**LAUNCHED on FEBRUARY 14, 2013**





### MCloud Phase I. Contract Details

**Contract:** Supply and Installation of Hardware, Software and Associated Services for M-Cloud Phase I (ICB 2)

**Contract signed on:** July 4, 2012

**Contractor:** Consortium between Star Storage (Romania) and Fors Computer (Moldova).

**Contract Amount:** USD 2,210,664.93 disbursed from 3 sources of financing:

- **IDA/World Bank: USD 1,241,965.86 Disbursed to date: USD 1,217,929.52**
- **Dutch Trust Fund: USD 873,743.07 Fully disbursed.**
- **Moldovan Government Contribution: USD 94,956. Fully disbursed.**

**Contract status:** contract extended by 4 months to ensure enough time for the CPA authorities to adjust/perform reengineering of their processes, and ensure the efficient migration of their digital content to the Platform. EGC and CTS performed, together with the Contractor, the needed networks preparation activities for e-services and other digital content migration. Officially launched and operating since February 14, 2013.

**Final operational Acceptance:** September 2013.

The package entered into the Warranty Period for 36 months, and 6 months of Managed Services. The managed services period is closed.



## 2.4 e-Governance Products launched under GeT Project



### MCloud – uptake as of Dec. 31, 2016

As of Dec. 31, 2016, 38 public institutions, of which 36 are Central Public Administration authorities, one public health institution (Neurosurgery and Neurology Institute), and one national educational institution migrated a part of their digital content to the platform. Currently more than 115 systems of 36 ministries and both of migration of other applications continues. Most services are based on IaaS delivery model (95%), the rest are PaaS and SaaS.

**Among the agencies which have migrated their systems to MCloud, there are:**

- *State Chancellery*
- *Ministry of Agriculture and Food Industry*
- *Ministry of Justice*
- *Ministry of Education*
- *Ministry of Defence*
- *Ministry of Foreign Affairs and European Integration*
- *Ministry of Labour, Family and Social Protection*
- *Ministry of Interiors*
- *Ministry of Environment*
- *Agency for Land Relations and Cadastre*
- *Ministry of Health*
- *Agency for Regional Development and Constructions*
- *National Company for Health Insurance*
- *National Chamber for Social Insurance*
- *State Tax Service*
- *State Labour Inspection*
- *State Agency of Material Reserves*
- *National Standardization Institute*
- *National Accreditation Center, and others*





### M-CLOUD PHASE II

**Procurement Package ICB 11: Supply and installation of a cloud computing solution for a datacenter, including hardware, software, migration to cloud of a small set of existing services, training, support and maintenance**

MCloud Phase II (MC2) is an extension of MCloud Phase I (MC1), which is based on a VMWare cloud architecture and software platform, hosting a significant number of virtual machines based on Windows Server. eGC has made substantial investment in migration, operation and staff experience based on the current software infrastructure.

Accordingly, considering the fact that existing Microsoft products can insure virtualization and core cloud functionality this bid document specifies that MC2 will be based on either VMware or Microsoft products for the cloud computing software infrastructure.

The common term used in this document referring to cloud computing software infrastructure is MC2 Cloud Technology Stack.

## 2.4 e-Governance Products launched under GeT Project



### MCloud Phase II. Procurement Details:

**Draft Tender Documents sent to the WB:** Febr. 21, 2014

**No-objection from the WB:** July 11, 2014

**Public Bid Opening:** September 30, 2014

**Evaluation Report submitted:** Febr. 2, 2015

**No-objection from the WB received:** April 8, 2015

**Contract Award Notice issued:** April 9, 2015 (Due to the change of VMware products proposed in the Bid, the procedures of contract preparations and negotiation of technical aspects have been extended by 28 days)

**Contract signed on May 28, 2015**

**Contractor:** JV between BTS PRO ltd (Partner in charge), Softline International LLC and Emerson d.o.o.

**Contract amount: USD USD 6,600.184.01, of which:**

*from IDA/WB Credit: USD \$5,435,362.15*

*from the Moldova Government contribution: USD 1,164,821.86*

**Disbursed to date: 100%**

**Amendments:**

• **Amendment #1 dated Nov.13, 2015 to cover:**

(1) The 2 proposed subcontractors (official representatives of the 2 JV Partners in Moldova);

(2) Extension of deadlines as per the finalized Project Implementation Schedule (June 1, 2015 effectiveness date).

• **Amendment #2 dated May 26, 2016.** Overall testing and final operational acceptance of MCloud solutions extended by 11 weeks (Nov. 2016)

• **Amendment #3 dated Am.3, dated 21.12.2016 to cover:**

(1) needed for network hardware equipment required for interconnection of equipment from MCloud Phase I and MCloud Phase II (this is based on Change Order 005): contract price increase by USD 33,184.00;

(2) decrease of the Performance Security Guarantee to 2% after the first quarter of Warranty Services, due to some remaining activities to be performed by the Supplier caused by dependencies on the part of eGC.





## 2.4 e-Governance Products launched under GeT Project

### Contract & Deliverables Status:

- Under Component 1. Modular Data Center. The data center has been delivered. Trainings have been performed. Operational Acceptance dated April 2016.
- All Hardware under Component 2. “Hardware and Management Platform” was imported and installed in Data Centers #1 and #2, according to the schedule approved by the parties through the Project Implementation Schedule Document. Training performed. Operational Acceptance: for part 2 - Nov. 23, 2016, for Part 2 (Tape Library and Management Platform sub-components) – Dec. 7, 2016, for Part 3 (network hardware equipment required for interconnection of equipment from MCloud Phase I and MCloud Phase II covered by Amendment #3) – Dec. 21, 2016. Acceptance of Component 2 as a whole: Dec. 21, 2016.
- All Software under Component 3. Cloud Software Platform has been delivered. Training has been performed and disbursed. Operational Acceptance dated December 9, 2016.
- All Software under Component 4. Backup and Archiving Platform has been delivered. Training has been performed and disbursed. Operational Acceptance dated Nov. 23, 2016.
- All Software under Component 5. Security Software delivered. Training has been performed and disbursed. Operational Acceptance dated Nov. 23, 2016.
- Component 6. Migration of workload for all organizations finalized in December 2016. Overall Testing and Acceptance of the MC Phase II solution dated November 23, 2016.
- Component 7. Testing and Acceptance – Dec. 9, 2016
- SW under component 8. Software Licenses delivered and paid.

**Final Operational Acceptance of the entire MCloud Phase II solution:  
December 21, 2016.**

**MCloud Uptake in the public sector:** 38 public institutions, of which 36 are Central Public Administration authorities (which makes it 53.73% out of the total CPA authorities), one public health institution (Neurosurgery and Neurology Institute), and one national educational institution have migrated a part of their digital content to the platform as of December 31, 2016.



## 2.4 e-Governance Products launched under GeT Project



### **MPay – Governmental Electronic Payments Portal**

**Launched on September 17, 2013**

Total number of transactions processed through MPay during the period Sept. 17, 2013 – Dec. 31, 2016:  
**3,817,371**

Average number of transactions processed per day: **3,167**

Maximal number of transactions processed per day: **17,315**

#### **INTEGRATION with MPay**

14 payment providers integrated

19 public authorities / public service providers integrated (6 in process)

24 groups of services (more than 50 services) integrated with MPay (11 in process)

<https://mpay.gov.md/?lang=en>  
Acest site este lansat in versiune noua. Va rugam sa ne transmiteti sugestiile Dvs. de imbunatatire la adresa de email: suport.mpay@gov.md.

**MPay** GOVERNMENT OF REPUBLIC OF MOLDOVA  
GOVERNMENT E-PAYMENT GATEWAY

Quick and easy  
Save time and avoid queues by paying online

I want to pay a service  
Now you can request and pay for e-services quickly and easily.  
**SELECT SERVICE**

I want to check my Invoice  
Request verifying an existing Invoice status using ID  
**CHECK INVOICE**

What is MPay?  
MPay is the service through which you can pay with any payment instrument of your choice (internet banking or cash).

About MPay  
Partners  
FAQ  
Contacts

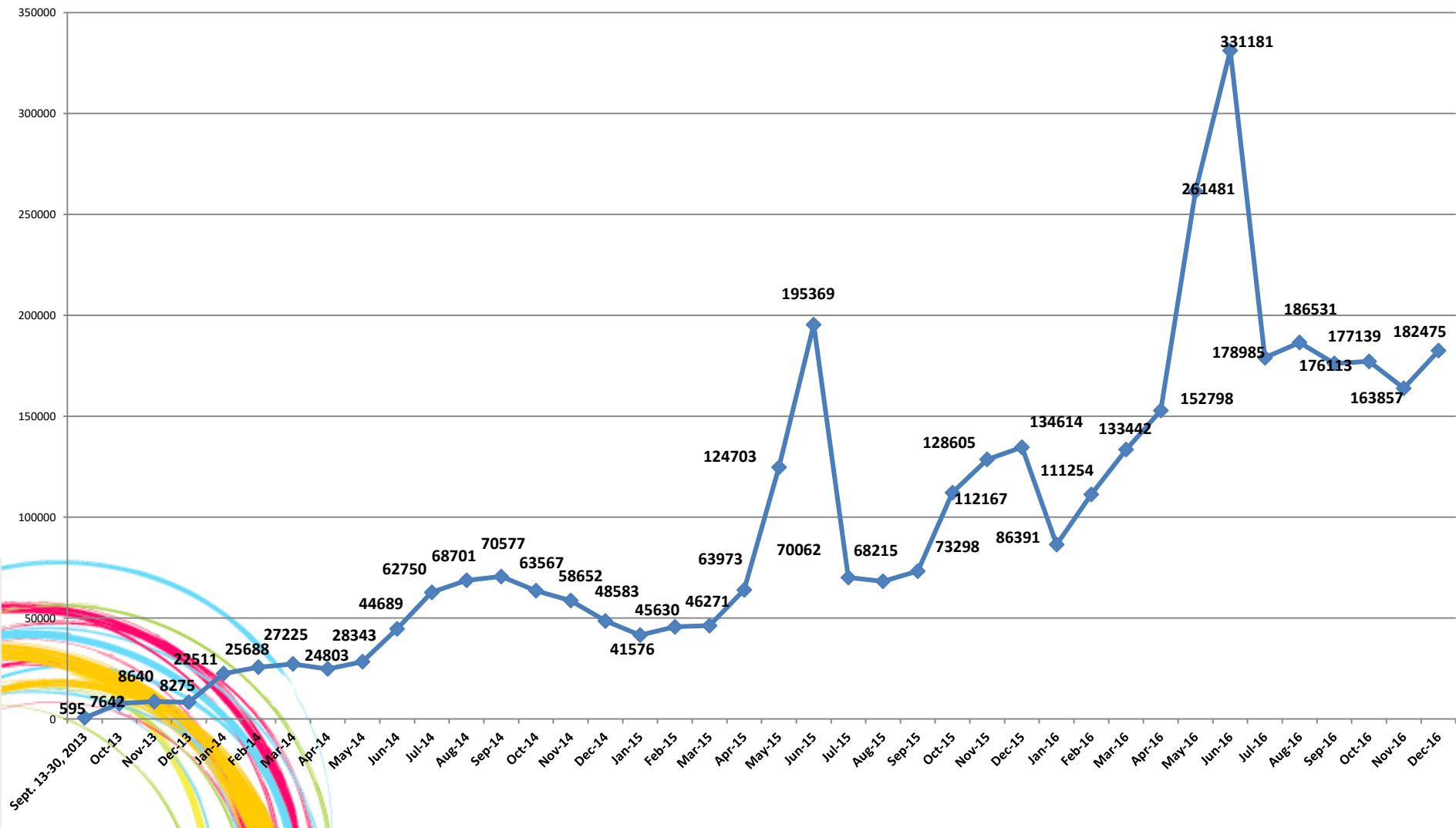
SUPPORT CENTER  
electronic public services | 0 22 820 000

Detailed information on MPay uptake per services and providers is presented on the EGC web site:  
<http://egov.md/index.php/ro/resurse/barometru#.UxmkzvmSy-0>.

# 2.4 e-Governance Products launched under GeT Project



MPay Uptake: Number of Transactions Processed through the MPay Gateway: September 17, 2013 - December 31, 2016



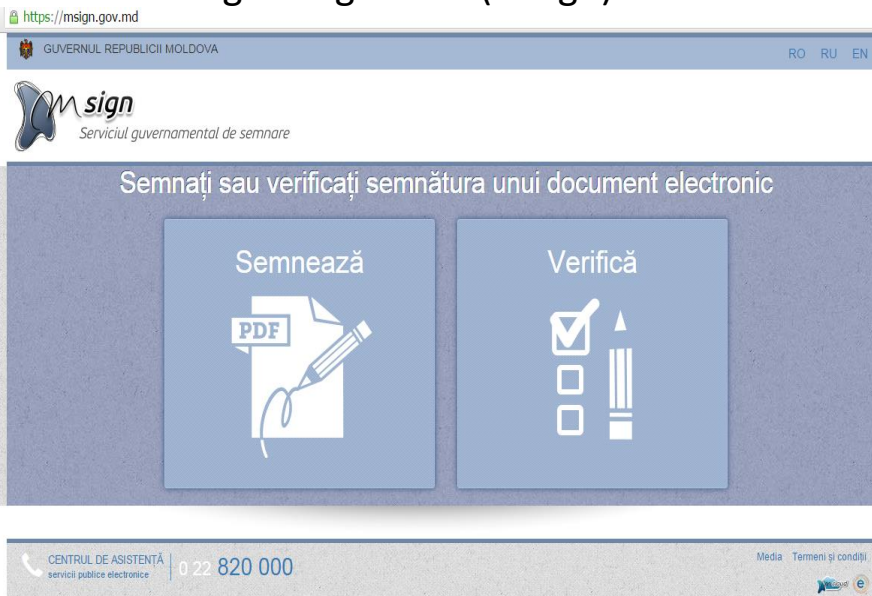
## 2.4 e-Governance Products launched under GeT Project



**MSign** – Integrated Governmental Electronic Service Digital Signature. Launched in May 2013. MSign is an integrating, secured and flexible mechanism for application and verification of the digital signature authenticity by the users, incl. in the context of using information systems and e-services.

The distinctive advantage of using MSign is the possibility of using all the digital signatures available on the Moldova market. Citizens are enabled to remotely sign documents, reports, statements submitted to the public institutions as well as online applications. According to the Moldovan legislation, the e-signature has the same legal weight as the traditional handwritten signature.

**Normative framework:** Govt. Decision #405 from June 2, 2014 on Integrated Governmental Electronic Service Digital Signature (MSign)



### **Uptake:**

As of Dec. 31, 2016,

**28 information systems** have been integrated, and 10 are in process of being integrated with MSign.

## 2.4 e-Governance Products launched under GeT Project



### Digitization of Civil Status Archive I

#### Contract Details:

Digitization of 4.8 mln civil status acts/documents, with partial inclusion of metadata, and development of the information system for data storage

**Tender launched** on July 13, 2012 (ICB)

**Public Bid Opening:** September 21, 2012

**Contract signing:** February 5, 2013

**Contractor:** Consortium led by JV AS Andmevara (Estonia)

**Contract Amount:** Initial: 611,307 EUROS.

**Current Contract Amount:** 678,907. **Fully disbursed**

#### Amendments:

- Am. #1 dated June 7, 2013 (change in the JV composition – the second/local partner withdrew from the JV) Am. #2 dated 14.06.2013 – reallocation of amounts to be paid between Payment 2 and 3 (no increase in contract price);
- Am. #3 dated June 17, 2014 (increase of contract price to 618,907 Euros);
- Am. #4 dated Sept. 23, 2014 (adding circa 800 thou more civil status acts) contract price increase up to 678,907 Euros;
- Am. #5 dated Febr.12, 2015 (extension of contract period, incl. warranty period, until May 2016 to cover acceptance of Industrial version of Scan Archive IS);
- Am. #6 dated Sept. 16, 2015 (extension of contract period until Oct. 2016 incl. the warranty period)

#### Current Status:

**Finalized. Fully disbursed.** 4.8 mln of acts (incl. 800 thou additional acts included in the Contract scope) have been scanned and migrated to MCloud. The afferent information system has been developed and launched.

**Final Operational Acceptance:** October 15, 2015. Warranty period: 12 months.

## 2.4 e-Governance Products launched under GeT Project



### Digitization of the Civil Status Archive II (9 mln acts) Contract Details

The overall scope of this assignment is to speed up the process of digitization of Civil Status Archive; it will include, besides CSA digitization, implementing workflows and guidelines for receiving/transmitting paper-based CSA Registers, scanning, metadata entry, internal / external quality assurance and transfer of Submission Information Package (SIP) packages onto SAIS

**Bidding Documents published:** March 7, 2014

**Bid Opening:** April 30, 2014

**Contract ID:** Contract no. 17/ICB/2.2.1

**Contract signed:** July 28, 2014

**Contractor:** JV between S.C. Intergraph Computer Services S.R.L. (leader) – S.C. Sistec Confidential S.R.L. (associate) – S.C. Primul Meridian S.R.L. (associate), Romania

**Contract amount:** USD 747,000

**Disbursed as of Dec. 31, 2016:** 100%

**Current status:** the contract was finalized, according to the schedule. The digitization demo of 50 Civil Status Archive Registers was performed. At the end of January 2015 the regular scanning of archive files started.

As of Dec. 31, 2016 there have been digitized (separated and compressed, with entered metadata) **9 mln files**

**Final Operational Acceptance:** November 25, 2016

## 2.4 e-Governance Products launched under GeT Project



### *Governmental Interoperability Platform MConnect*

#### **General Outline:**

The actions undertaken for implementing the Framework are divided into 3 levels: organizational, semantic and technical. The technical part of the Framework is represented by the Interoperability Platform with a National Service Bus at its core. The concepts of Systems Catalogue and Semantic Catalogue, as well as a Business Process Engine are envisioned as having a practical technical implementation in the Interoperability Platform (the main subject of the ICB#7 procurement package).

The procurement also includes associated services, such as installation, configuration, training and warranty services, as well as technical support for the piloting period.

#### **Legal Framework:**

Government Decision #656 from Sept. 5, 2012 on Approval of the Program on the Governmental Interoperability Framework (<http://lex.justice.md/viewdoc.php?action=view&view=doc&id=344700&lang=1>).

On June 2, 2014 the Government Resolution #404 on Piloting the Governmental Interoperability Platform has been approved (<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=353238>).

On September 9, 2014 there has been approved the Order No. 303 on approving the standard forms of Agreements and Contracts on provision of services from/based on the Governmental interoperability Platform (<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=354941>).

The draft Law on Interoperability in the Public Administration Sector and the Regulation on Connection to and Utilization of MConnect (in collaboration with UNDP Moldova) has been finalized and is currently under consultations (public and administrative).



## 2.4 e-Governance Products launched under GeT Project

### Governmental Interoperability Platform MConnect Contract details

**Public Bid Opening:** July 1, 2013

**Contract Signing Date:** December 26, 2013

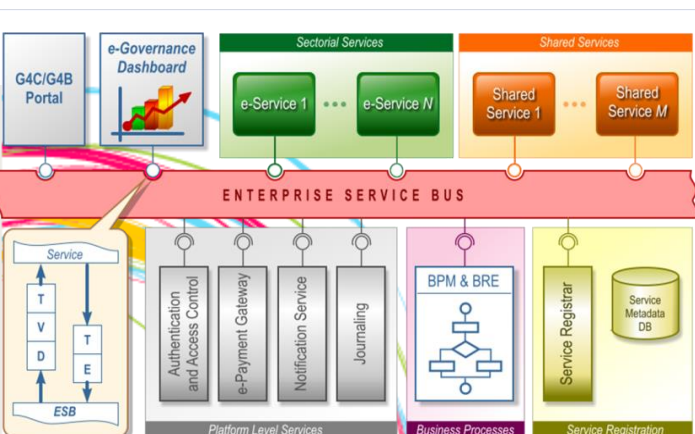
**Contractor:** JV between Novensys Dymanics SRL (leader) & WSO2 Inc (partner)

**Contract amount: Euros 714,746 – initial. Current: 958,164 Euros.**

**Disbursed to date: 100%**

#### Amendments:

- Am. #1 from March 24, 2014 (change of the leader's legal name to Tangible Corporation SRL) – no price increase.
- Am. #2 from June 27, 2014 (MPass service functionalities development - embedded into the contract for MConnect Platform devt, as Additions to the initial technical requirements, to improve data exchange of digital identities and authorization tokens)
- Am. #3 from February 24, 2015 (Tangible Corporation informed the EGC that due to temporary limitations regarding HR and financial capabilities, it was unable to further execute properly its obligations under the contract, and withdrew from the JV. Tangible assigned to WSO2 all its rights and obligations until the end of the contract, with no future claim on the remaining sums to be paid by the Contracting Authority" signed on 12.12.2014) and extension of contract warranty period until May 2017
- Am. #4 dated Sept.15, 2016, contract amount increased to EUR 958,164.00 (scope: additional functionalities, such as (i) Advanced journaling & event analysis capabilities; (ii) Flexible user Interface for data access by Central and Local Public Authorities and service providers; (iii) Enhanced MPass authorization capabilities to support MLog & MAccess development.



**Current status:** All parts of the system have been developed, tested, operationally accepted on March 2015. Am.#4 deliverables/functionalities completed. Operational Acceptance of deliverables under Am.#3 activities - Dec. 2016. Warranty period lasts until March 2017.

In parallel with the ICB#7 system procurement, a range of preparation & capacity building activities were performed: trainings, info sessions etc. A Risk Assessment was performed by a contracted IC, in cooperation with EGC's Enterprise Architect; delivered in May 2013. Based on the assessment, a risk mitigation plan was elaborated. Currently, in partnership with UNDP, legal framework and communication-related activities are performed.

## 2.4 e-Governance Products launched under GeT Project



### Piloting the Interoperability Platform MConnect. Current Status

All technical-technological deliverables are on place. The trainings have been/are performed in all institutions gradually participating/signing agreement on data exchange based on MConnect.

**Nr. of authorities with data exchange agreement signed: 27**

**Nr. of data exchange projects: 60**

**Nr. of data exchange transactions to date: 3.2. mln**

**CPA authorities participating currently to data exchange projects based on MConnect:**

1. *State Chancellery*
2. *Ministry of ICT through the State Enterprise "CRIS Regstru"*
3. *Ministry of Justice through the State Registration Chamber*
4. *Agency for Land Relations and Cadaster through the SE "Cadastru"*
5. *Customs Department through SE "VamServInform"*
6. *State Tax Inspection through SE "FiscServInform"*
7. *National House for Social Insurance*
8. *Min. of Agriculture and Food Industry through the SE "Agricultural Information Center"*
9. *National Anticorruption Center*
10. *National Center for Personal Data Protection*
11. *National Bureau of Statistics*
12. *National Chamber for Health Insurance*
13. *Migration and Asylum Bureau*
14. *Frontier Police*
15. *National Agency for Auto-Transportation*
16. *Center for Special Telecommunications*
17. *National Integrity Commission*
18. *National Employment Agency*
19. *Agency for Material Reserves*
20. *Central Election Commission*
21. *Ministry of Finance (State Treasury)*
22. *General Prosecutor's Office*

**Work on adjustment and creation of proper normative framework** is ongoing (planned for 2016-17) in partnership with UNDP Moldova. The draft Law on Interoperability in the Public Sector is currently in public and internal administrative consultation and feedback stage.

## 2.4 e-Governance Products launched under GeT Project



### *Enterprise Content Management Platform (ECMP)*

The Enterprise Content Management Platform (ECMP) aims to serve as a platform for easy (no-code) creating of new typical applications and Information Systems (IS) mainly for **registers, appointments and authorizations**. It will support three main activities:

- Model definition
- Data collection
- Data distribution.

### **The first 4 information systems developed based on ECMP:**

1. Common Water Use Authorization System
2. State Register of Inspections
3. Register of Producers and Processors of Animal and Vegetal Products (Digital Agriculture Register)
4. e-ANTA (Transport Authorizations Information System - soliciting, issuing, redistributing and analyzing the unitary authorizations for international automobile transportation of goods and passengers)



## 2.4 e-Governance Products launched under GeT Project



### Enterprise Content Management Platform (ECMP)

#### Contract Details & Current Status

**Tender launched:** 21.09.2012

**Contract signed on:** May 7, 2013

**Initial contract amount:** USD 650,000

**Disbursed as of 12/31/2016:** USD 598,287.60

**Public Bid Opening:** December 6, 2012

**Contractor:** S.C. Star Storage SRL (Romania)

**Current contract amount:** 700,579 USD



#### Amendments:

**Am. No. 1** dated July 10, 2013 (change of the Project Manager)

**Am. No. 2** dated March 24, 2014 (only change of the company's legal status from SRL into SA).

**Am. No. 3** dated July 25, 2014, contract amount increased to USD 659,100

**Am. No. 4** dated November 27.2014, amount USD 672,098.00, change of e-Appointment to Authorizations (permits) for International Road Transportation for Goods & Passengers

**Am. No. 5** dated April 24, 2015 to cover: (a) the elaboration of an integration component at ECMP level – Register of Legal Persons and Fiscal Register; (b) ECMP Training for Domain Experts; and (c) Change of the Project Manager by the Contractor. Total contract amount increased up to USD 684,695

**Am. No. 6** dated October 6, 2015 to cover the extension of the deadlines for installation & acceptance of IS 3 “Digital Registry of Agriculture” (September 2015) and 4 “Managing Authorizations (permits) for international road transportation for goods and passengers” (Oct. 2015) and for the following additional requirements for IS 4, with an increase of the total contract amount by USD 15,884.

**Am. No. 7** dated Sept.1, 2016 (scope: deadline for app.3 and 4 has been extended, no impact on contract price.

**Current status:** Platform installed in Nov.-Dec. 2013. Applications 3&4 finalized.

**Operational Acceptance of Platform:** Dec. 20, 2013. Central & local PA authorities are free to reuse it, and capitalize on ECMP to digitize registries and permissive acts services.

## 2.4 e-Governance Products launched under GeT Project



### Current Status of Registers development based on the ECMP:

- **Common Water Use Authorization System** ([www.autorizatiemediu.gov.md](http://www.autorizatiemediu.gov.md)): finalized.  
**Operational Acceptance:** March 10, 2014. Measures of institutions endowment with computers, performance of additional trainings - implemented in partnership with the MCC (Compact Program). Servants from 8 relevant authorities (national & local State Environmental Inspection offices, National Food Safety Agency (ANSA), Min. of Environment, National Public Health Center etc.) have been trained. **Officially launched:** May 2014.
- **State Register of Inspections:** Finalized, presented to the State Chancellery. User acceptance testing passed. Training performed. **Officially launched:** July 2014 – [www.controale.gov.md](http://www.controale.gov.md); [www.rsc.gov.md](http://www.rsc.gov.md). **Operational Acceptance:** December 29, 2014.
- **Register of Producers and Processors of Animal & Vegetal Products (Agricultural Register).** The development of the system has been finalized, tested on production environment. Link to external portal (for citizens&businesses): [www.registrulagricol.gov.md](http://www.registrulagricol.gov.md). Link to internal portal (for civil servants from 4 entities): [www.rda.gov.md](http://www.rda.gov.md). Civil servants/internal users of the system have been trained. The relevant normative framework was approved. To launch the Agricultural Register into production, it is necessary for the Min. of Agriculture and Food Industry (MAIA) and ANSA to take the system to their balance and operation, and to promote/advocate the Register on national scale (as provided by the MoU between MAIA, ANSA, and eGG).
- **e-ANTA (Transport Authorizations Info System).** The system development is finalized. The operational testing has been performed. 30 civil servants (internal users of the system) have been trained. The Regulation on the creation and operation of one-stop-shop for the permissive acts' issuance in transportation field within the National Agency for Auto Transportation (ANTA) has been approved by the Govt. Launching the system into production is up to the decision of the ANTA and Ministry of Transportation & Road Infrastructure.

## 2.4 e-Governance Products launched under GeT Project



### ICB 6. Lot 1. Information System “Active Access to the Real Estate Registry”

Active Access to Real Estate Registry - ensuring active access to the database of the Real Estate Registry (held & administered by S.E.“Cadastru”) for judicial executors in order to insert or delete notifications online.

**Tender launched:** 21.09.2012.

**Public Bid Opening:** November 19, 2012

**Contract signed on:** March 15, 2013

**Contractor:** S.C. DAAC System Integrator SRL (Moldova)

**Contract amount: initial** - USD 177,000 USD

**Final Contract amount:** USD 205,843 **Fully disbursed**

#### Amendments:

- Amendment No. 1 dated Sept. 5, 2013: contract amount increased with USD 9,412.50.
- Amendment No. 2 dated Dec. 2, 2013 (operational acceptance re-planned for February 2014).
- Amendment No. 3 dated March 18, 2014 (re-planned operational acceptance) – April 2014).
- Amendment No. 4 dated August 5, 2015, based on Change Order 002 (adding a range of functionalities to the existing information system: Search by form’s number; Creating forms using as a template an existing form; Marking in logbook the records with refusal etc.) Increase of the contract amount by USD 19,430.50.

**Operational Acceptance:** May 29, 2014. Public launching: October 2014. The system is in use starting with August 2015. Fully disbursed.

Operational acceptance of the changes according to the Am. #4 - Dec. 21, 2015. The system was in the warranty period until June 2016. The State Chancellery's Order #468-a on the system’s transmittal into balance and management of the Agency for Land Relations and Cadaster has been approved on July 14, 2016.



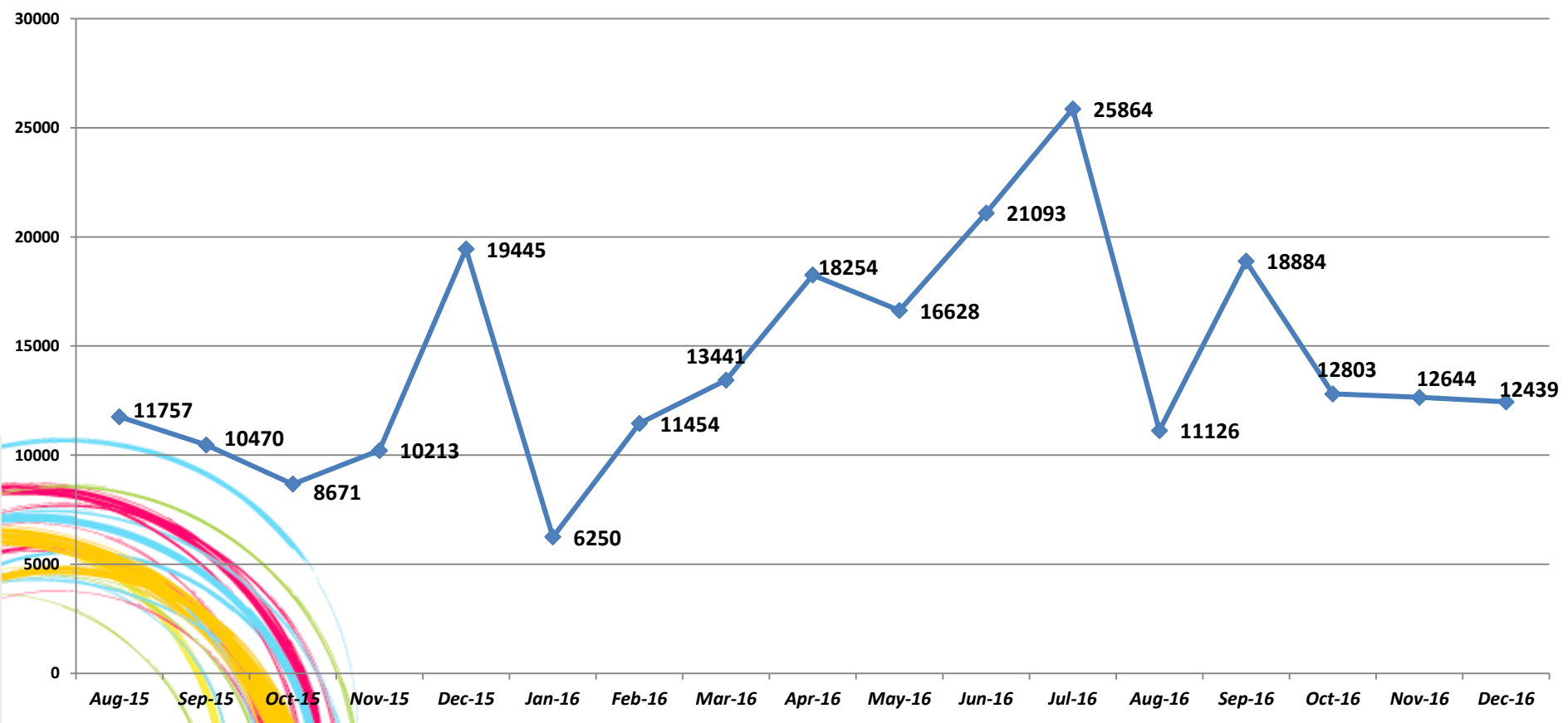
## 2.4 e-Governance Products launched under GeT Project



### ICB 6. Lot 1. Information System “Active Access to the Real Estate Registry”

**Uptake as of December 31, 2016:** 241,436 operations of inserting or annulling judicial executors' or cadastral operators' records & notes have been reported since the system is in use (Aug. 2015).

Total monthly nr. of operations (insertion & annulment records) within the system: Aug. 1, 2015 - Dec. 31, 2016



## 2.4 e-Governance Products launched under GeT Project



### ICB 6. Lot 2. e-Visa

The e-service for non-citizens e-Visa provides the possibility for filing visa applications and receiving visa in electronic format (online application and payment).



#### Contract Details:

**Tender launched:** 21.09.2012

**Public Bid Opening:** November 19, 2012

**Contract signed on:** March 25, 2013

**Contractor:** NOVENSYS DYNAMICS SRL (Romania)

**Contract amount: initial** - 120,208.32 USD; **final** - 154,239.99 USD

**Amendments:** #1 from Jan. 2, 2014, contract amount increase of USD 17,961.

#2 from Apr. 29, 2014 (integr. with MPay), contract amount increase to 154,239.99

**Final Operational Acceptance:** October 28, 2013.

**Current Status:** Fully disbursed. **Official launching of the portal [www.evisa.gov.md](http://www.evisa.gov.md) took place on August 1, 2014**, after the Parliament approved the relevant set of legal acts.

The information system was under maintenance for 24 months (until Nov. 2015). The Order #650-A din dated Nov. 19, 2015 for transmitting the system to the balance of the Ministry of Foreign Affairs and European Integration has been approved.

## 2.4 e-Governance Products launched under GeT Project

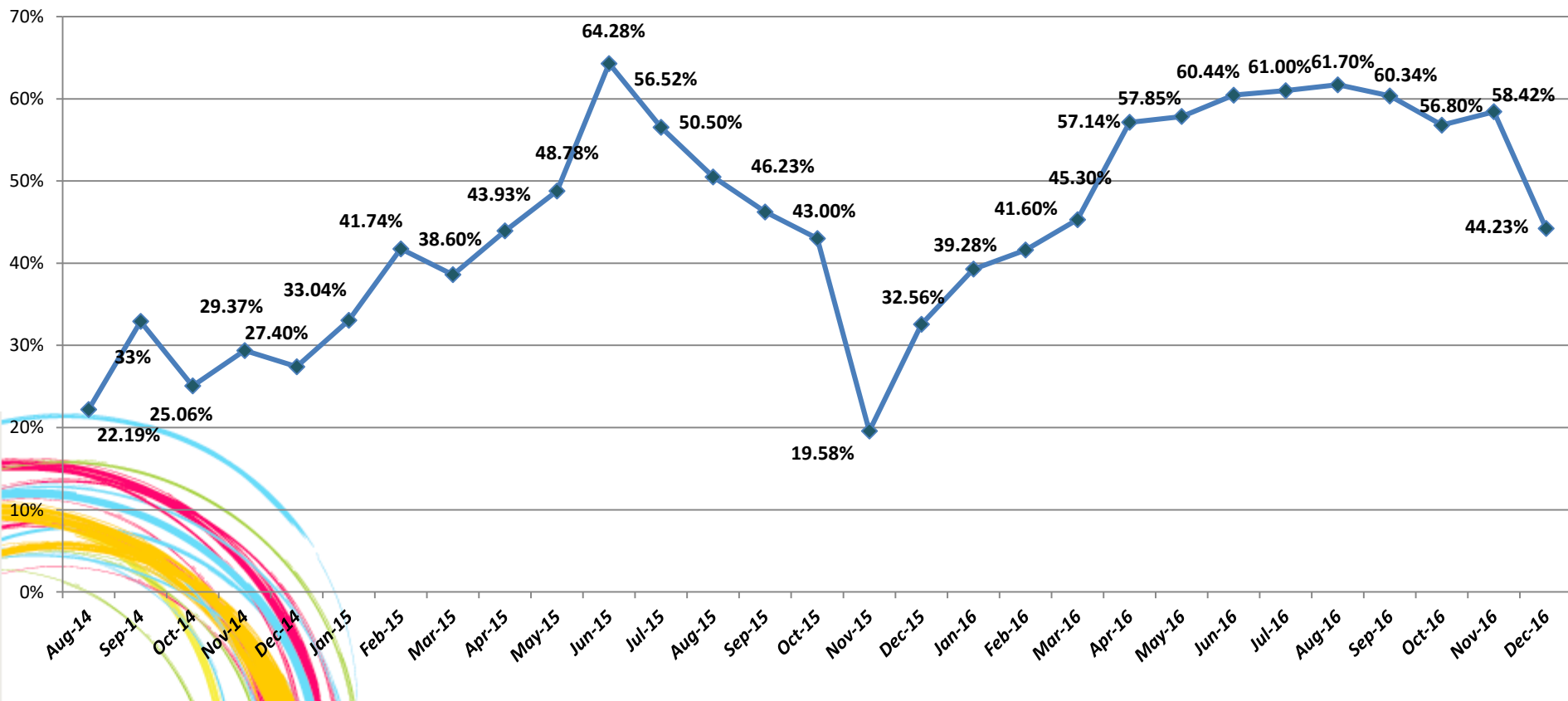


### e-Visa Uptake

**General Uptake August 1, 2014 – December 31, 2016:** Since the launching of the e-service/portal, **cca 44%** of foreign citizens who applied for the Moldovan visa opted for the online regime (out of 8,000 applications for visa submitted during the reporting period, 3,499 – or 43.73% - have been submitted in online, through the portal [www.evisa.gov.md](http://www.evisa.gov.md)).

**e-Service monthly uptake rate in Dec. 2016: 44.23%** (out of 260 requests for visa in Dec. 2016, 115 have been submitted online). Assimilation statistic details in Annex 2.

Dynamics\_Monthly Uptake Rate of eVISA service in the period August 1, 2014 - December 31, 2016



## 2.4 e-Governance Products launched under GeT Project



### ICB 6. Lot 3 - Information System “e-Factura” (e-Invoice)

Information system e-Factura (e-Invoice) is an electronic service, having as a fundamental objective the automation of the documents flow between the suppliers and beneficiaries of Waybills and Tax Invoices. The system will also have an impact on the State Tax Service’s activity related to the record-keeping and audit of Waybills and Tax Invoices.

**Tender launched:** 21.09.2012

**Public Bid Opening:** November 19, 2012

**Contract signed on:** March 25, 2013

**Contractor:** AlfaSoft SRL

**Contract amount: initial** - 148,000.00 USD; **final** – 190,779.87 USD

**Amendments:** Amendment #1 dated Jan. 2, 2014, contract amount increase USD 13,500.00.

Amendment # 2 dated June 11, 2014, contract amount increase by USD 29,280.00

**Current Status:** Implemented. Under maintenance for 24 months. Currently the necessary legal acts for the transmittal of the system to the balance and management of the State Tax Inspection are under drafting.

**Final Operational Acceptance:** October 21, 2013.

**The official launching of the solution:** February 11, 2014.

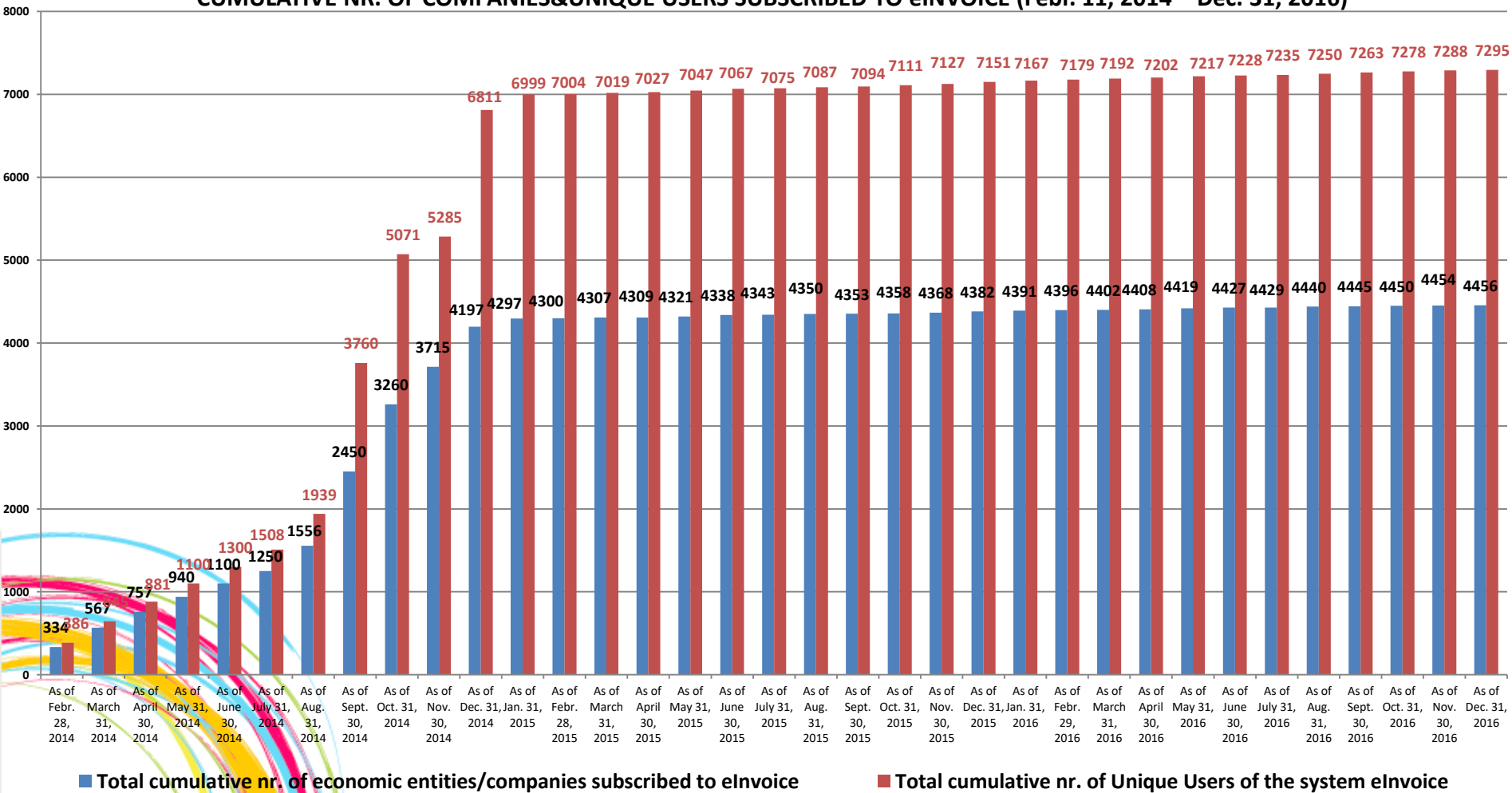
# 2.4 e-Governance Products launched under GeT Project



eInvoice: uptake as of Dec. 31, 2016

**4,456 economic entities, and 7,295 unique users** subscribed to the eInvoice system since February 11, 2014.

**CUMULATIVE NR. OF COMPANIES&UNIQUE USERS SUBSCRIBED TO eINVOICE (Febr. 11, 2014 – Dec. 31, 2016)**



# 2.4 e-Governance Products launched under GeT Project

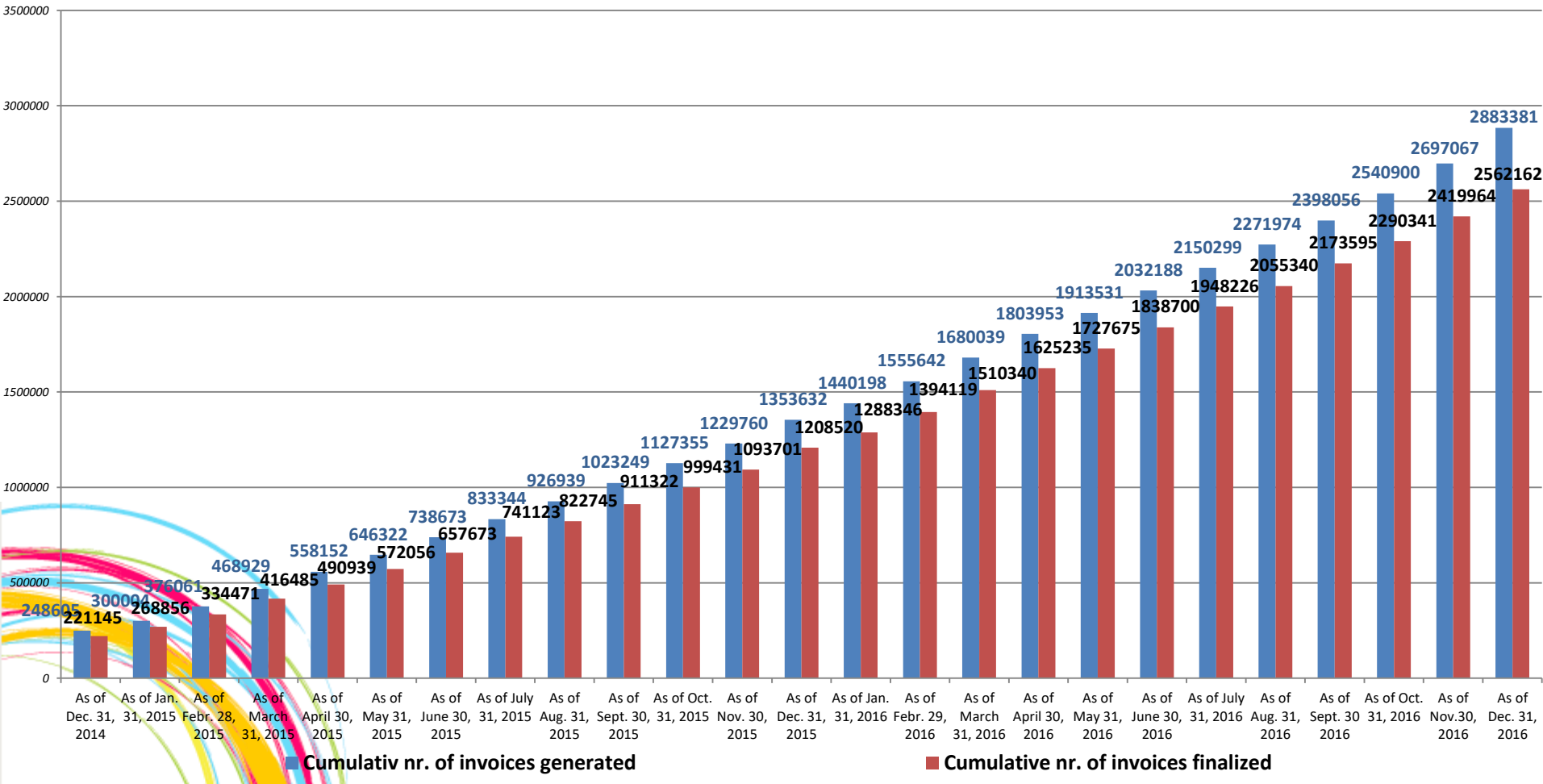


## E-Invoice Uptake

**Generated through the information system: 2,883,381 invoices**

**Finalized within the information system: 2,562,162 invoices by 4,499 legal entities (1,805,403 tax invoices, and 756,759 shipping invoices).**

**CUMULATIVE NUMBER OF INVOICES GENERATED & FINALIZED THROUGH THE eINVOICE SYSTEM (las 2 years: Dec. 2014 – Dec. 2016)**



## 2.4 e-Governance Products launched under GeT Project



### Information System “e-Integrity” (e-CNI)

Info System intended to simplify the filling in, archiving, checking and automated examination of statements of income, assets and personal interests and facilitate the electronic access of individuals & institutions to public information. The system will automate the checking of statements by using data from relevant state registers, providing guidance to individuals when filling in statements, thus minimizing related errors, preventing submission of incomplete statements.

#### Contract Details:

**ICB launched (BD published):** Sept. 2, 2014

**Bid Opening:** October 14, 2014

**Contract #19/ICB/2/2 signed on** Jan. 26, 2015 with JV btw InfoSafe SRL(leader)&BTS Pro SRL(partner), Moldova

**Contract amount:** MDL 1,578,600 equiv. USD 77,854.17

**Disbursed as of Dec. 31, 2016:** 100%

#### Amendments:

Am. #1 dated March 01, 2016 (revised implementation schedule & operational acceptance date)

Am. #2 dated July 5, 2016 (to cover development of additional functionalities, and change of the legal name of the JV's leader from InfoSafe S.R.L. to ESEMPLA Systems S.R.L. - price increase MDL 497,475)

## 2.4 e-Governance Products launched under GeT Project



### Information System “e-Integrity” (e-CNI)

**Current status:** Information system developed. Operational & security tests performed. 20 public servants relevant in the context of the System use have been trained. Dec. 2015 – mid Jan. 2016 - adjustments based on inputs from the operational testing were made. Some modules of the system are already used/operated by the National Integrity Center - CNI (e-stockage of statements initially submitted on paper; electronic case management). The other modules are ready to be used in production regime, once the system as-a-whole officially is launched by the CNI

The normative package is approved by the Parliament: Law on Modifying & Amending normative acts in the context of new provisions in the Law on Personal Interests & Fortune Statements and in the Law on the National Integrity Center. The Law #133 approved on June 17, 2016 (in force since Aug.1, 2016) provides for the need to modify the template of the Interest & Fortune Statement. Thus, the relevant adjustments have been performed in the information system. The new application template has been embedded into the system, and is functional. It is up to the CNI to decide on the official launch date, the information system is ready to enter into production.

**Final Operational Acceptance: August 8, 2016.**



## 2.4 e-Governance Products launched under GeT Project



### Digitization of Cadastral Archive (20 mln files)

Digitization of 20 mln cadastral archive files will significantly improve the quality and efficiency of services delivered to citizens, and of management of real estate & property information by the State Enterprise “Cadastru”.

#### Contract Details:

**Bidding Documents published:** March 7, 2014

**Bid Opening:** April 30, 2014

**Contract Award:** July 15, 2014 (cadastral)

**Contract signing date:** August 7, 2014

**Contractor:** JV Printec Group Romania SRL (leader), Innovative Micro Solutions SA (partner) and ICS Printec Technology SRL (partner), Greece and Romania

**Contract Amount:** USD 1,045,451.95. Fully disbursed.

#### Amendments:

Am. 1, dated Dec. 17, 2014, assignment of SRL Innovative Micro Solutions (Moldova) as subcontractor, no change in price

#### Current Status: Finalized ahead the schedule. Fully disbursed.

After successful demo digitization of 1,000 cadastral folders, the digitization of the first wave started. The finalization of archive digitization was estimated for December 2016. The digitization of the archive has been finalized at the end of May, ahead the implementation schedule. The operational acceptance and last payments were performed in June 2016.



## 2.4 e-Governance Products launched under GeT Project



### ***User Experience and Graphical Design Consultant (Firm) Procurement Package #16 (new/reallocated)***

eGC reallocated the amount planned in PP as of Oct. 19, 2015, for the package #7 under GOODS, sub-component 2.2.1. e-Services, including back-end integration, to packages #16 and #17. The major scope of the assignment was for the selected Consultant to work closely with eGC to review selected e-Gov platforms, to develop a unified user experience vision, concept and guidelines for use across e-Gov services and information systems and providing design prototypes and HTML/CSS/JS pages for them.

***The platforms that are within scope of the assignment include:***

- ***MPass (mpass.gov.md)***
- ***MSign (msign.gov.md)***
- ***MPay (mpay.gov.md)***
- ***Public Services Portal (servicii.gov.md), and***
- ***10 most popular e-services from the public services portal***

#### **Contract Status:**

**ToRs** under Package #16 received WB's no-objection on January 4, 2016

Advertised on January 15, 2016. **RfP** sent on February 22, 2016

**Post review contract no. 6/CQ/2.2.1**

**Contract amount:** USD 28,325.00

**Disbursed to date:** 100%

**Contractor:** RT Design Studio SRL (Republic of Moldova)

**Amendments:** Amendment #1 dated Nov. 25, 2016 covered contract extension until Dec. 23, 2016. No impact on price.

**Current Status:** finalized. Deliverable provided. eGC will further use the style guide when developing/extending eservices and platforms and recommend it to other relevant authorities for their information systems, where necessary.

## 2.5 Support to ICT Competitiveness Enhancement (Min. of ICT)



### *ICT Competitiveness Strategy Support\_2014*

A consultant to coordinate the ICT Competitiveness Dimension – related activities has been contracted by the EGC and deployed at the Ministry of ICT. The purpose of Consultant's activity is to assist the Ministry and eGC at the State Chancellery in the implementation of specific activities and facilitation of the strategy development under the Moldova GeT Project's ICT Competitiveness & Innovation subcomponent.

#### **Actual Outputs/Deliverables:**

- Action Plan for the creation and operation of the National ICT Competitiveness Council and the Action Plan of developing ICT Competitiveness Strategy (delivered in June 2012)
- ICT Competitiveness Strategy (delivered in 8<sup>th</sup> of April 2013)
- Action Plan for developing Innovation Hub and other related aspects of Open ICT Innovation Ecosystem (delivered on 18<sup>th</sup> of April 2013)

The Draft ICT Competitiveness Strategy has been submitted to all CPA authorities for examination and feedback. The further efforts of promotion and implementation of the Strategy are under the mandate and responsibility of the Ministry of ICT.

On June 30, 2013 the Consultant's Services contracted under the WB-financed GeT project have passed through final acceptance. The package is closed.

## 2.5 Support to ICT Competitiveness Enhancement (Min. of ICT)



### Regulatory impact assessment of the draft law on IT industry parks

Scope - MITC has drafted a law on IT industry parks which aims to create the necessary conditions for stimulating the development of export-oriented information technology industry. The draft law will provide legal framework for an unlimited number of projects for the creation of IT parks, regulating the process of IT industry parks creation and also their operation under facilitating conditions provided by the state.

In order to promote the draft law, MITC required a thorough assessment of regulatory impact to demonstrate the benefits in terms of both development of local IT industry and the national economy as a whole.

#### Actual Outputs/Deliverables:

- **Contract signed with:** the Association between ICS PricewaterhouseCoopers Advisory SRL (PwC Moldova), PricewaterhouseCoopers Tax Advisors & Accountants SRL and PricewaterhouseCoopers Management Consultants SRL (PwC Romania)
- **Contract signing date:** February 19, 2014
- **Contract amount:** \$42,367.11
- **Amendments:** *Am. 1, dated June 1, 2014, contract term extended until July 31, 2014*  
*Am. 2, dated August 1, 2014, contract extended until Aug.31, 2014*

**Current Status:** Finalized, fully disbursed. Acceptance of consultancy services by the Ministry of ICT: August 31, 2014

## 2.5 Support to ICT Competitiveness Enhancement (Min. of ICT)



### Consulting Assignment to Develop Policy Impact Assessment and Action Plan to implement Moldova ICT Competitiveness Strategy

The scope of the assignment was to produce a set of documents outlined below, which are essential to ensure an informed implementation of the ICT Competitiveness Strategy:

- Evaluate the impact of the policies envisioned under the Strategy in terms of costs to the budget, benefits to the subjects and recurrent budget impact and also impact on the industry and society if these are not implemented.
- Assess the proposed interventions in terms of prospective benefits, associated costs to the budget and prospect to generate expected developmental outcomes.
- Devise an implementation model & priorities for government interventions, include alternative financing instruments for such interventions; potential for PPPs
- Test the acceptance of proposed policies with the private sector and key stakeholders in the public sector (Min. of Finance, Min. of Economy, Min. of Education etc.)

**Current Status:** The tender has been launched, as of the Expression of submission deadline 14 Expressions of Interest have been received. Evaluation process was started by the Tender committee, but stopped/postponed according to the request of the Ministry of ITC.

## 2.6 Cancelled procurements



### e-Admission to higher education institutions (lot 1) and “e-Validation, Equivalence and Recognition of Graduation Documents” (lot 2)

**Lot 1. Information System “e-Admission to higher education institutions”:** intended to automate the process of admission to higher education institutions (HEI) and deliver related information to the Min. of Education & HEI.

**Lot 2. Information System “e-Validation, Equivalence and Recognition of Graduation Documents”:** aims at enabling a transparent environment and document sharing in the Ministry of Education and the Moldovan education institutions at all levels and also at integrating all the higher education institutions under the Ministry of Education into one single informational system available for all users, regardless of their geographical location.

#### Current status:

**ICB launched (Bidding Documents published):** Sept. 2, 2014. **Bid Opening:** October 14, 2014

**Bid Evaluation Report:** submitted to the WB on Jan. 5, 2015

All received bids have been rejected due to incompliance to the requirements from the Technical Specifications

Current Status: eGC intends to re-launch this procurement. Before that, bidding docs will be issued in a revised version, taking into account the fact that the system will be based on ECMP, and has to correspond to the new relevant legal framework.

The assignment represents the revision of the Technical Specifications developed by the consultant under Contract No. 72 IC/2.2.1 during the period of Dec. 23, 2013–July 23, 2014. The Consultant’s knowledge of the developed documents and experience in working with the representatives of the Min. of Education made continuation with the initial consultant preferable to a new competition, based on its proven satisfactory performance in the initial assignment. Contract #86/IC/2.2.1 ended in Nov. 2015.

At the end of July the revised and adjusted technical specs have been delivered. The implementation of the Information System is pending upon the identification of financial resources.



## 2.6 Cancelled procurements



### e-Procurement (e-PS) Informational system

The main destination of the e-PS is to provide the Public Procurement Agency (PPA) with an information and e-procurement system solution capable to replace the current existing first module of the e-PS with a modern e-PS mechanism - the Government next stage nation-wide new e-procurement system, in line with the best international practices and EU requirements.

The objective of the project is to create a web-based e-Procurement System, linked to the homepage of the PPA. The new e-PS should offer to Contracting Authorities and to economic operators an innovative tool that allows to organize procurement procedures, and to participate in those procurement procedures, using electronic tools. The e-PS should allow, inter alia, to submit tenders electronically, to create dynamic purchasing systems, and to organize e- auctions. Way of organizing the public tendering (procurement) procedure should be selected from following Moldovan public procurement procedures; open procurement procedure, restricted procurement procedure, negotiated procurement procedures, competitive dialogue, request for price quotations, procedure for planning for social housing, procedure of competitive decisions.

The created e-PS system should be easily escalated (when needed) to internationally (EU) accepted and implemented public procurement procedures: open procurement, restricted procurement procedures, negotiated procurement procedure with prior notice, Negotiated procurement procedure without prior notice, competitive dialogue etc.



## 2.6 Cancelled procurements



### e-Procurement Informational system

Fundamental objective: informatization and automation of public procurement procedures and documents flow between the tenderers and Contracting Authorities. The automation will have an effect on the Public Procurement Agency's activity related to the record-keeping and audit of public procurement procedures and related activities and documentation. The eGC will coordinate the acquisition for the benefit of the Public Procurement Agency – the administrator of the e-PS system of public procurements, which will take over the information system and will ensure its functionality and further administration on M-Cloud

#### **Current status:**

On November 11, 2013, an international consultant was hired to assist the Public Procurement Agency, Ministry of Finance and the eGC to conduct an assessment study, develop functional and technical specifications and analyze current e procurement trends and e-procurement systems. The draft final technical specifications have been elaborated, examined and approved by the Agency for Public Procurement and are ready to be submitted to the World Bank.



Nevertheless, the afferent ICB planned procurement package has been deleted from the GeT Procurement Plan, due to lack of financial means. Advancing with the procurement procedures is pending upon identification of financial means from other sources or within other eventual projects. Currently EU and EBRD are examining the possibility to finance the implementation of the e-procurement system within a broader programme of policy advice and support in legislative drafting for e-Procurement Reforms



#### A. Technical-Technological layer:

**A1. The Whole-of-Govt. Approach** for which the World Bank and the Moldovan Government opted, and on which the Project Scheme was built, proved to be the most productive, appropriate for country's context, and results-generating approach in implementing Governance e-Transformation in Moldova. Developing first the supra-sectorial eGov infrastructure has enabled, and will enable the sectorial public agencies implementing sectorial e-services, e-platforms by (re)using in highly effective ways the modern technical solutions of whole-of-Govt. eGov infrastructure implemented within the GeT project, based on advantageous technological and non-technological arrangements, thus capitalizing on their value/benefitting mostly of such infrastructure products. Today this also serves as an already fulfilled assumption or precondition, as well as digital enabler platform in most sectorial and cross-sectorial reform agendas, particularly Public Service Reform Agenda on which the Government embarked (National Program for Public Service Reform 2014-16, National Roadmap for Public Service Modernization 2017-2021).

At the same time, the Coordinators for Governance e-Transformation (CIOs), and other employees from sectorial GeT Departments/Units in public agencies have to ensure, together with eGC and State Chancellery, the synchronization of sectorial GeT Agenda with the whole-of-Govt. e-Transformation and Public Services' Modernization Agendas, and their core principles, to ensure smart, tech-savvy and financial-savvy investments in sectorial IT.

**A2.** There has been used whenever possible **the approach of massive and smart reuse of existing technical-technological infrastructures**, which ensured a reasonable volume and pattern of financial resources' and their spending both in the project, as well as in afferent sectorial GeT Agendas. This approach also saved significantly implementation time, making the whole implementation process highly efficient: resources-wise, and generating high-quality outputs.





#### A. Technical-Technological layer:

**A3. The use of Open Standards and API publishing** - as a core principle of eGC in its technological solutions development and deployment - had both advantaged the Project, its products' quality & uptake, and served as a good practice for the Government, and as illustrative example to other stakeholders and sectorial public agencies in their Governance e-Transformation endeavors.

**A4.** From the technical-technological perspective, for the development of most solutions the **outsourcing has been used and recommended as preferred option**. This approach allowed to overpass some challenges specific to our public sector, such as uneven distribution or insufficiency of eGOV-related competencies in the beneficiary institutions, uneven level of involvement in collaborative project's implementation among designated focal points in beneficiary agencies, significant flow of personnel in the sectorial institutions. It allowed in a certain measure setting an effective quality control on contract management process, and product level (three-layered contract management – eGov Center's Contract Manager, beneficiary public agency's focal person, Contractor's designated Contract Manager; post-contract implementation, warranty arrangements etc.).

**A5.** Implementing **turn-key technical-technological solutions** has proven to be a productive and risk-savvy approach, enabling the eGC, the institutional beneficiaries (where relevant), and contractors to manage efficiently and effectively the development of solutions, of contracts as a whole, and mitigate maintenance & sustainability-related risks. At the same time it raised the importance of beneficiary's genuine intention to further maintain, and properly operate and – where needed – escalate - the solution, after the warranty expired, and ensure the needed conditions for it.





#### B. Organizational layer:

**B1.** A valuable lesson on this layer was the importance of **effective and risk-aware strategic planning**, including:

- **a reasonable time-framing, particularly a phased approach or piloting first approach** for technologically and/or legally complex projects, such as MCloud, MConnect, sectorial e-services, digitization of archives
- **incremental development, escalating of e-services & platforms**. Sectorial e-services are an illustrative example: first authentication and application online were implemented, then – once the e-payment portal MPay was launched, they were connected to MPay, further - to other relevant eGov infrastructure products (“enablers” and “shared”)

**B2.** Communication, PR and Advocacy – on the scope, advantages, innovative character, social-economic value of eGov products proved to be a highly important and needed effort throughout and after the project both within the public sector, and most of all outside it. Throughout the Project a range of Communication & PR activities were successfully implemented. They have to be further escalated not only by the eGC and State Chancellery, but by the sectorial agencies as well, more attention is to be paid on this effort’s socially inclusive character (targeting groups which, according to the surveys and uptake stats, tend to understand, trust, access less eGov products and platforms - elderly, inhabitants of rural areas, some subcategories of socially vulnerable category of population). This is also an effort to be perpetuated within public service reform based on Governance e-Transformation and its eGov products.

**B3.** The importance of balancing the public outreach and the strategic vision proved to be key in GeT Project planning and its advocacy, in increasing citizen and partners’ awareness on the GeT value, and their support. Thus, products of high direct internal impact, mostly G2G solutions (MCloud, MConnect etc.) with direct visible impact on the public sector’s efficiency, transparency, responsiveness, security, savings, with high, but relatively invisible impact in their raw or isolated form for citizens & businesses), have been implemented in parallel with quick-win G2C or G2B projects directly targeting citizens and businesses, such as several highly demanded and relatively quick-to-transform sectorial e-services .





#### B. Organizational layer:

**B4. Risk management** was key. During the GeT Project it was ascertained that, besides the general GeT Project Risk Management Framework, there were needed and applied also **granular Contract/Product Devt.-based risk-management management frameworks** to ensure:

- overcoming some challenges with sectorial beneficiary institutions (unstable political will & openness towards innovation, modification of institutions' views or approach towards a product, flow of personnel, incl. top management, frequent needs to reiterate change management activities with institutional focal points etc.);
- efficient implementation of most infrastructure products, so that at relevant stages these are effectively and timely accepted by all stakeholders, technically and legally transmitted to institutional beneficiaries (valid for sectorial e-services) or to the technical-technological operator Center for Special Telecommunications (valid for whole-of-Govt. eGov infrastructure) to their financial balance, technical maintenance and sustainable operation.

**B5. Independent foreign expertise of highest quality** from countries advanced in specific fields relevant to the GeT Agenda has been attracted in strategic vision elaboration, technical specifications drafting or validation, demand assessment, risk assessment, evaluation process within procurements of complex innovative solutions. This was an important tool to ensure the relevant support, validation, technical, legal, and ethical compliance within the Project.

**B6. User-centered approach** was and remains essential in terms of eGov products' uptake and use by external users (citizens & businesses) and by internal users (public servants). eGC tried using as much as possible during the planning and implementation processes co-creation, customer-centered and customer-driven tools, and engaged users in e-services devt., testing, online surveys on product needs and quality assessments, on prioritization of e-services within GeT Project, constantly monitored public perception of, support for GeT Reform, and eGov Products uptake, and embedded the findings into the Communication Campaigns, and product devt. processes etc. Further a more intense and socially inclusive manner shall be used to perpetuate these efforts.





#### C. Institutional and Normative layer:

**C1. The institutional mandate of the e-Government Center as supra-sectorial entity by the State Chancellery and the Prime-Minister** have been a key success factor in GeT Project implementation, and provided the appropriate amount of authority, adequate positioning on the GeT Agenda's "map" close to the highest executive authorities. The tight communication with the Prime Minister apparatus and the State Chancellery, as well as these high-level authorities' support in drafting and promoting relevant normative framework acts contributed significantly to exercising a positive pressure on the sectorial public authorities to initiate sectorial e-Transformation, Open Data, Service Modernization reforms, and overcome challenges, mitigate and manage specific risks related to institutional political will, resistance to innovation, lack of capacities or resources etc. eGC's mandate also covers a part of such governance effort as the coordination and synchronization of sectorial Agendas with the whole-of-Govt. e-Transformation and Public Service Reform Agendas. Shared in different power layers with the State Chancellery, these areas are to be further consolidated and combined with other authorities' mandates to implement initiatives beyond GeT Project, but part of GeT agenda, as well as to ensure the sustainability of GeT project's products.

**C2. The institutionalization of sectorial Governance e-Transformation Units/Subdivisions, designation of Coordinators for e-Transformation and focal points for Open Data**, covering essential areas of sectorial Governance e-Transformation, as well as in the public administration authorities was a key institutional framework-related step

into implementing and promoting the whole-of-Government GeT Agenda, and ensured the proper framework and mandates for the central public administration authorities to fulfill their sectorial obligations in both GeT agenda implementation, and sectorial reforms' initiation and perpetuating. At the same time, it took some time to sectorial institutions' management to understanding and cover properly with relevant resources the political, Governance Innovation character of the GeT Agenda (going much beyond the technical / digital innovation dimension).





#### c. Institutional and Normative layer:

**C3.** Throughout the Project, there was obvious the need of a **stronger Governmental Accountability Framework**, to make the selected sectorial public authorities more involved, agile, committed and accountable for the projects they were involved in or the products they were to overtake and operate independently after the warranty expiry. Some selected organizations' weaker ownership and level of involvement in monitoring their "institutional" contract implementation, in taking the system into institution's balance etc. suggested the need of a more "bounding" legal and accountability framework besides the Collaboration Agreement or MoUs. It also outlined the importance of efficient communication, customized change management activities for such projects, to ensure institutions' involvement, and abilities to operate systems independently in an efficient and sustainable manner after the Project activities end.

**C4.** The **institutional capacities and capabilities**, both in terms of organization mandates and ability to adjust them to the sectorial e-Transformation Reforms, as well as in terms of individual mandates, capacities, knowledge etc. in conditions of a high have been a key factor in implementing the GeT Project, as well as will further play a central role in the implementation by the public agencies of their sectorial GeT Agendas. The eGov Center and the State Chancellery implemented a multitude of capacity-building activities within GeT project, and in parallel launched a training course on GeT in the Public Administration Academy and try ensuring a relative balance between available capacities to be developed/strengthened, and new expertise penetrating the public sector to respond to the rigors of such deeply transformative reform.

**C5.** The **partnerships with the private sector** turned into strong enablers of innovative products' development (Mobile e-ID, MPay etc.), of promoting and advocating e-Transformation Agenda and its benefits, of injecting thigh-quality competitive expertise into the public sector. **Innovative, disruptive models of PPP** within the GeT Project were piloted; they have generated high-quality solutions, and represented a good practice of PPP for the Government and private sector, at least in the governance digital innovation segment, to be examined, further explored, framed, and perpetuated.



LESSONS LEARNED