Questions and Answers on the Request for Proposal for the surveys and collection of ICT related data

Question 1:

Could you, please, explain more detailed the term of "institutions of public administration" that are to be interviewed for e-Government Survey?

Answer 1:

The term of "institutions of public administration" include: ministers, bureaus, services, agencies, centers, chambers, government office, commissions, committees, councils, justice authority.
The term of "institutions of public administration" is defined in the Constitution of the Republic of Moldova and in the Law on Government N.64-XII, 31.05.90.

Question 2:

A point related to "level of online sophistication of government websites" that is supposed to be got from e-Government survey, actually request a separate websites content analysis (as the one conducted in 2005 by Centre CIVIS). Is it acceptable?

Answer 2:

No. In order to measure the indicator 'availability of public services online', an e-service sophistication model was developed by EC. This model illustrates the different degrees of sophistication of online public services going from 'basic' information provision over one-way and two way interaction to 'full' electronic case handling". Online sophistication is measured on a scale reaching from 'no online service' over the mere provision of information (level 1), downloadable forms (level 2 – one way interaction), electronic online forms (level 3 – two way interaction), full online case handling (level 4) to personalization (level 5 – pro-active, automated). The 5th level provides an indication of the extent to which the online provision of the 20 common services is based on new models of front and back-offices integration, the reuse of available data and to what degree the idea of pro-active service delivery is embedded. For certain services this means that the applicant receives the service automatically based on a previous registration of an event.[see: i2010. The User Challenge Benchmarking The Supply Of Online Public Services. 7th Measurement. September 2007.European Commission. Directorate General Information Society and Media]

Question 3:

"Characterization of the Web sites content with refers to culture information for citizens (culture institutions, electronic library directories, theatre repertoires, concerts, calendar of cultural expositions etc.)" "actually request a separate websites content analysis (as the one conducted in 2005 by Centre CIVIS). Is it acceptable?"

Answer 3:

It is needed a specialized websites content analysis ("with refers to culture information for citizens (culture institutions, electronic library directories, theatre repertoires, concerts, calendar of cultural expositions etc.)"), not so large as one done in 2005, and should be done in the frame of eCulture Study.

Question 4:

Could you explain more detailed what is meant by "Characterization of the stage and perspectives of e-development of processes referring to the obligatory insurance of medical assistance of citizens: a) in clinics, hospitals and the National Company of Medical Insurances;"

Answer 4:

In 2001 the National Company of Medical Insurances was founded in the aim to implement the Law with refer to the obligatory insurance of medical assistance of citizens nr. 1585-XIII of February 27, 1998. This implementation foresees the creation of respective information system in Moldova, meaning to cover all clinics, hospitals and the National Company of Medical Insurances. A few years ago, a respective pilot project was launched in Hancesti county. We are interested in: what is the situation in the domain now? Exhaustive information can be obtained from the Ministry of Health.

Question 5:

In terms of References is suggested that data needed for eEducation, eHealth and eCulture studies could be obtained from official sources, which don't request much costs. However we have an assumption that not all data would be available from officials. Is it acceptable? On the other hand these data could be found contacting directly the target group, but it request more costs/resources and more time (that is so little for this project).

Answer 5:

In this respect the project management team and the Ministry of Information Development will support the obtaining of information from official sources. Additional time frame for information needed for eHealth and eCulture studies that can be obtained contacting directly the respective target groups will be allocated (the necessary time to be specified in the Offer).