

Request for Proposal (RFP)

Ref. no. RFP 10/00124

Date: 8 February 2010

Dear Sir/Madam,

Subject: RFP for developing the e-Forms Processing System for Statistical Reports for the National Bureau of Statistics of the Republic of Moldova

1. You are requested to submit a proposal for services for development of the e-Reporting Portal and Information System e, as per enclosed Terms of Reference (TOR).
2. To enable you to submit a proposal, attached are:
 - i. Instructions to Offerors (Annex I)
 - ii. General Conditions of Contract.....(Annex II)
 - iii. Terms of Reference (TOR).....(Annex III)
 - iv. Proposal Submission Form(Annex IV)
 - v. Price Schedule(Annex V)
3. Your offer comprising of technical proposal and financial proposal, in separate sealed envelopes, marked with “**RFP: e-Forms Processing System for the National Bureau of Statistics**” should reach the UNDP office no later than **22 March 2010, 16:30, local time:**

Offers can be submitted either in hard copy or electronically.

a) Documents/offers in hard copy need to be addressed to:

**UNDP Moldova,
131, 31 August 1989 Street, MD-2012 Chisinau, Republic of Moldova
Attention: Registry Office/Procurement**

b) Offers sent electronically need to be addressed to the following e-mail address:
tenders-Moldova@undp.org

Offers shall be clearly marked with “**RFP: e-Forms Processing System for the National Bureau of Statistics**”

Contact person for clarifications: Mr. Ion Cosuleanu, Project Manager (ion.cosuleanu@undp.org)

UNDP Moldova will organise on its premises a pre-bidding conference on 25 February 2010 at 11:00. Representatives of all interested applicants are invited to attend. To confirm participation, please, send a message to lidia.marchitan@undp.org by COB, 24 February 2010.

4. If you request additional information, we would endeavour to provide information expeditiously, but any delay in providing such information will not be considered a reason for extending the submission date of your proposal.
5. You are requested to acknowledge receipt of this letter and to indicate whether or not you intend to submit a proposal.

Yours sincerely,



Matilda Dimovska
Deputy Resident Representative



Ion Cosuleanu

Instructions to Offerors

A. Introduction

1. General

The purpose of this Request for Proposals (RFP) is to solicit proposals from the qualified companies to develop the **e-Forms Processing System for Statistical Reports for the National Bureau of Statistics** of the Republic of Moldova according the TOR ANNEX III.

The offers shall be comprised of two parts: technical and financial. Each part is presented in sealed envelopes. The Offers from Consortia formed by foreign companies and companies registered in Moldova will be accepted for evaluation.

The Contract will be awarded to the Company (Consortia) with the proposal that will have the highest score according to evaluation criteria.

Proposal should include: "Proposal for development and implementation of e-Forms Processing System for Statistical Reports for the National Bureau of Statistics of the Republic of Moldova".

2. Cost of proposal

The Offeror shall bear all costs associated with the preparation and submission of the Proposal, the UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.

B. Solicitation Documents

3. Contents of solicitation documents

Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The Offeror is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Offeror's risk and may affect the evaluation of the Proposal.

4. Clarification of solicitation documents

A prospective Offeror requiring any clarification of the Solicitation Documents may notify the procuring UNDP entity in writing at the organisation's mailing address or fax number indicated in the RFP. The procuring UNDP entity will respond in writing to any request for clarification of the Solicitation Documents that it receives earlier than two weeks prior to the deadline for the submission of Proposals. Written copies of the organisation's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Offerors that has received the Solicitation Documents.

5. Amendments of solicitation documents

At any time prior to the deadline for submission of Proposals, the procuring UNDP entity may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Offeror, modify the Solicitation Documents by amendment.

All prospective Offerors that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.

In order to afford prospective Offerors reasonable time in which to take the amendments into account in preparing their offers, the procuring UNDP entity may, at its discretion, extend the deadline for the submission of Proposals.

C. Preparation of Proposals

6. Language of the proposal

The Proposals prepared by the Offeror and all correspondence and documents relating to the Proposal exchanged by the Offeror and the procuring UNDP entity shall be written in the English language. Any printed literature furnished by the Offeror may be written in another language so long as accompanied by an English translation of its pertinent passages in which case, for purposes of interpretation of the Proposal, the English translation shall govern.

7. Documents comprising the proposal

The Proposal shall comprise the following components:

- (a) Proposal submission form (Annex IV);
- (b) Operational and technical part of the Proposal, including documentation to demonstrate that the Offeror meets all requirements;
- (c) Price schedule/financial proposal, completed in accordance with clauses 9 and 10 (Annex V).

8. Operational and technical documentation

The operational and technical part of the Proposal shall contain the following documents:

- Company profile;
- Work plan and approach;
- Company's list of customers,

9. Proposal form

The Offeror shall structure the operational and technical part of its Proposal as follows:

(a) Management plan

This section should provide corporate orientation to include the year and state/country of incorporation and a brief description of the Offeror's present activities. It should focus on services related to the Proposal.

This section should also describe the organisational unit(s) that will become responsible for the contract, and the general management approach towards a project of this kind. The Offeror should comment on its experience in similar projects and identify the person(s) representing the Offeror in any future dealing with the procuring UNDP entity.

(b) Resource plan

This should fully explain the Offeror's resources in terms of personnel and facilities necessary for the performance of this requirement. It should describe the Offeror's current capabilities/facilities and any plans for their expansion.

(c) Proposed methodology

This section should demonstrate the Offeror's responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed warranty; and demonstrating how the proposed methodology meets or exceeds the specifications.

The operational and technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules.

It is mandatory that the Offeror's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.

Information which the Offeror considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.

10. Proposal prices

The Offeror shall indicate on an appropriate Price Schedule/Financial Proposal, an example of which is contained in these Solicitation Documents, the prices of services it proposes to supply under the contract.

11. Proposal currencies

All prices shall be quoted in **Moldovan Lei and shall be exclusive of VAT.**

12. Period of validity of proposals

Proposals shall remain valid for sixty (60) days after the date of Proposal submission prescribed by the procuring UNDP entity, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by the procuring UNDP entity on the grounds that it is non-responsive.

In exceptional circumstances, the procuring UNDP entity may solicit the Offeror's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. An Offeror granting the request will not be required nor permitted to modify its Proposal.

13. Format and signing of proposals

The Offeror shall prepare two copies of the Proposal, clearly marking each "Original Proposal" and "Copy of Proposal" as appropriate. In the event of any discrepancy between them, the original shall govern.

The two copies of the Proposal shall be typed or written in indelible ink and shall be signed by the Offeror or a person or persons duly authorised to bind the Offeror to the contract. The latter authorisation shall be indicated by written power-of-attorney accompanying the Proposal.

A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Offeror, in which case such corrections shall be initialled by the person or persons signing the Proposal.

14. Payment

UNDP shall effect payments to the Contractor after acceptance by UNDP of the invoices submitted by the contractor, upon achievement of the corresponding milestones.

D. Submission of Proposals

15. Sealing and marking of proposals

The Offeror shall seal the Proposal in one outer and two inner envelopes, as detailed below.

(a) The outer envelope shall be:

- addressed to –

UNDP Moldova
131, 31 August 1989 Street, MD-2012 Chisinau, Republic of Moldova
Attention: UNDP Registry Office/Procurement

and,

- marked with – **“RFP: e-Forms Processing System for the National Bureau of Statistics”**
- (b) Both inner envelopes shall indicate the name and address of the Offeror. The first inner envelope shall contain the information specified in Clause 8 (*Operational and technical documentation*) and in Clause 9 (*Proposal form*) above, with the copies duly marked “Original” and “Copy”. The second inner envelope shall include the price schedule/financial proposal duly identified as such.

Note, if the inner envelopes are not sealed and marked as per the instructions in this clause, the procuring UNDP entity will not assume responsibility for the Proposal’s misplacement or premature opening.

(c) In case of electronic submission, the Offeror shall send two messages by e-mail to the following address:

tenders-Moldova@undp.org

The first e-mail message shall contain the information specified in Clause 8 (*Operational and technical documentation*) and Clause 9 (*Proposal form*) above and shall have the following subject: **“Technical Proposal for RFP: e-Forms Processing System for the National Bureau of Statistics”**. The second e-mail message shall include the price schedule/financial proposal and shall have the following subject: **“Financial Proposal for RFP: e-Forms Processing System for the National Bureau of Statistics”**.

Important Note for Offerors submitting proposals in electronic format/via e-mail.

Having prepared the Proposal in paper format as specified in Clause "D. Submission of Proposals" hereof, the entire Proposal should be scanned or otherwise converted into one or more electronic .pdf (Adobe Acrobat) format files and attached to one or more E-mails. The Subject line of the E-mail(s) should state: “**Technical Proposal for RFP: e-Forms Processing System for the National Bureau of Statistics**” and separate e-mail “**Financial Proposal for RFP: e-Forms Processing System for the National Bureau of Statistics**” - DO NOT OPEN IN ADVANCE. The opening of the financial proposal must be secured with the password protected ZIP archive by the Offeror, which will be given to the procuring UNDP entity upon its request after the completion of the technical proposals evaluation.

To assist procuring UNDP entity in the assurance of transparency, it is recommended that, prior to sending the Email(s), Offerors should open "Options", then "Voting and Tracking Options" and select "Request a delivery receipt for this message" AND "Request a read receipt for this message". This option path is for Microsoft Office Outlook software. Other software should offer similar options, although the path and wording might be somewhat different.

16. Deadline for submission of proposals

Proposals must be received by the procuring UNDP entity at the address or e-mail address specified under clause *Sealing and marking of Proposals* no later than **22 March 2010, 16:30**, local time.

The procuring UNDP entity may, at its own discretion extend this deadline for the submission of Proposals by amending the solicitation documents in accordance with clause *Amendments of Solicitation Documents*, in which case all rights and obligations of the procuring UNDP entity and Offerors previously subject to the deadline will thereafter be subject to the deadline as extended.

17. Late Proposals

Any Proposal received by the procuring UNDP entity after the deadline for submission of proposals, pursuant to clause *Deadline for the submission of proposals*, will be rejected.

18. Modification and withdrawal of Proposals

The Offeror may withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by the procuring UNDP entity prior to the deadline prescribed for submission of Proposals.

The Offeror's withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause *Deadline for Submission of Proposals*. The withdrawal notice may also be sent by telex or fax but followed by a signed confirmation copy.

No Proposal may be modified subsequent to the deadline for submission of proposals.

No Proposal may be withdrawn in the Interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the Offeror on the Proposal Submission Form.

E. Opening and Evaluation of Proposals

19. Opening of proposals

The procuring entity will open the Proposals in the presence of a Committee formed by the Head of the procuring UNDP entity.

20. Clarification of proposals

To assist in the examination, evaluation and comparison of Proposals, the Purchaser may at its discretion, ask the Offeror for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.

21. Preliminary examination

The Purchaser will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.

Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Offeror does not accept the correction of errors, its Proposal will be rejected. If there is a discrepancy between words and figures the amount in words will prevail.

Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each Proposal to the Request for Proposals (RFP). For purposes of these Clauses, a substantially responsive Proposal is one which conforms to all the terms and conditions of the RFP without material deviations. The Purchaser's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.

A Proposal determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the Offeror by correction of the non-conformity.

22. Evaluation and comparison of proposals

A two-stage procedure will be utilised in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price schedule/financial proposal of the Proposals will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 650 points in the evaluation of the technical proposals.

The technical proposal is evaluated on the basis of its responsiveness to the Term of Reference (TOR) and the Instructions to Offerors.

In the Second Stage, the price proposal of all contractors, who have attained minimum 70% score in the technical evaluation, will be compared. The cumulative analysis scheme will be applied with a total score being obtained upon the combination of weighted technical and financial attributes. An Offeror's response to the solicitation document is evaluated and points are attributed based on how well they meet the defined desirable criteria. Cost under this method of analysis is rendered as an award criterion, which will be 35% out of a total score of 1000 of all the desirable factors of the RFP. The contract will be awarded to the offeror obtaining the highest cumulative score.

The following formula will be applied in calculating the cumulative score:

$$B = T + \frac{C_{low}}{C} \times 350,$$

where

T - is the technical score awarded to the bid,

C- is the evaluated bid price,

C_{low} - is the lowest price among responsive bids.

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable	Company / Other Entity				
				A	B	C	D	E
1.	Expertise of Firm / Organisation submitting Proposal	30%	195					
2.	Proposed Work Plan and Approach	50%	325					
3.	Personnel	20%	130					
Total			650					

Evaluation forms for technical proposals follows. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

Form 1: Expertise of Firm / Organisation Submitting Proposal

Form 2: Proposed Work Plan and Approach

Form 3: Personnel

Technical Proposal Evaluation Form 1		Points obtainable	Company / Other Entity				
			A	B	C	D	E
Expertise of firm / organisation submitting proposal							
1.1	Reputation of Organisation and Staff (Competence / Reliability)	30					
1.2	Litigation and Arbitration history	10					
1.3	General Organisational Capability which is likely to affect implementation (i.e. loose consortium, holding company or one firm, size of the firm / organisation, strength of project management support e.g. project financing capacity and project management controls)	20					
1.4	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialised skills).	10					
1.5	Quality assurance procedures, warranty (ISO Certifications for IT)	20					
1.6	Relevance of: - Specialised Knowledge	105					

Technical Proposal Evaluation Form 1		Points obtainable	Company / Other Entity				
			A	B	C	D	E
	<ul style="list-style-type: none"> - IT Licences and Certificates - Experience on Similar Programme / Projects - Experience on Projects in the Region- (last 3 years) Work for UNDP/ major multilateral/ or bilateral programmes						
		195					

Technical Proposal Evaluation Form 2		Points obtainable	Company / Other Entity				
			A	B	C	D	E
Proposed Work Plan and Approach							
2.1	To what degree does the Offeror understand the task?	25					
2.2	Have the important aspects of the task been addressed in sufficient detail?	20					
2.3	Are the different components of the project adequately weighted relative to one another?	20					
2.4	Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal?	25					
2.5	Does the plan include adequate Quality Assurance?	50					
2.6	Is the scope of task well defined and does it correspond to the TOR?	90					
2.7	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	95					
		325					

Technical Proposal Evaluation Form 3		Points obtainable	Company / Other Entity				
			A	B	C	D	E
Personnel							
3.1	Task Manager	50					
		Sub-Score					
	General Qualification	40					
	Suitability for the Project						
	- International Experience	5					
	- Project management and QA experience	15					
	- Professional Experience in the area of specialisation	15					
	- Knowledge of the region	5					
	- Language Qualifications	10					
		50					

Technical Proposal Evaluation Form 3			Points obtainable	Company / Other Entity				
				A	B	C	D	E
3.2	Team members / Developers (combined)		80					
		Sub- Score						
	General Qualification	70						
	Suitability for the Project							
	- International Experience	5						
	- Training Experience	5						
	- Professional Experience in the area of specialisation	55						
	- Knowledge of the region	5						
	- Language Qualifications	10						
		80						
			130					

F. Award of Contract

23. Award criteria, award of contract

The procuring UNDP entity reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Offeror or any obligation to inform the affected Offeror or Offerors of the grounds for the Purchaser's action.

Prior to expiration of the period of proposal validity, the procuring UNDP entity will award the contract to the qualified Offeror whose Proposal after being evaluated is considered to be the most responsive to the needs of the organisation and activity concerned.

24. Purchaser's right to vary requirements at time of award

The Purchaser reserves the right at the time of award of contract to vary the quantity of services and goods specified in the RFP without any change in price or other terms and conditions.

25. Signing of the contract

Within 30 days of receipt of the contract the successful Offeror shall sign and date the contract and return it to the Purchaser.

Failure of the successful Offeror to comply with the requirement of Clause 25 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Proposal security if any, in which event the Purchaser may make the award to the next lowest evaluated Offeror or call for new Proposals.

General Conditions of Contract

1. LEGAL STATUS

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis UNDP. The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

2. SOURCE OF INSTRUCTIONS

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action which may adversely affect UNDP or the United Nations and shall fulfil its commitments with the fullest regard to the interests of UNDP.

3. CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

4. ASSIGNMENT

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

5. SUB-CONTRACTING

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform with the provisions of this Contract.

Note: This provision is in effect only upon the offer submission.

6. OFFICIALS NOT TO BENEFIT

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

7. INDEMNIFICATION

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

8. INSURANCE AND LIABILITIES TO THIRD PARTIES

- 8.1 The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.

- 8.2 The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- 8.3 The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- 8.4 Except for the workmen's compensation insurance, the insurance policies under this Article shall:
- (i) Name UNDP as additional insured;
 - (ii) Include a waiver of subrogation of the Contractor's rights to the insurance carrier against UNDP;
 - (iii) Provide that UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.
- Note: Insurances are required in case of awarding the contract
- 8.5 The Contractor shall, upon request, provide UNDP with satisfactory evidence of the insurance required under this Article.

9. ENCUMBRANCES/LIENS

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

10. TITLE TO EQUIPMENT

Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

11. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS

UNDP shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, with regard to products, or documents and other materials which bear a direct relation to or are produced or prepared or collected in consequence of or in the course of the execution of this Contract. At the UNDP's request, the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring them to UNDP in compliance with the requirements of the applicable law.

12. USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or the United Nations, or any abbreviation of the name of UNDP or the United Nations in connection with its business or otherwise.

13. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION

- 13.1 All maps, drawings, photographs, mosaics, plans, reports, recommendations, estimates, documents and all other data compiled by or received by the Contractor under this Contract shall be the property of UNDP, shall be treated as confidential and shall be delivered only to UNDP authorized officials on completion of work under this Contract.
- 13.2 The Contractor may not communicate at any time to any other person, Government or authority external to UNDP, any information known to it by reason of its association with UNDP which has not been made public except with the authorization of UNDP; nor shall the Contractor at any time use such information to private advantage. These obligations do not lapse upon termination of this Contract.

14. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

- 14.1 Force majeure, as used in this Article, means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force which are beyond the control of the Parties.
- 14.2 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify UNDP of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of this Contract. The notice shall include steps proposed by the Contractor to be taken including any reasonable alternative means for performance that is not prevented by force majeure. On receipt of the notice required under this Article, UNDP shall take such action as, in its sole discretion, it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.
- 14.3 If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

15. TERMINATION

- 15.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16 "Settlement of Disputes" below shall not be deemed a termination of this Contract.
- 15.2 UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.
- 15.3 In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract. The Contractor shall take immediate steps to terminate the work and services in a prompt and orderly manner and to minimize losses and further expenditures.
- 15.4 Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, UNDP may, without prejudice to any other right or remedy it may have, terminate this Contract forthwith. The Contractor shall immediately inform UNDP of the occurrence of any of the above events.

16. SETTLEMENT OF DISPUTES

16.1. Amicable Settlement

The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

16.2. Arbitration

Unless, any such dispute, controversy or claim between the Parties arising out of or relating to this Contract or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Article within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining, including its provisions on applicable law. The arbitral tribunal shall have no authority to award punitive damages. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

17. PRIVILEGES AND IMMUNITIES

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

18. TAX EXEMPTION

18.1 Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter alia, that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with UNDP to determine a mutually acceptable procedure.

18.2 Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with UNDP before the payment thereof and UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

19 CHILD LABOUR

19.1 The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

19.1 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

20. MINES

20.1 The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

20.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

21. OBSERVANCE OF THE LAW

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

22. AUTHORITY TO MODIFY

No modification or change in this Contract, no waiver of any of its provisions or any additional contractual relationship of any kind with the Contractor shall be valid and enforceable against UNDP unless provided by an amendment to this Contract signed by the authorized official of UNDP.

Annex III

Approved by
Director General
National Bureau of Statistics
Lucia SPOIALĂ

Terms of Reference (Technical specification) Development of e-Forms Processing System for Statistical Reports

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1 Introduction

This document is a set of requirements specifications for development of the system form collection and processing of statistical electronic forms from statistical respondents (from now on "e-Reporting"). The "e-Reporting" system is a key part of portal of National Bureau of Statistics which implementation is planned to be implemented in stages. The first stage is to select / create a portal platform and build an e-Reporting system on its foundation.

Offer for this Request should include:

1. description and cost for Portal platform middleware .
2. description and cost for the application SW development.
3. description and cost for one year maintenance of the system after the launch.
4. the minimum requirements needed to the HW platform to run middleware and application SW.

2 Legal references

The development of «e-Reporting» system is conducted in accordance with requirements from the following documents¹:

№	Document name
1.	National strategy for creation of an electronic society "Electronic Moldova". Decision of the Government of Republic of Moldova № 255 on March 9, 2005.
2.	Concept of Automatic Information System of National Bureau of Statistics Decision of the Government of Republic of Moldova ²
3.	Technical regulations «Software Lifecycle Processes» RT 38370656 - 002:2006.

3 Definitions and abbreviations

3.1 Abbreviations

Abbreviations	Full Name
NBS	National Bureau of Statistics
IS	Information System
LAN	Local Area Network
DB	Data Base
DBMS	Database management system
IDNO	National ID for economic agents
CUIIO	National ID for business enterprises and non-commercial organizations
XML	Extensible markup language
CFP	Code from the classificatory of ownership type
CAEM	Code from the classificatory of type of economic activity

¹ The Personal Data Protection Law provisions should be considered too.

² The draft document, provided on request by the National Bureau of Statistics

ESig	Electronic signature
PKI	Public key infrastructure
UI	User interface

3.2 Definitions

Legal Unit – a unit endowed with legal personality but not considered as a statistical unit. Legal units are natural persons or legal entities. They form the legal basis of the statistical unit known as “Enterprise”.

Enterprise – is an organizational unit producing goods and/or services, which benefits from certain autonomy in decision-taking and corresponds to one legal unit.

Local Unit – is a statistical unit that corresponds to an enterprise or part thereof situated in a geographically identified place.

Statistical Respondent – is an enterprise or a local unit that submits statistical reports.

Statistical Data – information of economical, social, demographical, ecological type that is acquired as a result of statistical investigations and/or based on administrative data sources.

Actualization – bringing data on statistical units in accordance with the status of actual units in the subject domain. Actualization is implemented via operations of addition, removal and change.

Data Structure - schema of records to be used for data organization so that the data could be queried and handled via a predefined set of actions.

Data Attribute - data parameter that reflects the data structural properties and used to specify data context or give it a meaning.

Classification Registry – an official document that contains a systematic list of names and codes of objects and/or groups of classification.

Classification – a set of discrete, exhaustive and mutually exclusive observations, which can be assigned to one or more variables to be measured in the collation and/or presentation of data

Data processing – the operation performed on data in order to derive new information according to a given set of rules. Data processing can occur in interactive or background modes.

Data management – a process comprised of data collection, organization, storage, update and information retrieval.

Data Integrity – the condition in which data is identically maintained during any operation being consistent and correct at all times.

Database – is an integrated collection of logically related records or files consolidated into a common pool that provides data for one or multiple uses. A database assumes common principles of data description, storage and alteration that is independent of application programs. A database is an informational model of a subject domain. Interactions with databases are performed via database management systems (DBMS).

Authentication – verification whether a subject of access owns the submitted identifier (the simplest case being a pair consisting of username and password).

Authorization – the process of granting certain rights to a subject of access which allow the subject to perform certain actions.

User profile - personal data of a user, including login and password. Usually a profile contains such fields as first, last names, e-mail, preferred language, etc.

Form template – a template of an electronic form that includes visual representation, rules for logical checking and formatting and all data necessary for submittal of the form.

E-form – an electronic representation of a statistical form or report, created from a form template and which includes user-entered data.

4 Purpose of the system

The major goal of the system is the provisioning of statistical respondents with access to electronic services for sending electronic forms of statistical reports.

The «e-Reporting» system is created to:

- Collect statistical e-forms from statistical respondents
- Decrease the number of data entry errors and automate the process of verification of data quality;
- Automate the process of processing of e-forms;
- Integrate in existing technological processes in NBS;

The «e-Reporting» system is created to optimize and accelerate the process of data collection and data handling, to improve the quality and increase reliability of data.

Implementation of the system on the one hand will significantly free up the territorial offices of NBS, but on the other hand will reduce the time costs of respondents statistics associated with traditional "paper" means sending reports

5 Business model of the object of automation

5.1 Main business processes

The main business processes that are subjects for automation are:

- The process of registration of a statistical respondent in "e-Reporting" system;
- The process of sending of the electronic forms by statistical respondents;
- The process of handling of electronic forms;
- The process of data entry into an electronic form by an NBS employee;

The general structure of data flows between business processes is shown on Fig. 1.

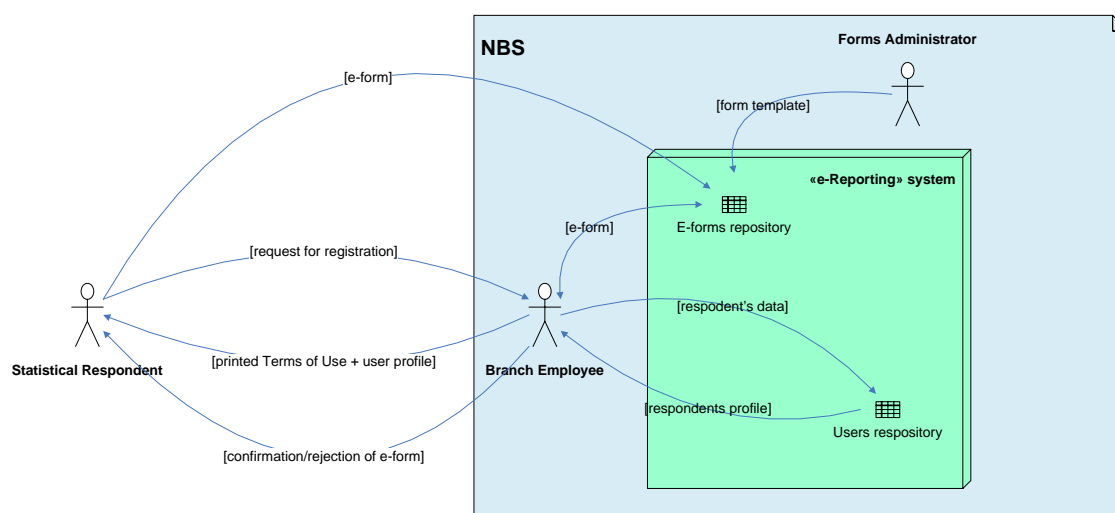


Fig. 1: Diagram of general informational flows

A detailed description and execution scenarios of main business processes are shown in section 5.3 of this document.

5.2 List of business roles

The users of the system have the following roles:

Role	Description
Statistical respondent	An enterprise or a local unit of an enterprise that is engaged in sending of electronic forms of statistical reporting
(Territorial) Branch Employee	An employee of a local branch of NBS that is engaged in accepting of forms of statistical reporting from statistical respondents.

(Territorial) Branch Manager	A manager of a local branch of NBS
Form Administrator	An employee of NBS that is engaged in development and publication of electronic forms of statistical reporting
System Administrator	An employee of NBS that is engaged in monitoring and administration of the system

5.3 Scenarios of the major business processes

B. Process of registration of a statistical respondent

The process of registration of a statistical respondent is performed by executors in regional branches of NBS in accordance with internal regulations.

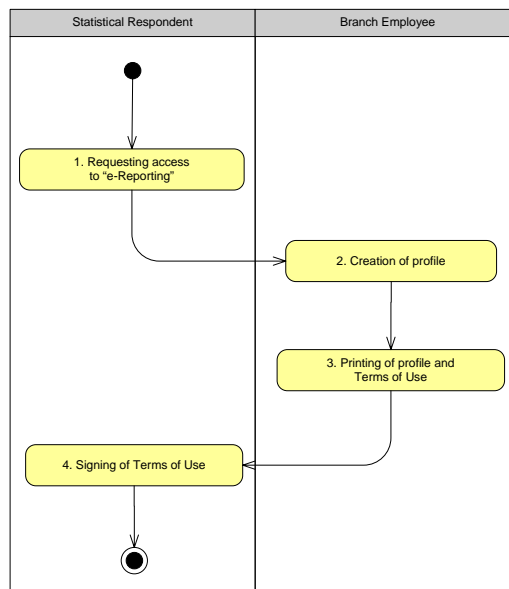


Fig. 2: The scenario of the process of registration of a statistical respondent

Upon termination of registration, the «e-Reporting» system creates a profile of a statistical respondent, which allows the latter to get access to system services. The authorization of access to services is based on identification data, received at the stage of mandatory authentication.

C. Process of sending of an electronic form

The sending of electronic forms of statistical reporting is performed by statistical respondents after registration and successful authentication in «e-Reporting» system. The diagram of the scenario that depicts sending of electronic forms of statistical reporting is shown on Fig. 3.

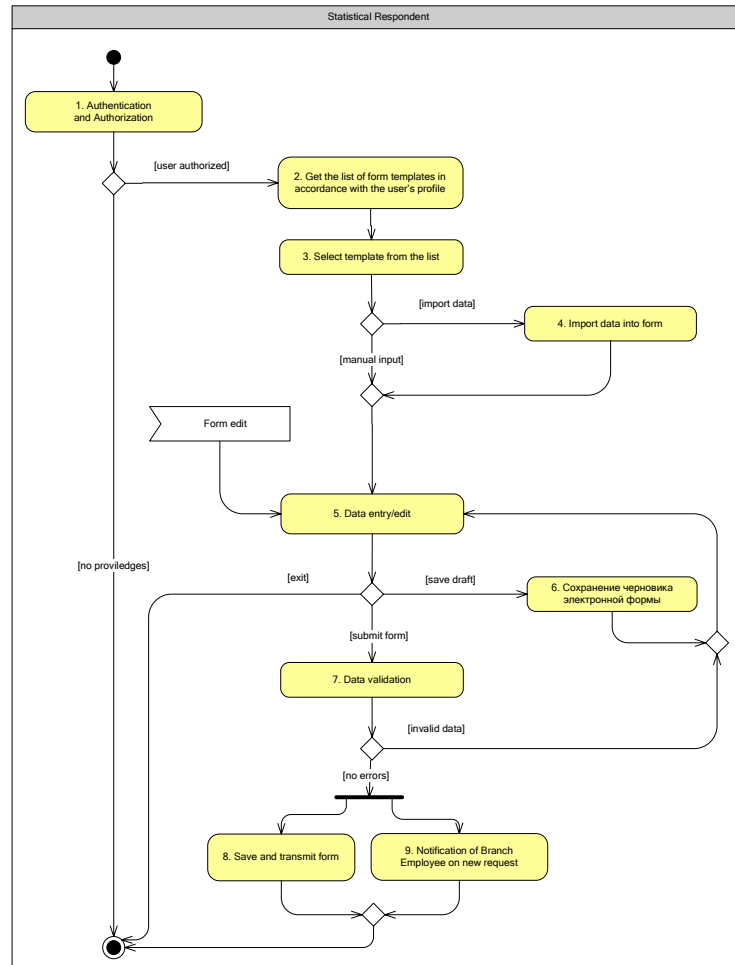


Fig. 3: The scenario of sending of an electronic form

The process of sending of an electronic form is implemented via a direct input of data by a statistical respondent. To facilitate data entry a respondent can perform import of data into a form by way of loading of a file in a standard format (specific for each particular form). On sending, the system automatically verifies entered data against criteria of correctness and notifies user of any errors encountered.

A user can save a form containing errors and unfilled fields as a "draft" in order to continue data entry at some time later.

In case of successful completion of this scenario, the electronic form is saved along with data and the system automatically notifies a local branch employee that the form is ready for processing (section D).

D. Process of handling of an electronic form

The handling of electronic forms of statistical reporting is performed by employees of territorial branches of NBS after their successful authentication in «e-Reporting» system.

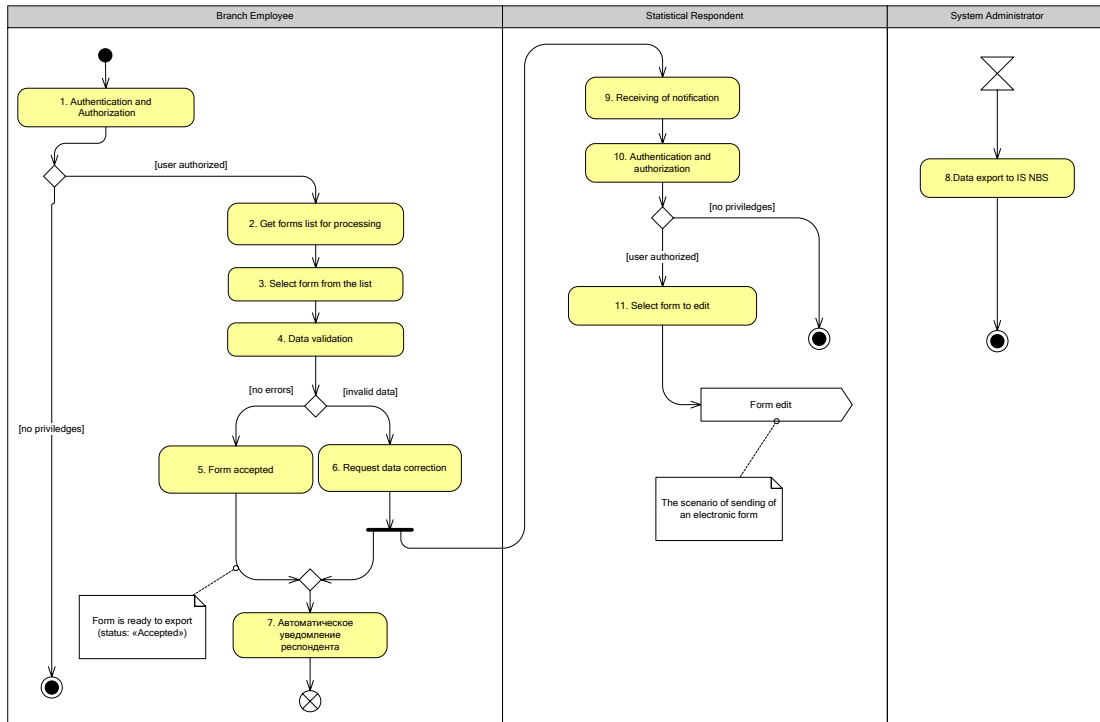


Fig. 4: The scenario of process of handling of an electronic form

In the result of successful completion of this scenario, the statistical respondent is notified automatically on the successful processing of the form. Next, a "System Administrator" initiates export of the data into NBS IS.

A diagram of states of a form object and transitional conditions are shown on Fig. 5.

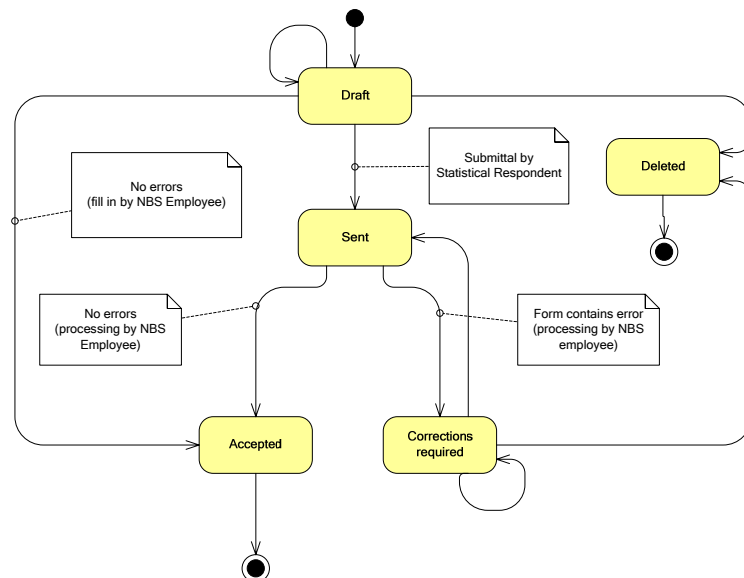


Fig. 5: Diagram of states of a form object and conditions of transition

The state "Draft" is the starting state. In this state forms are "visible" and accessible for modification only to the user that created them. The modification of the form is only

possible when it is in the "Draft" state; for all other states only viewing and printing allowed. Only the user that created a form can delete it.

E. Process of entry of an electronic form by an NBS employee

Employees of local NBS branches can enter electronic forms in the system on behalf of statistical respondents. The diagram for this case is shown on Fig. 6.

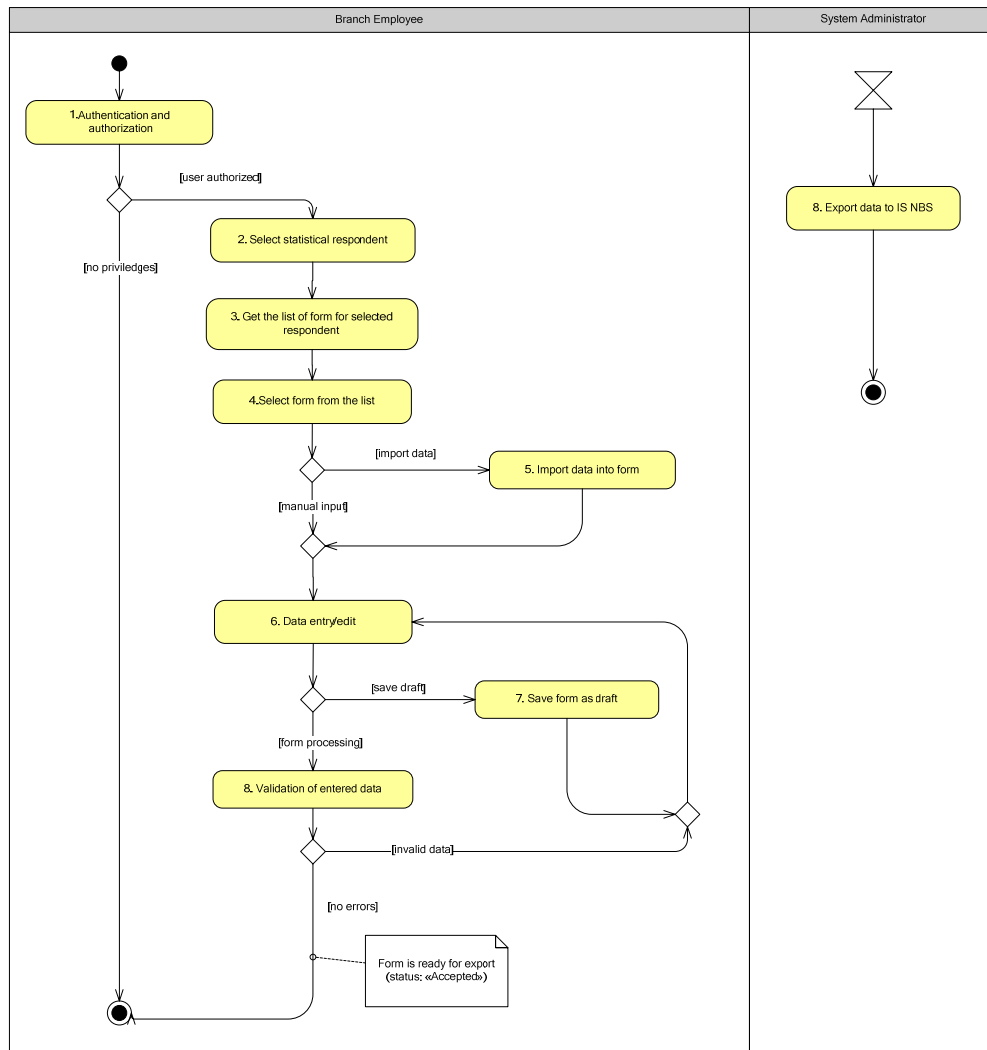


Fig. 6: The scenario of data entry by an NBS employee

The data created in result of successful completion of scenario are ready to be transferred into NBS IS. A "System Administrator" should initiate data export into NBS IS here.

6 Functional requirements

6.1 Informational model

6.1.1 Statistical respondent profile

A statistical respondent's profile includes user identification information which is used for authentication and authorization purposes, as well as statistical characteristics.

All statistical data, including registration information on enterprises and local units are provided by IS "Business Register". These attributes of profile have to be in sync with relevant data in business register. (see section 6.3.2)

№	Attribute	Provided by IS "Business Register"	Description
1	User name		Unique login name for accessing the system For legal unit/enterprise is equal to its CUIIO code. For local unit is equal to its CUIIO code plus sequential number/suffix. This helps to differentiate users after selling local unit to another enterprise. For example: "38827021/1"
2	Password		Password used to access the system
3	Contact information		Contact information of the user (enterprise representative), which accesses the system: <ul style="list-style-type: none"> • First and last name • Phones • E-mail • Position
4	Enterprise name	Yes	The name of enterprise/local unit
5	Enterprise executive	Yes	Data about enterprise executive: <ul style="list-style-type: none"> • First and last name
6	Actual address		Actual address of enterprise: <ul style="list-style-type: none"> • CUATM code • ZIP • Raion • Locality • Street • Block, apartment number
7	CUIIO code	Yes	Unique statistical identifier of enterprise/local unit
8	IDNO code	Yes	Unique enterprise identifier
9	Type of ownership code (CFP)	Yes	CFP code
10	Main type of activity code (CAEM)	Yes	CAEM code
11	Relation with other structural units	Yes	Used only for local units – holds the reference to parent enterprise

12	NBS Employee		NBS employee, which serves enterprise in territorial branch for all kinds of E-forms. Additionally, for a given type of report, an exception can be specified in a form: “employee-type of E-form”
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Table 1: Statistical respondent profile structure

6.1.2 NBS employee profile

For each NBS employee, who has access to “e-Reporting”, the following profile has to be created:

№	Attribute	Description
1	User name	Unique login name for accessing the system
2	Password	Password to access the system
3	Contact information	Contact information of NBS employee: <ul style="list-style-type: none"> • First and last name • Phones • E-mail • Position
4	NBS unit	Membership employee to NBS structural unit
5	Role	In accordance with section 5.2

6.1.3 E-form template

Each form template has to be described within the system using the following data structure:

№	Attribute	Description
1	Form code	Unique code of electronic form
2	Date of creation	System date and time of template creation
2	Form name	Form name in official and Russian languages
3	Period and due date	Information about report frequency and due date. For some form templates can be more than one.
4	Reporting period parameters	Set of parameters, which are used for reporting period interval definition. During this interval users can create new e-forms and submit data. For example: “every months starting from 10 th till 25 th , first month of year from 10 th till 30 th ” Additionally, this attribute should provide the possibility to hold the list of explicit date intervals, for example: «from 10/12/2009 till 30/12/2009»
5	List of statistical respondents	The list of statistical respondents which can send reports using this template
6	Visual definition of electronic form	Visual definition and characteristics of electronic form, including data validation rules
7	Import settings	Import file format description and data validation

		rules
8	Initial load settings	Set of parameters, which describes initial data loading during the creation of new form (pre-population)
9	Test mode	Flag to indicate the test mode for template

6.1.4 Electronic form

The system has to store the following data for each electronic form:

№	Attribute	Description
1	Unique identifier	Unique e-form identifier – generated automatically by the system.
2	Form template	Form template which was used for instance creation
3	Author	Information about the user, which created the form
4	Date of create	System date and time of creation
5	State	Form state in accordance with Fig. 5, including system date/time and user information
6	State transition chronology	State transition chronology including information about: <ul style="list-style-type: none"> • user • date and time • optional reason of transition
7	Data	Data entered in electronic form

6.2 Electronic forms

Initially, the system must provide the data entry, submission and forms processing for the following types statistical reports:

№	Report code ³	Report name	Period	Number of statistical respondents	The format for entering the NBS
1	nr.5 - C	Costs and expenses	Quarterly	24.000	*.mdb
2	1_M_lunar	The number of employees and the availability of jobs	Monthly	15.000	*.dbf
3	ASA 2010	ANNUAL STRUCTURAL FORM FOR COMPANIES	Yearly	15.500	*.xml
4	Pretind	Industrial production price survey	Monthly	300	*.xml
5.	Financial Report		Yearly	43.000	*.dbf

³ Conventional, shall be assigned according to Register of codes

Further, the system should be able to add new and modify existing types of statistical reports, without having to change the code of the system.

Development and testing of electronic forms must be carried out using graphical tools - the process should be clear, intuitive and should not require programming experience from the users.

Electronic reporting system to ensure export data from the system created in the current system of NBS.

List of statistical questionnaires and export format for electronic reporting system in the current NBS information system can be accessed on the website at: <http://www.statistica.md/public/files/rapoarte.zip>

6.2.1 E-form templates

Each statistical report has to be presented as a form template, which includes all necessary information for data entry, validation, submission and further processing (in accordance with section 6.1.3).

Import settings are used for importing data into an electronic form, and must include format description, as well as verification rules for imported data.

Initial load settings can eliminate the need for manual input of some data by pre-fetching them from external data sources. These settings should allow loading data from:

- Statistical respondent profile attributes
- Statistical directories and classifiers (for pre-populated lists)
- Form data from previous reporting period with the following settings:
 - Source form type;
 - Reporting period: current/previous;
 - Flag - use the recent form, if reporting period condition returns nothing;
 - Source form element and destination form element to copy data;

The system should provide an opportunity to request a confirmation from user to pre-load data into new form.

Each template should include visual form presentation, including formulas and format/data validation rules. Form development must be carried out using convenient and intuitive graphical tools, containing a palette of components for data entry, the elements of navigation and format-logical rules of data validation within this form.

6.2.2 Initial data load

During the creation of form draft, the system should automatically perform pre-population of form data in accordance with initial load settings of template. If these settings require explicit user confirmation of data pre-loading, the system must request an acknowledgement from the user.

6.2.3 Population of e-forms

Entering data into electronic form should be carried out using a standard web-browser, without downloading and installing additional software on user's computer.

Data from statistical classifiers and directories should be entered without typing, by selecting an item from a pre-fetched list.

When entering data, the system should automatically perform validation of format-logical conditions within current form. In the case of entry errors, the system should mark fields that contain erroneous values, and provide a transcript of the causes of errors.

Users should be able to print out the form, with the preservation of design elements, formatting, and styles exactly as on form's on-screen presentation.

Data submission must be possible only after the successful data validation in accordance with format-logical conditions and rules for a given form template.

When submitting the form, the system must automatically perform verification of current date and reporting period for a given form, and in case of inconsistency – display an error message without sending the form.

6.3 Integration with IS of NBS

Functioning as part of IS of NBS, «e-Reporting» system should be integrated in processes of collecting and processing of statistical reports. At the time of deployment it's necessary to ensure smooth system functioning as a part of existing processes. On the other hand, the system should provide all necessary interfaces and facilities for adaptation to new requirements during the evolution and development of IS NBS as whole.

6.3.1 Data export into IS of NBS

In order to function as a part of existing processes of forms processing, the system should be integrated in the process of data exchange between NBS territorial branches and central office.

Currently, in most cases, data collection in the branch offices is done locally, and then - users initiate data export and electronic transfer to central office. The central office receives the data and performs its consolidation from all territorial offices. The process of data exchange is one-sided nature - from the territorial offices to the central office. The format and structure of the data, as well as the process of consolidation in the central office are specific to a particular type of statistical form.

With this in mind, as well as the possibility of further additions new forms, changes in format, structure and mechanisms for export, the system must implement the ability to create, register and use extension modules, which perform an actual export. All these changes should be localized in such modules (plug-ins), and thus, rest of the system should be isolated from these changes.

Initially, the system should include export modules for statistical reports listed in section 6.2.

6.3.2 *Integration with the Business Register*

Business Register is a key part of IS NBS, which provides updated information on enterprises and local units for NBS applications. Business Register takes care on data actualization.

To date, the Business Register has no mechanisms for on-line integration for applications - the changes propagate to applications by manual importing the data.

At this stage, the system should support existing model of synchronization through the implementation of manual data import data from Business Register. However, the proposed system architecture should reflect that fact, that in the future Business Register will provide a set of Web services for on-line data access and application integration. The system should provide the possibility to replace the module, which perform manual data import with a new one, without the need of re-engineering of dependent parts of the system.

6.3.3 *Statistical directories and classifiers*

When filling out electronic forms, the system must use relevant data from official statistical classifiers (CAEM, CFP, CUATM etc.)

The system should support the input and import data from standard statistical classifiers and dictionaries.

6.4 *Business functions*

6.4.1 *Management of profiles of statistical respondents*

This group of functions manages profiles of statistical respondents. The access to this group of functions is only available after a successful authentication and authorization.

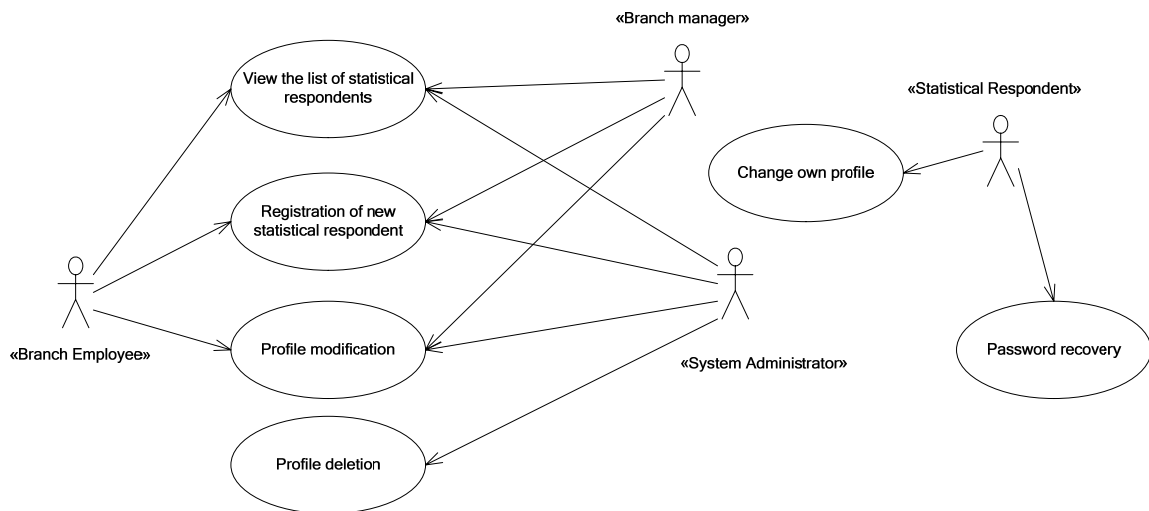


Fig. 7: The group of functions to manage profiles of statistical respondents.

6.4.1.1 Registration of a new statistical respondent

6.4.1.1.1 Purpose

To register a new statistical respondent in the system.

6.4.1.1.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user enters CUUID code of a statistical respondent to register it. 2. The system performs a search by the entered CUUIO code: <ol style="list-style-type: none"> 2.1. in profiles of statistical respondents 2.2. in the business register 3. The system offers a form to enter profile parameters 4. The user enters data and confirms 5. The systems perform validation of entered data 6. The systems automatically generates a password for the first entry in the system and stores the profile 7. The user prints out the profile
Alternative sequence 1	for step 5: if entered data contain errors then the system notifies the user and suggests to correct them
Exception sequence1	for step 2.1: if a profile with this CUIIO code already exists then the system notifies the user of the fact
Exception sequence2	for step 2.2: if the CUIIO code is absent from the business register then the systems notifies the user
Execution result	Profile of statistical respondent is created, password for first entry in the system is generated

6.4.1.1.3 Functional requirements

N	Requirement	Description
1	Profile data	The profile of statistical respondent must include data according to section 6.1.1
2	First entry in the system	On first entry of a statistical respondent in the system using the password, received during registration phase, the system must ensure the user changes his password. The access to system's functions must be restricted until the password is changed.
3	Employee assignment	The statistical respondent is automatically included in the list of enterprises for an employee, which handles its registration. This assignment is set for all types of statistical forms.
4	Audit	The system must automatically register profile creation attempt

6.4.1.2 Profile modification

6.4.1.2.1 Purpose

To update the profile of statistical respondent.

6.4.1.2.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user select a statistical respondent profile from the list 2. The system loads a form to edit and automatically fills it with the data from the selected profile of the statistical respondent 3. The user edits the data and confirms saving 4. The systems perform validation of entered data 5. The system saves the user-entered data 6. The system notifies the user on the successful termination of the operation or on the erroneous status
Alternative sequence 1	for step 3: If the user does not confirm the changes then the entered data must not be stored
Exception sequence1	for step 4: If entered data contain errors then the system must notify the user without saving of the erroneous data
Execution result	The changes are saved or an error occurred

6.4.1.2.3 Functional requirements

N	Requirement	Description
1	Audit	The system must automatically register profile changes, including data on date/time and data on the user.
2	Data to modify	<p>The list of user profile attributes (sect.6.1.1) that are accessible for user modification must depend on the user role:</p> <ul style="list-style-type: none"> • «System Administrator» - can modify all attributes except the user's name

		<ul style="list-style-type: none"> • «Branch Employee» and “Branch Manager” - can edit only contact information and actual address
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6.4.1.3 Profile deletion

6.4.1.3.1 Purpose

Removal of statistical respondent's profile from the system.

6.4.1.3.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user selects a profile from the list 2. The system request a confirmation from the user 3. The system deletes the profile 4. The system notifies the user on the successful termination of the operation or on the erroneous status
Alternative sequence 1	For step 2: if the user does not confirm then the profile is not deleted
Execution result	The information on the statistical respondent is deleted from the system

6.4.1.3.3 Functional requirements

N	Requirement	Description
1	Audit	The system must automatically register all attempts for profile deletion including information on date/time and user
2	Logical deletion	The system must perform logical deletion of profile. The data on statistical reports that are sent by this respondent must be kept in the system.

6.4.1.4 View the list of statistical respondents

6.4.1.4.1 Purpose

Browse and work with the list of statistical respondents.

6.4.1.4.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user enters criteria to get a list of statistical respondents 2. The system creates and displays a list according to parameters

	and access privileges of the current user 3. The user browses through the list of profiles
Alternative sequence 1	For step 2: if the system has no profiles that satisfy user's criteria then the user is notified of this outcome.
Execution result	The list of profiles of statistical respondents according to given criteria and access privileges

6.4.1.4.3 Functional requirements

N	Requirement	Description
1	List restrictions	For the role "Branch Employee" the list is limited by the statistical respondents assigned to him, including replacement (section 6.4.6.7) For the role "Branch Manager" the list is limited by statistical respondents that are serviced in this branch For the role of "System Administrator" there are no restrictions.
2	Selection criteria	A user can specify one or several of profile attributes as selection criteria, including: <ul style="list-style-type: none"> • Address attributes • Enterprise name • NBS Branch (only for role of "System Administrator") • CUATM, CFP, CAEM codes • List of types of forms (templates) of statistical reporting
3	List parameters	The list must include the following data: <ul style="list-style-type: none"> • Name of statistical respondent • NBS Branch • NBS employee that processes this enterprise
4	List navigation	The user must be able to specify sorting parameters when creating a list. The system must allow the user to perform paged navigation in the list.
5	List processing	The user must be able to select a profile from the list and (depending on his privileges) to do the following actions: <ul style="list-style-type: none"> • View the data • Modify • Delete • Export list into CSV, XLS formats

6.4.1.5 Change own profile

6.4.1.5.1 Purpose

To change parameters of the own profile by a statistical respondent.

6.4.1.5.2 Implementation scenario

Precondition	The user must be authenticated
Initialization condition	Initiated by the user's request

Main sequence	<ol style="list-style-type: none"> 1. The user looks through the data of his own profile 2. The user modifies the data and confirms modifications. 3. The systems perform validation of entered data 4. The system saves the user-entered data 5. The system notifies the user on the successful termination of the operation or on the erroneous status
Alternative sequence 1	for step 2: If the user does not confirm the changes then the entered data must not be stored
Exception sequence1	for step 3: If entered data contain errors then the system must notify the user without saving of the erroneous data
Execution result	The profile changes saved successfully or an error occurred

6.4.1.5.3 Functional requirements

N	Requirement	Description
1	Audit	The system must automatically register profile modifications, including date/time and user information
2	Modified data	List of profile attributes available for modification includes: <ul style="list-style-type: none"> • Contact data • Actual address • Password
3	Information on NBS employee	The system must display information on NBS employees (employee-form), who service this respondent at the moment, including contact data

6.4.1.6 Password recovery

6.4.1.6.1 Purpose

To recover a password that is lost/forgot by a statistical respondent.

6.4.1.6.2 Implementation scenario

Precondition	The user is not authenticated
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user request password recovery 2. The system requests the following information: <ul style="list-style-type: none"> • user name • e-mail address 3. The user enters data 4. The system performs search for a statistical respondent profile by a combination of user name and e-mail address 5. The system generates a new password for this profile and sends it to the e-mail address specified in the contact data.
Exception sequence1	for step 4: if the specified combination of user name and e-mail is not found among the statistical respondent profiles then the system notifies the user on this outcome.
Execution result	A new password is generated and sent to the user's e-mail address

6.4.1.6.3 Functional requirements

N	Requirement	Description
1	Audit	The system must automatically register attempts to recover passwords including date/time information
2	Search restrictions	The search for user name and e-mail address must be limited by the list of profiles of statistical respondents.
3	First entry in the system	On first entry of a statistical respondent in the system using the newly generated password, the system must ensure the user changes his password. The access to system's functions must be restricted until the password is changed by the user.

6.4.2 Management of e-form templates

This group of functions provides management of electronic form templates. The access to these functions is only allowed after a successful procedure of authentication and authorization.

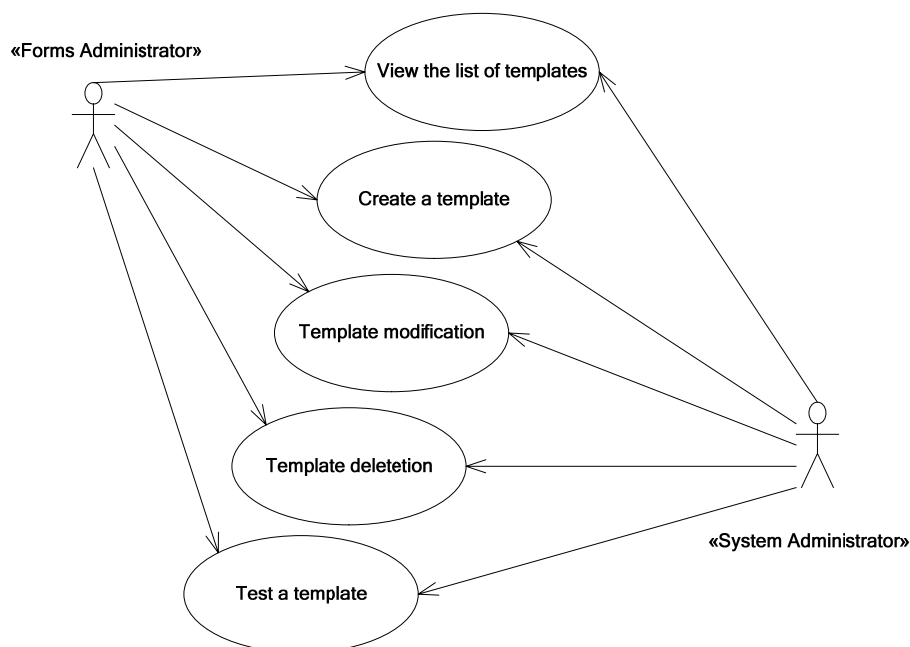


Fig. 8: Group of functions to manage e-form templates

6.4.2.1 Create a template

6.4.2.1.1 Purpose

Register a new electronic form template in the system.

6.4.2.1.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The system displays a form to enter template parameters 2. The user enters data and confirms 3. The system perform validation of entered data 4. The system creates a new template
Alternative sequence 1	for step 2: If the user does not confirm the changes then the entered data must not be stored
Exception sequence1	for step 3: If entered data contain errors then the system must notify the user without saving of the erroneous data
Execution result	A new e-form template is created

6.4.2.1.3 Functional requirements

N	Requirement	Description
1	Template data	Electronic form template must contain data according to section 6.1.3
2	Test flag	By default, a new template must have a test flag set
3	Audit	The system must automatically register template creation requests including date/time and user information
4	List of statistical respondents	<p>The system must offer a capability to set the list of statistical respondents for a particular template by the following means:</p> <ul style="list-style-type: none"> • via selection of a statistical respondent from a list • by importing a list of statistical respondents from a file <p>Also, a user must be able to view and export into a file the list of statistical respondents that are assigned to the selected template</p>

6.4.2.2 Template modification

6.4.2.2.1 Purpose

To modify parameters of an electronic form template in the system.

6.4.2.2.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user picks a template from the list 2. The system displays editing form and loads the data into it 3. The user modifies the data and confirms modifications 4. The system performs validation of entered data 5. The system stores the changes
Alternative sequence 1	for step 3: If the user does not confirm the changes then the entered data must not be stored
Exception sequence1	for step 4: If entered data contain errors then the system must notify the user without saving of the erroneous data
Execution result	Template changes are saved

6.4.2.2.3 Functional requirements

N	Requirement	Description
1	Template data	E-form template must include data according to section 6.1.3
2	Audit	The system must automatically register modification requests, including date/time and user information
3	List of statistical respondents	<p>The system must offer a capability to set the list of statistical respondents for a particular form by the following means:</p> <ul style="list-style-type: none"> • via selection of a statistical respondent from a list

	<ul style="list-style-type: none"> by importing a list of statistical respondents from a file <p>Also, a user must be able to view and export into a file the list of statistical respondents that are assigned to the selected template</p>
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6.4.2.3 Template deletion

6.4.2.3.1 Purpose

To delete a template of an electronic form from the system.

6.4.2.3.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> The user picks a template from the list. The system requests a confirmation for the deletion The system deletes the template The system notifies the user on the successful termination of the operation or on the erroneous status
Alternative sequence 1	For step 2: if the user does not confirm changes the template is not deleted
Execution result	Template is removed from the system

6.4.2.3.3 Functional requirements

N	Requirement	Description
1	Audit	The system must automatically register removal request, including date/time and user information
2	Logical deletion	When template is being deleted the system must locate all forms created with this template and, if present, set a deletion flag. In this case the template is not accessible for new forms creation but it exists when browsing the list of electronic forms.

6.4.2.4 View list of templates

6.4.2.4.1 Purpose

View and work with the list of templates of electronic forms.

6.4.2.4.2 Implementation scenario

Precondition	The user must be authenticated and authorized
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Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user enters search criteria to get a list of templates 2. The system creates and displays the list of templates that satisfy the chosen criteria 3. The user browses the list of templates
Alternative sequence 1	for step 2: if the system does not have templates that match the specified criteria then the system notifies the user of this outcome
Execution result	A list of e-form templates that match the specified criteria

6.4.2.4.3 Functional requirements

N	Requirement	Description
1	Selection criteria	The user can specify one or more template attributes as selection criteria according to section 6.1.3
2	List parameters	The list must include template data according to section 6.1.3
3	List navigation	The user must be able to specify sorting parameters when creating a list. The system must allow the user to perform paged navigation in the list of templates.
4	List management	<p>The user must be able to select a template from the list and perform the following actions:</p> <ul style="list-style-type: none"> • Modify template • Delete template • Set test mode

6.4.2.5 Test a template

6.4.2.5.1 Purpose

Test the process of sending and handling of electronic forms based on a selected template.

6.4.2.5.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user picks a template from a list 2. The user sets test flag for this template
Execution result	The user can perform template testing

6.4.2.5.3 Functional requirements

N	Requirement	Description
1	Testing	To test the form the user must use the corresponding functions of the data entry group for NBS employees (section 6.4.4)

6.4.3 E-form submission

This group of functions manages preparation and submission of electronic form of statistical reports by statistical respondents. To get access to this group of functions a user must successfully pass procedures of authentication and authorization.

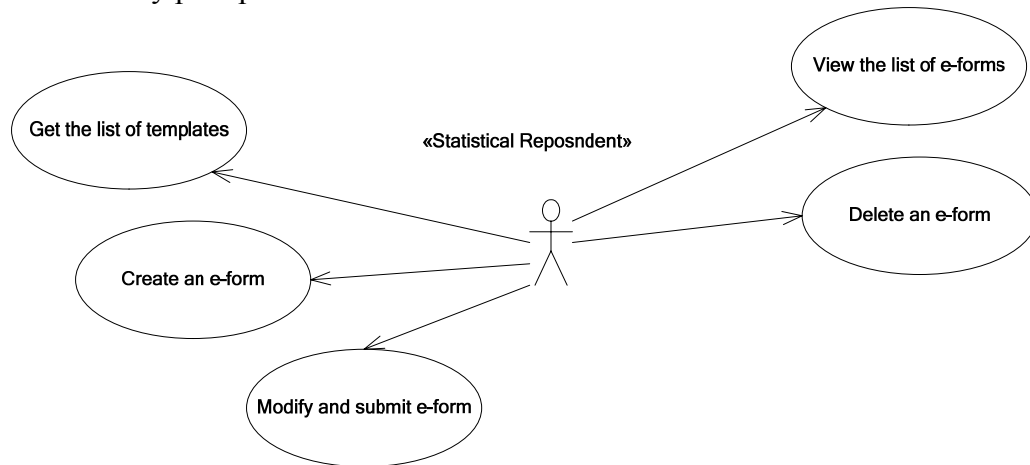


Рис. 9: Group of function to submit electronic forms

6.4.3.1 Get the list of templates

6.4.3.1.1 Purpose

To get the list of electronic forms that a statistical respondent can submit.

6.4.3.1.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user requests the list of available form templates 2. The system returns a list
Execution result	The list of form templates available for form creation and submittal

6.4.3.1.3 Functional requirements

N	Requirement	Description
1	List creation	Create a list of accessible templates (section 6.1.3) must be performed while taking into account the list of statistical respondents that are assigned to each of the templates. The templates that are not accessible at the current time due the restriction on reporting period must have a corresponding flag set. Also, the list must exclude all templates with the testing flag set.
2	List structure	The list must include the following data: <ul style="list-style-type: none"> • Template code

	<ul style="list-style-type: none"> • Form name • Information on periodicity and deadline date for form submittal • A flag whether the form can be filled in at the moment.
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6.4.3.2 Create an e-form

6.4.3.2.1 Purpose

Creation of a new electronic form to be filled in.

6.4.3.2.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	see. Fig. 10
Execution result	The form is ready for data entry. Status: "Draft"

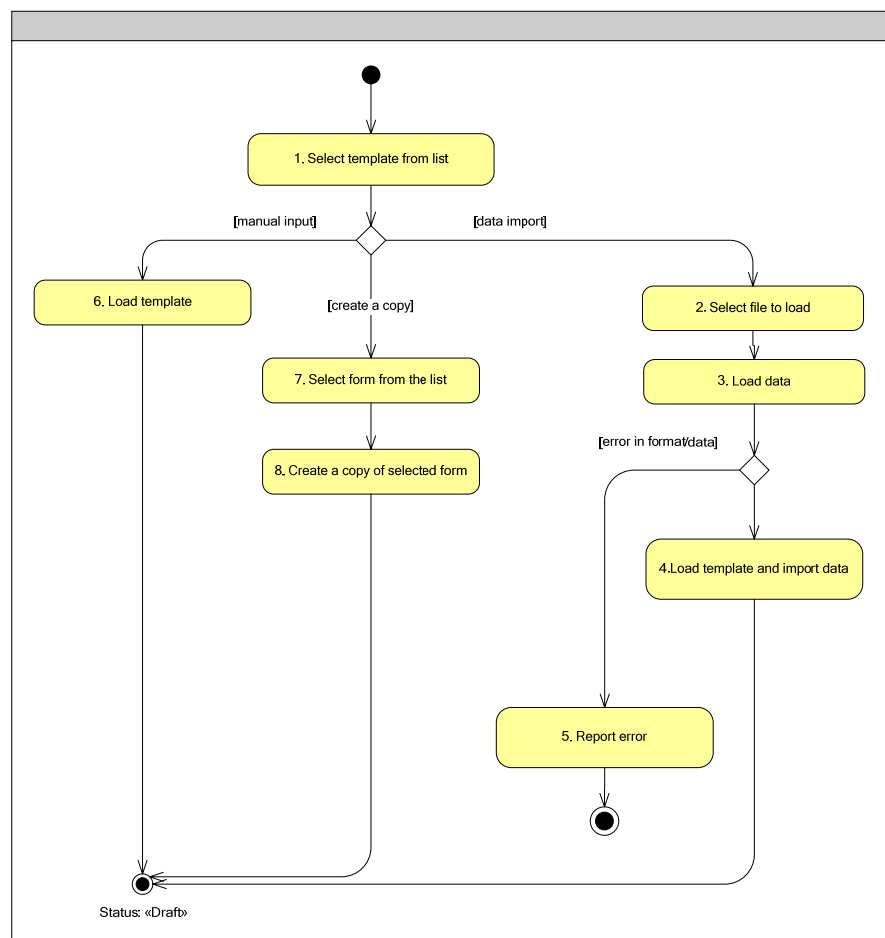


Fig. 10: E-form creation scenario

6.4.3.2.3 Functional requirements

N	Requirement	Description
1	Load template	When loading a template the system must automatically fill the form with data according to section 6.2.2
2	Copy data	When creating a copy of e-form the system must copy data in the new form
3	Import data	The file to load must conform to import format that is specific to the type of current form
4	Access	Only the user who created a form with "Draft" status can access that form

6.4.3.3 Modify and submit an e-form

6.4.3.3.1 Purpose

Modify and submit an electronic form

6.4.3.3.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The system displays a form for data entry 2. The user enters data 3. The system verifies the data as the data is being entered and visualizes errors. 4. The user initiates form submittal 5. The system requests a confirmation 6. The user confirms his submittal request 7. The system verifies the data and saves the form in the database. 8. The system automatically sends a notification to an NBS employee on the request for form processing 9. The system notifies the user on the successful termination of the operation or on the erroneous status
Exception sequence1	For step 7: if the form contains errors then the system notifies the user on these errors
Alternative sequence 1	For step 4: the user can save a form with partially filled or erroneous data and retain ability to edit the form at a later time ("Draft" state)
Execution result	The form is submitted for processing. Status : "Submitted"

6.4.3.3.3 Functional requirements

N	Requirement	Description
1	Data validation	As a user is entering data the system is automatically performs validation of the data against formats and logical conditions within this one form. In case of errors during input the system must visualize the fields that contain erroneous data and provide the

		description of error conditions. (section 6.2.3)
2	Form data	When saving a form the system must perform accounting according to section 6.1.4
3	Notification	The system must automatically notify a branch NBS employee who is servicing this statistical respondent on the new request for form processing by the means of e-mail.
4	Printing	The system must allow printing out of the form by preserving design elements, formatting and keeping screen representation styles.
5	Error notifications	In case of any errors in data during form submittal the system must notify the user and specify the exact reason of the error. The user must have an option to fix any errors encountered.
6	Access	The access to the form with the status "Draft" is only allowed for the user that created the form. Data modification is only allowed when the form is in "Draft" or "Modifications needed" statuses.
7	Reporting period verification	The system must automatically verify the reporting date and reporting period for the selected form in order to exclude the possibility to submit a form for a previous period.

6.4.3.4 View list of e-forms

6.4.3.4.1 Purpose

View and work with a list of electronic forms

6.4.3.4.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user enters criteria to get a list of e-forms 2. The system generates and displays a list of forms according to specified criteria. 3. The user browses the list
Alternative sequence 1	For step 2: if the system does not have forms that match the specified criteria then the system must notify the user on this outcome.
Execution result	The list of electronic forms that match the user-specified criteria

6.4.3.4.3 Functional requirements

N	Requirement	Description
1	Selection criteria	<p>The user can specify one or many e-form attributes as selection criteria:</p> <ul style="list-style-type: none"> • Form type (template type) • Form status • Date range

2	List restrictions	The list of forms must be limited only by forms allowed for this particular statistical respondent, including forms created with the role "Branch employee" (only with the "Accepted" status) The list must exclude the forms created with a template that has test flag set. (section 6.1.3)
3	List parameters	The list must include the following data: <ul style="list-style-type: none"> • Form type • Creation date • State (status) of the form • State modification timestamp • A flag if form was created with the role «Branch employee»
3	List navigation	The user must be able to set sorting parameters when creating a list. The system must allow for paged browsing for a list of forms.
4	List management	For each form in the list the user must be able to initiate: <ul style="list-style-type: none"> • Display form • Print form • View list of form states and form processing status • Modify form (only in statuses "Draft" and "Modification needed") • Delete form (only in statuses "Draft" and "Modification needed")
5	Form printing	The system must allow the form to be printed while retaining design elements and screen formatting styles.

6.4.3.5 Delete an e-form

6.4.3.5.1 Purpose

Delete an electronic form.

6.4.3.5.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user selects a form from the list 2. The system asks for a confirmation 3. The systems deletes the electronic form 4. The system notifies the user on the successful termination of the operation or on the erroneous status
Alternative sequence 1	For step 2: if user does not confirm then the form is not deleted
Execution result	Form is deleted

6.4.3.5.3 Functional requirements

N	Requirement	Description
1	Access	Deletion is allowed only for forms in states "Draft" and "Modifications needed"

6.4.4 Fill in e-forms

This group of functions allows employees of territorial NBS branches to enter data in electronic forms. The access to this set of functions is only provided after a successful authentication and authorization.

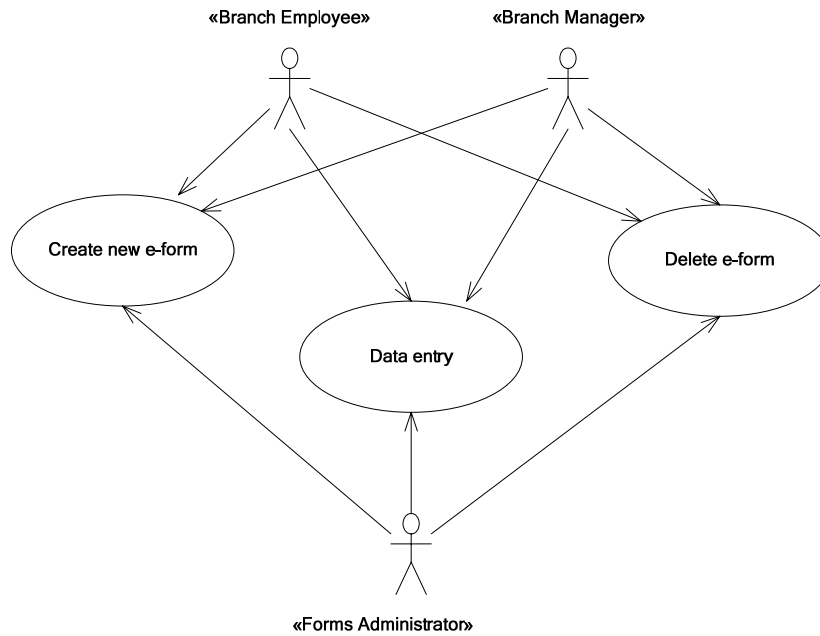


Fig. 11: Group of functions to fill data in e-forms

6.4.4.1 Create a new e-form

6.4.4.1.1 Purpose

Create a new electronic form

6.4.4.1.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	see Fig. 12
Execution result	The form is ready for data input. Status: "Draft"

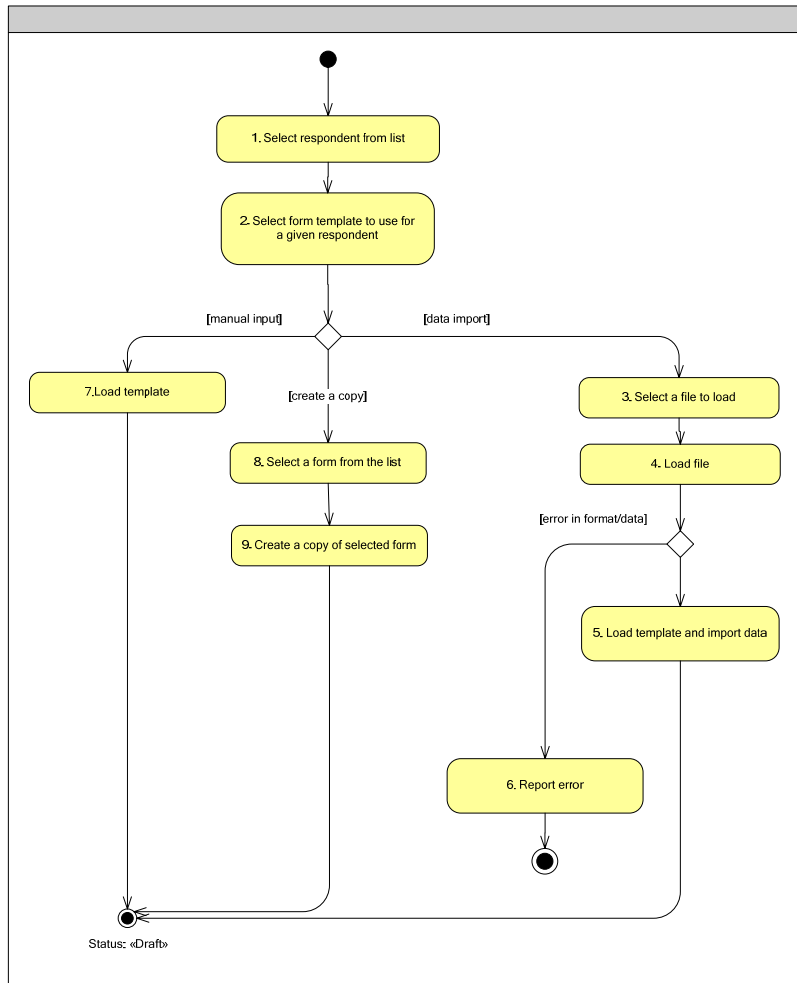


Fig. 12: Electronic form creation scenario

6.4.4.1.3 Functional requirements

N	Requirement	Description
1	List of statistical respondents	The list of statistical respondents is limited by the list of those assigned to the current employee and by the list of replacements. (section 6.4.6.7). For the role of "Branch manager" the user can select any respondent serviced by employees of this branch. For the role of "Form Administrator" the user can select a branch from a list.
2	List of templates	The list of templates must be limited by the list for the selected statistical respondent without restrictions based on allowed reporting period dates. The templates with the test flag (section 6.1.3) must be excluded from the list. For the role of "Form Administrator" the list of templates must include the forms with the test flag set.
3	Template load	During template load process the system must automatically fill in the form according to section 6.2.2
4	Copy data	When creating a copy of an e-form the system must automatically copy data into the new form.
5	Import data	The file for loading must conform to import format that is specific

		for the type of the selected e-form
6	Access	Only the user that created a form which is in "Draft" state can access such form.

6.4.4.2 Data entry

6.4.4.2.1 Purpose

Enter data into an electronic form.

6.4.4.2.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The system displays data entry form 2. The user enters data 3. The system validates data as they are entered and displays errors if any 4. The user initiates form processing 5. The system requests a confirmation 6. The user confirms 7. The system performs data validation and stores the form in the database 8. The system notifies the user on the successful termination of the operation or on the erroneous status
Exception sequence1	For step 7: if a form contains errors then the user gets notification of such condition
Alternative sequence 1	For step 4: the user can save the form with partially filled and/or incomplete data with the ability to continue data entry process at a later time (status "Draft")
Execution result	Form is ready for export. Status "Accepted"

6.4.4.2.3 Functional requirements

N	Requirement	Description
1	Data validation	As a user is entering data the system automatically performs validation of the data against formats and logical conditions within this one form. In case of errors during input the system must visualize the fields that contain erroneous data and provide the description of error conditions. (section.6.2.3)
2	Form data	When saving a form the system must perform accounting according to section 6.1.4
3	Printing	The system must allow printing out of the form by preserving design elements, formatting and keeping screen representation styles.
4	Error notifications	In case of any errors in data during form submittal the system must notify the user and specify the exact reason of the error. The user must have an option to fix any errors encountered.

5	Access	The access to the form with the status "Draft" is only allowed for the user that created the form. Data modification is only allowed when the form is in "Draft" or "Modifications needed" statuses.
7	Reporting period verification	The system must allow to submit a form for a previous period without regard for template parameters

6.4.4.3 Delete e-form

6.4.4.3.1 Purpose

Delete an electronic form.

6.4.4.3.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user selects a form from the list 2. The system requests a confirmation from the user 3. The system deletes the e-form 4. The system notifies the user on the successful termination of the operation or on the erroneous status
Alternative sequence 1	For step 2: if the user does not confirm then the form is not deleted
Execution result	Form is deleted

6.4.4.3.3 Functional requirements

N	Requirement	Description
1	Form status	Deletion is allowed only for forms with the status "Draft". For the role "Form Administrator" is possible to delete any form without regard to the status if the form was created from a template with a test flag set. (section 6.1.3)

6.4.5 E-form processing

This group of functions allows NBS branch employees to process electronic forms. The access to these functions is only available after a successful procedure of authentication and authorization.

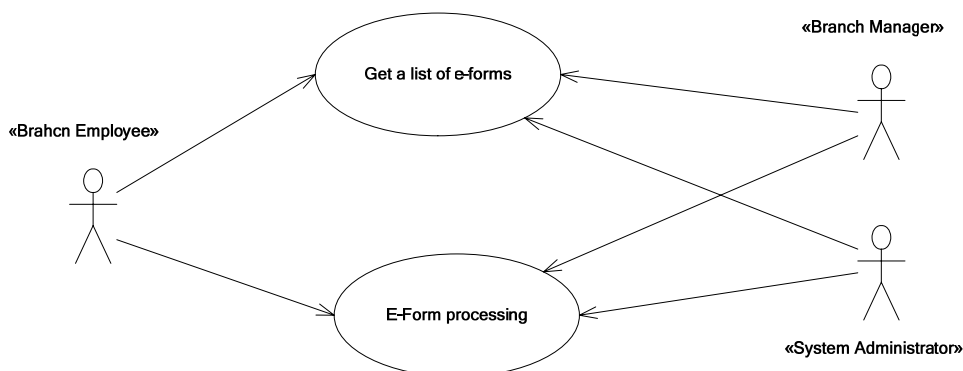


Рис. 13: Group of functions for processing of e-forms

6.4.5.1 Get a list of e-forms

6.4.5.1.1 Purpose

View and work with a list of electronic forms for subsequent processing.

6.4.5.1.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user enters criteria to get a list of forms. 2. The system creates and displays a list according to user's criteria and privileges 3. The user browses the list of e-forms
Alternative sequence 1	For step 2: if the system does not have forms that match the user's criteria then the user is notified of this outcome
Execution result	A list of electronic forms that match criteria and privileges of the user

6.4.5.1.3 Functional requirements

N	Requirement	Description
1	Selection criteria	The user can specify one or many attributes of an electronic form as his criteria: <ul style="list-style-type: none"> • Form type (template type) • Form status ("Sent" by default) • Range of dates of delivery

		<p>A user with the role of "Branch Manager" can select an employee from the list as a criterion.</p> <p>A user with the role of "System Administrator" can select an employee and/or branch from the list as his criteria.</p>
2	List limitations	<p>For the role "Branch employee" the list of forms must be limited by the list of statistical agents assigned to this employee and by the replacement list (sections 6.4.6.6, 6.4.6.7)</p> <p>For the role "Branch manager" the list must be limited by this branch</p> <p>For the role "System Administrator" the list does not have to be limited</p>
3	List parameters	<p>The list must include the following data:</p> <ul style="list-style-type: none"> • Form type • Creation date • State (status) of the form • Statistical respondent • Date of status change • The employee who should process the form • Flag if this form was entered by a "Branch employee"
3	List navigation	The user must be able to specify the list sorting parameters. The system must allow user to perform paged navigation.
4	List management	<p>For each of the forms in the list the user must be able to initiate:</p> <ul style="list-style-type: none"> • Form display • Form printing • Form processing • Viewing of form processing history
5	Form printing	The system must allow printing out of the form by preserving design elements, formatting and keeping screen representation styles.

6.4.5.2 E-form processing

6.4.5.2.1 Purpose

Electronic form processing.

6.4.5.2.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user picks a form from the list 2. The system loads the form 3. The user verifies form data and in the case when no errors are found he confirms the processing. 4. The system changes form status to "Accepted"

	5. The system notifies the respondent on form status update
Alternative sequence 1	For steps 3 and 4: if the form contains errors then the user enters comments describing error reasons and refuses form acceptance. The system changes the form status to "Corrections required"
Execution result	Form is processed. Status: "Accepted"

6.4.5.2.3 Functional requirements

N	Requirement	Description
1	Feedback	When refusing the form acceptance the system must request a comment that would explain refusal reasons.
2	Notification	The system must automatically notify the statistical respondent who sent the form for processing via e-mail and include the comment into e-mail

6.4.6 Manage employee profiles

This group of functions permits employee profile management. The access to these functions is only available after a successful procedure of authentication and authorization.

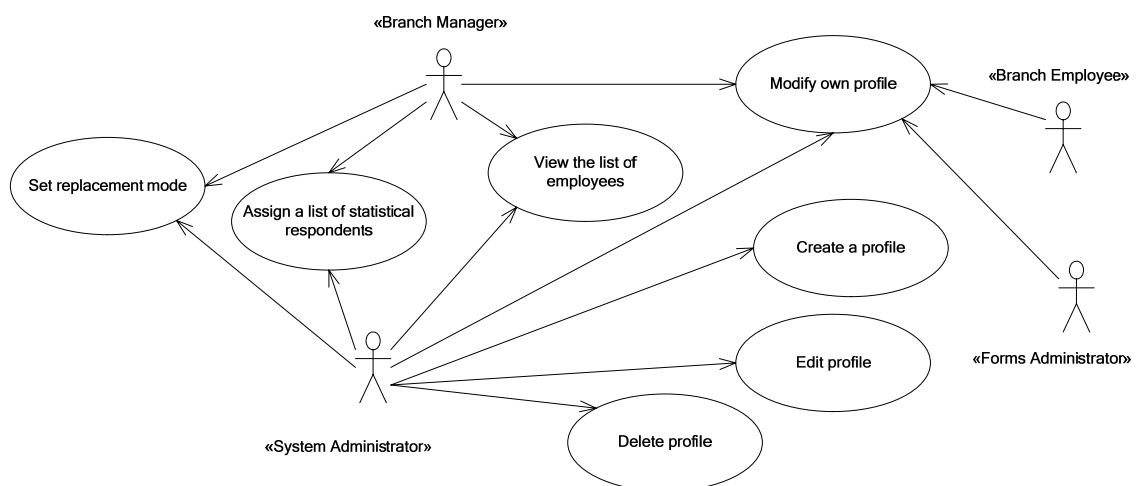


Fig. 14: Employee profile management

6.4.6.1 Create a profile

6.4.6.1.1 Purpose

Create a new employee's profile

6.4.6.1.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The system displays a data entry form 2. The user enters data and confirms 3. The systems perform validation of entered data 4. The system saves the created profile
Alternative sequence 1	for step 3: if entered data contain errors then the system notifies the user and suggests to correct them
Exception sequence1	for step 3: if a profile with the same name exists then the system notifies the user and not saves entered data
Execution result	An employee profile is created

6.4.6.1.3 Functional requirements

N	Requirement	Description
1	Profile data	A profile of an employee of NBS must include data according to section 6.1.2
2	User name uniqueness	The system must ensure the uniqueness of user name among all employee profiles
4	Audit	The system must automatically register an attempt to create a profile

6.4.6.2 Edit profile

6.4.6.2.1 Purpose

Employee profile modification

6.4.6.2.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user selects an employee profile from a list 2. The system loads up a form to edit and fills it with profile data 3. The user edits the data and confirms 4. The systems perform validation of entered data 5. The system saves the user-entered data 6. The system notifies the user on the successful termination of the operation or on the erroneous status
Alternative sequence 1	for step 3: If the user does not confirm the changes then the entered data must not be stored

Exception sequence1	for step 4: If entered data contain errors then the system must notify the user without saving of the erroneous data
Execution result	The changes are saved or an error occurred

6.4.6.2.3 Functional requirements

N	Requirement	Description
1	Audit	The system must automatically register changes attempt in profile, including date/time and user information

6.4.6.3 Delete profile

6.4.6.3.1 Purpose

Employee profile deletion.

6.4.6.3.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user selects a profile from the list 2. The system asks for a confirmation 3. The system deletes the profile 4. The system notifies the user on the successful termination of the operation or on the erroneous status
Alternative sequence 1	for step 2: if user does not confirm then profile is not removed
Execution result	Employee data deleted from the system

6.4.6.3.3 Functional requirements

N	Requirement	Description
1	Audit	The system must automatically register a profile deletion request, including date/time and user information
2	Assigned respondents list verification	An employee only can be deleted if the list of statistical respondents assigned to this employee is empty
3	Logical removal	The system must perform a logical removal of employee profiles. Information on entered and processed forms must be kept in the system and be accessible when browsing through a list of electronic forms

6.4.6.4 View list of employees

6.4.6.4.1 Purpose

View and manage employee profile lists.

6.4.6.4.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user enters criteria to get a list of employees 2. The system creates and displays a list of employees according to the user's privileges and specified criteria. 3. The user views the resulting list
Alternative sequence 1	For step 2: if the system does not have profiles that match the user's criteria then the systems gives a notice to the user on such an outcome
Execution result	Employee profiles list built upon specified criteria and access rights.

6.4.6.4.3 Functional requirements

N	Requirement	Description
1	List restriction	For the role of "Branch Manager" the list is limited by the employees that belong to the branch For the role of "System Administrator" there are no hard set limits
2	Selection criteria	The user can pick one or more profile attributes as selection criteria <ul style="list-style-type: none"> • Branch (only for "System Administrator" role) • Contact data attributes • Role
3	List parameters	The list must include the following: <ul style="list-style-type: none"> • User name • Branch • Role • Contact information
4	List navigation	The user must be able to specify list sorting parameters. The system must allow for the user to perform paged browsing.
5	List management	The user must be able to select a profile from the list and attempt the following action (depending on privileges): <ul style="list-style-type: none"> • View profile • Modify • Delete • Assign statistical respondents • Set replacements

6.4.6.5 Modify own profile

6.4.6.5.1 Purpose

Modify parameters of NBS employee own profile.

6.4.6.5.2 Implementation scenario

Precondition	The user must be authenticated
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user inspects its own profile. 2. The user modifies the data and confirms modifications 3. The systems perform validation of entered data 4. The system saves the user-entered data 5. The system notifies the user on the successful termination of the operation or on the erroneous status
Alternative sequence 1	for step 2: If the user does not confirm the changes then the entered data must not be stored
Exception sequence1	for step 3: If entered data contain errors then the system must notify the user without saving of the erroneous data
Execution result	Profile changes are saved or an error occurred

6.4.6.5.3 Functional requirements

N	Requirement	Description
1	Audit	The system must automatically register profile modifications, including date/time and user information
2	Modified data	The list of profile attributes available for modification includes: <ul style="list-style-type: none"> • Contact data • Password

6.4.6.6 Assign list of statistical respondents

6.4.6.6.1 Purpose

Assign statistical respondents to a NBS employee.

6.4.6.6.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user picks a profile of an employee from the list 2. The system presents the list of statistical respondents that are assigned to this employee 3. The user performs reassignments of statistical respondents from/to other employees, optionally specifying type of statistical report 4. The user saves profile changes
Execution result	Modified profiles with reassigned statistical respondents

6.4.6.6.3 Functional requirements

N	Requirement	Description
1	Assignment parameters	When assigning a statistical respondent a user must be able to explicitly specify a statistical report form type.
2	Employee list restrictions	For role "Branch manager" the list of employees is limited by employees of the manager's branch. For role "System Administrator" there are no restrictions
3	Role restrictions	The list of employees must be limited by the roles "Branch employee" and "Branch manager"
4	Statistical respondents restrictions	For role "Branch manager" the list of statistical respondents is limited by employees of the manager's branch. For role "System Administrator" there are no restrictions
5	Audit	The system must automatically register changes to profile, including date/time and user information

6.4.6.7 Set replacement mode

6.4.6.7.1 Purpose

Set replacement mode for employees of a certain branch in case when employees are on vacation or sickness leaving.

6.4.6.7.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The user pick a profile of the employee to be replaced from a list 2. The system verifies presence of replacement for this employee 3. The user adds another employee as a replacement 4. The user saves the profile changes
Alternative sequence 1	For step 2: if for the selected employee a replacement was already set, then the user can delete it.
Execution result	Replacement mode is set

6.4.6.7.3 Functional requirements

N	Requirement	Description
2	Employee list restrictions	The list is limited by employees from one branch. For role "Branch manager" the list of employees is limited by employees of the manager's branch. For role "System Administrator" there are no restrictions
2	Role restrictions	The lists of replaceable and replacements must be limited by roles "Branch employee" and "Branch manager"
3	Audit	The system must automatically register attempts for setting replacements, including date/time and user information
4	Access to profiles and	When setting replacements for an employee, the access to profiles

	forms	and forms of statistical respondents from the assignment list is restricted until replacement is removed
5	Number of replacements	Only one replacement can be set for each employee

6.4.7 Service functions

This group of functions provides a set of procedures that facilitate activity of a system administrator. They only are accessible after a successful procedure of authentication and authorization.

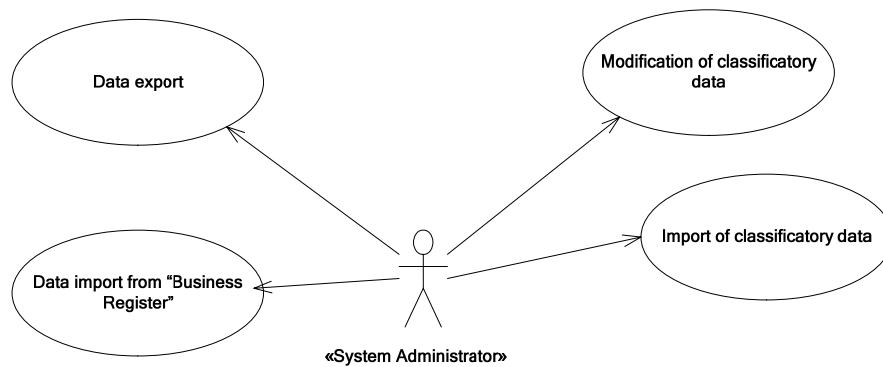


Fig. 15: Service functions

6.4.7.1 Data export

6.4.7.1.1 Purpose

Export data on statistical forms.

6.4.7.1.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The system displays a list of forms available for export (status: "Accepted") 2. The user selects forms from the list and confirms export 3. The system performs export according to the type of statistical report 4. The system notifies the user on the successful termination of the operation or on the erroneous status
Alternative sequence 1	For step 2: if the user does not confirm then export is not performed

6.4.7.1.3 Functional requirements

N	Requirement	Description
1	List of forms for export	List of forms for export gets only forms with status "Accepted"
2	View a form	The user must have the ability to view the form contents
3	Export data	Data export must be performed according to section 6.1.3
4	Audit	The system must automatically register the export data request including user information and diagnostics

6.4.7.2 Data import from business register

6.4.7.2.1 Purpose

Import data from a business register.

6.4.7.2.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The systems suggests to select a file for loading 2. The user picks a file and confirms his choice 3. The system validates the data 4. The system performs data load 5. The system notifies the user on the successful termination of the operation or on the erroneous status
Alternative sequence 1	for step 2: if the user does not confirm then data is not loaded
Exception sequence 1	for step 3: if data contain errors then the system notifies the user along with the reason for errors and cancels the loading operation
Execution result	Data loaded or an error occurred

6.4.7.2.3 Functional requirements

N	Requirement	Description
1	Logical integrity verification	The system must automatically verify the data integrity and notify the user in case of violations of data integrity rules

6.4.7.3 Modification of classificatory data

6.4.7.3.1 Purpose

Addition/modification/removal of elements from a classificatory or registry.

6.4.7.3.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The system displays a list of registries 2. The user picks a registry from the list 3. The system displays a form to edit registry elements 4. The user makes changes and confirms 5. The system verifies the changes 6. The system saves the changes 7. The system notifies the user on the successful termination of the operation or on the erroneous status
Alternative sequence 1	for step 4: If the user does not confirm the changes then the entered data must not be stored
Exceptional sequence 1	for step 5: If entered data contain errors then the system must notify the user without saving of the erroneous data
Execution result	Changes saved in registry or an error occurred

6.4.7.3.3 Functional requirements

N	Requirement	Description
1	Logical integrity validation	The system must automatically perform validation of data integrity (elements referenced by the selected element of the registry) when making changes and notify the user if so

6.4.7.4 Import of classificatory data

6.4.7.4.1 Purpose

Load a classification registry from a file

6.4.7.4.2 Implementation scenario

Precondition	The user must be authenticated and authorized
Initialization condition	Initiated by the user's request
Main sequence	<ol style="list-style-type: none"> 1. The system displays a list of classification registries 2. The user initiates data import process for a selected registry 3. The system displays a file selection form 4. The user selects a data file and confirms the loading 5. The system performs data validation 6. The system performs data loading 7. The system notifies the user on the successful termination of the operation or on the erroneous status
Alternative sequence 1	For step 4: if the user does not confirm loading then the data

	are not loaded
Exception sequence 1	For step 5: if data contain errors then the system notifies the user and cancels the operation
Execution result	The data is loaded into a classificatory registry or an error occurred

6.4.7.4.3 Functional requirements

N	Requirement	Description
1	Logical integrity validation	The system must automatically perform validation of logical integrity of data (elements that may reference an element of the registry) when making modifications and inform the user about such events.

7 Software platform requirements

In accordance with the strategy and development prospects of IS NBS, the development of «e-Reporting» initially should be based **on industrial integrated portal platform**, which is the foundation for building and developing of the NBS portal, which should effectively and timely provide access to information, processes, data and applications.

NBS Portal will act as a single point of access to informational resources of official statistics for a wide range of users, including the central and local governmental organizations, public associations, citizens, statistical respondents and other categories of users.

On the other hand, the portal is an important element of IS NBS, giving staff access to corporate information and applications through the intranet-based technologies and standards of information security. In the long term, NBS will perform gradual transfer of applications to portal technology, thus move toward the Service Oriented Architecture (SOA).

7.1 Functional requirements

The following general functional requirements for integrated portal platform have been identified and must be taken into consideration by the Supplier in his offer:

1. Integrated means for designing and adapting user interface:
 - a. Design and management of user interface templates;
 - b. Design and management of UI styles and color schemes;
 - c. Management of content/site structure and navigational elements;
 - d. Multilingual support;
2. Integrated means for content management:
 - a. Design of informational model of the content, including metadata;
 - b. Design of content presentation templates;
 - c. Automated content publishing, including tools for publishing workflow design and management;
 - d. Content items access rights management;
 - e. Means and tools for content syndication;
 - f. Staging support for content quality control;
 - g. Means for integration with external web-applications;
3. Integrated collaboration features and support for team work:
 - a. Document libraries:
 - Management of folders hierarchy;
 - Management of access to folders and documents;
 - Management of document publishing workflow;
 - Document version management;
 - Full-text search in documents, search by attributes;
 - Tools for integration with user's desktop and office applications;

- b. wiki-pages;
 - c. team blogs;
 - d. forums;
 - e. instant messaging;
4. Integrated full-text and attributive search:
 - a. Indexing and search in local content, as well as in external web-resources;
 - b. Support for indexing and search of documents in various formats (HTML, Microsoft Office, Adobe PDF etc);
 - c. Multilingual support;
 - d. Stemming
 - e. Management of content indexing, including:
 - Flexible definition of content filters;
 - Manual review and approval of content before inclusion into index;
 - Ability to schedule indexing;
 - Monitoring of indexing and searches;
 - f. Automated content categorization, based on administrator-defined rules;
 - g. Ability to distribute search components for workload management;
 - h. Application Programming Interfaces (API) to use in custom applications;
 5. Integrating means for personalization — content personalization, based on user's profile and security attributes;
 6. Integrated tools for users and access rights management:
 - a. Centralized users and groups repository;
 - b. Users profile management;
 - c. Groups management;
 - d. Access rights management and assignment;
 7. Integrated platform for electronic forms:
 - a. Mandatory support of W3C XForms standard;
 - b. Support for data integrity check and format validation at the stage of data entry;
 - c. Ability to define formulas for fields with calculated values;
 - d. Visual tools for rapid form development and debug;
 - e. Ability to fill-in and submit forms using standard web-browser without installing additional software on user's computer;
 - f. Digital signature support (PKI and shared-secret) – ability to sign a whole form or form parts and further signature validation;
 - g. Application Programming Interface (API) to use in custom applications;
 8. Integrated support for different types of browsers (user agents), including automatic content transformation in case of limited capabilities of user device (PDA, mobile phones etc)

7.2 System requirements

The following system requirements for integrated portal platform must be taken into consideration by the Supplier in his offer:

1. Standard, industrial solution, proven by time and big customers base, having implementations with large number of users;
2. Multiplatform support – support of different operating systems for the whole platform and for its components, including Microsoft Windows, Linux, UNIX;
3. Vertical and horizontal scalability – ability to increase performance and the number of users by increasing the power of hardware, as well as distributing and running platform components in distributed environment;
4. Fault tolerance – support for clustering and automatic failover for platform, as well as for its components;
5. Virtualization – means to create virtual portals, based on single product installation, with the possibility of both joint and separate resources/ applications usage, including tools for delegating administration.
6. Integration – mandatory support of broad range of open standards, formats and protocols, as well as programming standards;
7. Standard components – broad range of standard components, preinstalled with platform and ready to use by inexperienced users;
8. Development tools and standards – API and components, including the required set of integrated tools for quick and visual applications development;
9. Modularity – ability to extend functionality quick and easy, by adding functions and modules over the time, thus reflecting new requirements;
10. Security – strong and reliable mechanisms for user authentication and unified authorization mechanism/framework for both existing and own applications and modules;
11. Integration with external security providers — ability to integrate with external security systems from leading suppliers of industrial solutions, which provide authentication, authorization and audit services, including support for Single Sign On (SSO);
12. Integration with corporate messaging servers (Microsoft Exchange, Lotus Domino...)

8 Hardware Platform Requirements

8.1 General HW Platform Requirements

Integrated solution should also include the minimum hardware required to implement all components of the system.

The Bidder should propose HW architecture and configuration to support its SW solution, including hardware components and necessary standard software licenses to run the proposed solution.

General requirements for HW solution are:

- Full compatibility with supplied software solution
- Proposed HW solution should include Brand Name only equipment
- Equipment manufacturers should have local service center in Chisinau.
- Equipment should have rack form-factor, blade solution will have preference.
- Equipment should support open standards and be able to communicate with other manufacturer' systems.
- Server platform should support Windows, Linux and UNIX operating systems
- Automated backup solution based on latest LTO standard should be proposed .
- Server platform should have redundant architecture with hot-replaceable components (HDD, power supplies, fans)
- Proposed system should have resources for future cluster implementation (if necessary with addition of extra HW and SW)
- Proposed system architecture should have possibility to include Fibre Channel storage system for data in the future (if necessary with addition of extra HW).
- Proposed HW solution should be able to double the processing and storage capacities without replacing initial equipment.
- Proposed HW solution should include Ethernet switches covering all initial components and system extension to double capacity
- Proposed HW solution should include full remote management of the servers and systems management SW tools for all components
- All proposed components should have three years warranty onsite.

9 Overall system requirements

9.1 Security and Confidentiality

The security of "e-Reporting" system must be ensured by the use of appropriate mechanisms of the integrated platform (section 7) and they must include:

- User authentication;
- Management of permissions and access rights of users to data (authorization);
- Provisioning of confidentiality of information exchange using cryptographical means;
- Logging of user and subsystem actions (audit);

A part of the "e-Reporting" system which performs functions that are only available to NBS employees and administrators must be physically accessible only from NBS network, including all branches and central office, thus access from Internet should be restricted.

It is requested to ensure data security and access to information on levels of competence, and to be integrated with public key infrastructure (PKI).

The system should address CSRF, Ajax vulnerabilities, XSS, SQL-injection and other potential security weakness by preventable using a comprehensive input-validation, proper session invalidation and other means.

F. Authentication

The procedure of authentication and identification of users must be performed using a user name and a password. The transmission of a password to the server must be made via a protected HTTPS connection.

Authentication must be performed on a centralized LDAP-repository containing information on users and user groups.

The result of a successful authentication is a unique user identifier that should be used for authorization of access to functions and data, as well as for audit purposes.

G. Authorization

Access authorization must be based on user's identification information that is received at the stage of authentication and employ user assigned roles - each role includes a set of for access privileges to functionality and data.

If a user belongs to several roles then privileges are added together.

The list of standard roles and access privileges to system functions is shown in the table below:

Business function	Role				
	System Administrator	Form Administrator	Branch Employee	Branch Manager	Statistical Respondent
Group of functions «Management of profiles of statistical respondents»					
Registration of a new statistical respondent	X		X	X	
Profile modification	X		X	X	
Profile deletion	X				
View the list of statistical respondents	X		X	X	
Change own profile					X
Password recovery					X
Group of functions «Managing of e-forms templates»					
Create a template	X	X			
Template modification	X	X			
Template deletion	X	X			
View list of templates	X	X			
Test a template	X	X			
Group of functions «E-Form submission»					
Get the list of templates					X
Create an e-form					X
Modify and submit an e-form					X
View list of e-forms					X
Delete an e-form					X
Group of functions «Fill in e-forms»					
Create a new e-form		X	X	X	
Data entry		X	X	X	
Delete e-form		X	X	X	
Group of functions «E-Form processing»					
Get a list of e-forms	X		X	X	
E-form processing	X		X	X	
Group of functions «Manage employee profiles»					
Create a profile	X				
Edit profile	X				
Delete profile	X				
View list of employees	X			X	
Modify own profile	X	X	X	X	
Assign list of statistical	X			X	

respondents					
Set replacement mode	X			X	
Group of functions «Service functions»					
Data export	X				
Data import from business register	X				
Modification of classificatory data	X				
Import of classificatory data	X				

H. Confidentiality

Confidentiality of data exchange must be maintained in the following cases:

- User authentication;
- User profile modification;
- E-form submittal functions;
- E-form processing functions;
- System administrative functions;

Data exchange must be performed with the use of cryptographical means based on digital certificates, issued by the “Centrul de certificare a cheilor publice” and with the use of SSL/TLS protocol.

I. Audit

The system must ensure automatic logging for the following events:

- User authentication and identification;
- Authorization of access to system functions;
- User profile modification;
- Creation and modification of form templates;
- E-form processing;
- Data export into NBS IS;

The audit log must include system timestamp, user id, event code and supplementary information that is specific to the actual event type.

9.2 E-forms

Electronic forms of statistical reports and questionnaires must be based on a modern and open industrial W3C standard of electronic forms XForms.

The development of electronic forms must be performed using a modern graphical toolset that contains visual tools to develop presentation, navigational elements, automatically

calculated fields and rules of logical validation of data integrity. Such tool has to include an integrated testing environment which allows performing easy form testing.

The entry of data in e-forms must be made using a web browser without requiring users to install additional software. Validation must automatically be made on the data entry stage with error values highlighted and explanations provided. During the data entry process a user must be able to print a form on-line, while retaining correct visual design of the form.

Electronic forms, as well as development tools must support electronic signatures for the form as a whole as well for separate form parts, using public key (PKI) and shared secret infrastructure.

The system must provide an application interface (API) to work with digital forms, including access to XForms models, visual elements and digital signatures.

9.3 Accounting and storage of information

The system must provide automatic accounting, storage and access to the following information:

- User profiles;
- E-form templates;
- E-forms;
- References and classificatories;

9.4 Multilingual support

The system must support two languages: the official state language and Russian. The language support must be provided for:

- User interface and navigation;
- Electronic forms
- References and classificatories;

9.5 User interface

The user interface must be made as a web interface and support the following browser types:

- Microsoft Internet Explorer v6.x and higher;
- Mozilla Firefox v3.5.x and higher;
- Google Chrome

The user interface must be simple, responsive, intuitive and easy to use. To minimize response delays and number page refreshes the AJAX technology is preferred.

The user interface must support two languages: official state language and Russian according to section 9.4. The switch between languages must be made dynamically, at any level of navigation. The system must automatically save the preferred language in user's profile and automatically reuse it.

9.6 System documentation

Documentation for the "e-Reporting" system must include:

- Technical system description;
- Administration and maintenance manual;
- User's guide:
 - for branch employee
 - for branch manager
 - for form administrator
 - for developer

All documents must be presented in an electronic format.

9.7 Special requirements

The development and implementation of the electronic reporting of reports from the automated information system of the NBS (NBS SIA), must meet the following requirements:

To follow the provisions of the Concept SIA NBS and to include the use metadata based technology (approach). The metadata management module included in the technical proposal will be an advantage.

To avoid redundancy in input data in the system, the system shall not allow repeated registration of the same documents.

Ensure the high speed access to information and rapid transfer of information between users.

Ensure provision of online support.

Ensure the Romanian language interface (help, error messages, etc.).

Ensure real time functioning.

To ensure be full reconfigurability of the system.

To ensure multiple (multi-user) access to information, to avoid system blocking.

To ensure easy up-grade of the system for future development.

To allow an easy maintenance.

The client / server architecture is recommended to use;

To include "help" system.

To allow inclusion of new or existing in NBS modules.

To provide staff training (on the modules and the whole product).

Cost of data export module of the electronic reporting system in the current system of NBS to be listed separately, specifying the price for each questionnaire (see section 6.2).

Kindly ask the Bidders to provide requirements for the technical equipment needed and software licenses used within the proposed system.

9.8 Deliverables requested

The Offeror as result of the work to be done shall propose the following minimum deliverables for inclusion in the contract:

1. Functioning e-Reporting system and Portal tested and accepted by the NBS
2. Technical documentation of the developed system with program source codes
3. Training courses for the NBS personal
4. 1 year full system maintenance

PROPOSAL SUBMISSION FORM

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Professional Consulting services (profession/activity for Project/programme/office) for the sum as may be ascertained in accordance with the Price Schedule attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 120 days from the date fixed for opening of Proposals in the Invitation for Proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that you are not bound to accept any Proposal you may receive.

Dated this day /month of year

Signature

(In the capacity of)

Duly authorised to sign Proposal for and on behalf of

PRICE SCHEDULE

The Contractor is asked to prepare the Price Schedule as a separate envelope from the rest of the RFP response as indicated in Section D paragraph 14 (b) of the Instruction to Offerors.

All prices/rates quoted must be exclusive of all taxes, since the UNDP is exempt from taxes as detailed in Section II, Clause 18. '

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Estimates for cost-reimbursable items, if any, such as travel, and out of pocket expenses should be listed separately.

In case of an equipment component to the service provided, the Price Schedule should include figures for both purchase and lease/rent options. The UNDP reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The format shown on the following pages should be used in preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

In addition to the hard copy, if possible please also provide the information on diskette (IBM compatible).

Price Schedule:				
Request for Proposals for Services				
Description of Activity/Item		Number of Staff	Monthly Rate	Estimated Amount
1.	Remuneration			
1.1	Services in Home office			
1.2	Services in Field			
2.	Out of Pocket Expenses			
2.1	Travel			
2.2	Per Diem Allowances			
2.3	Communications			
2.4	Reproduction and Reports			
2.5	Equipment and other items			