Terms of Reference

For the development eCaseLaw information system for the Constitutional Court of the Republic of Moldova

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Abbreviations

CC	Constitutional Court of the Republic of Moldova
UNDP	United Nations Development Program
Case file	An electronic dossier comprising information related to a case.
Informational object	Virtual reflection of real entities (material and non-material) covering the entity's state and behavior.

A. Background

The United Nations – Republic of Moldova Partnership Framework 2013–2017 voices the collective determination of the United Nations to support Moldova in tackling major development challenges as it implements its vision to be a prosperous and modern European country. The five programming principles of a human rights based approach, gender equality, environmental sustainability, results-based management and capacity development underlie this Partnership Framework.

The project *"Strengthening Rule of Law and Human Rights Protection in Moldova"* is funded by the Federal Ministry for Europe, Integration and Foreign Affairs of Austria, co-funded and implemented by the United Nations Development Programme in the Republic of Moldova (UNDP Moldova) in cooperation with the Office of the High Commissioner for Human Rights (OHCHR) and aims to strengthen the rule of law and human rights protection in the Republic of Moldova in line with international human rights standards.

The Beneficiary of this project is the Constitutional Court of the Republic of Moldova (CCM). CCM is the sole constitutional jurisdiction authority of the Republic of Moldova (RM) that guarantees the supremacy of the Constitution, ensures the checks and balances principle, and safeguards the accountability of the State before its citizens. As the highest tribunal ensuring the supremacy of law and protection of human rights and

fundamental freedoms, the Constitutional Court is going through constant modernization, seeking to improve its activity and strengthening its role in the society.

B. Description of Services

1. Project scope and objectives

One of the aims of the project is to raise the profile of the constitutional jurisprudence through drafting and publication of the compendium on the Constitutional Court of Moldova (CCM) leading case-law, based on the ECHR model in Romanian and Russian. In order to do so, a database of CCM case law will be developed and opened for public access.

Another aim of the project is to increase the capacities of the Constitutional Court through modernization of its internal operations by using an information system to facilitate internal workflow and circuit of documents for systematizing the generation and registration of external and internal documents.

The eCaseLaw information system sets the following objectives:

- Provide an internal case-law database to be consulted by the CC employees and have public access;
- Provide a user interface to populate the case-law database;
- Provide a document management workflow to manage internal/external document flow;
- Provide a case management workflow when drafting CC decision documents.
- Provide a collaborative environment for drafting CC decision documents;
- Support multi versioning mechanism when drafting decision documents and populating the case-law database;

Besides the business objectives enumerated above, the system shall provide functionalities related to managing user accounts, internal classifier, reports and statistics, notification functionalities and other administrative functionalities.

Further on, the document describes the legal framework that shall guide the Supplier in analysis and system development, next chapter defines the project management its objectives, then the description of the required system is provided. At the end the document specifies the deliverables expected to be provided as well as technical requirements the Supplier is expected to provide answers to when drafting its proposal.

2. Legal Framework

The following list represents the legal framework related to the development of the eCaseLaw system:

- Law on Constitutional Court no. 317 of 13.12.1994;
- Law on Constitutional jurisdiction code no. 502 of 16.06.1995;
- Decision on procedure of complaints examination submitted to Constitutional Court nr. 3 of 03.06.2014;
- Law on access to information no. 982-XIV of 11.05.2000;
- Law on protection of personal data no. 133 of 08.07.2011;
- Law on information and state information resources no. 467-XV of 21.11.2003;

- [Law on electronic documents and digital signature no. 264-XV of 15.07.2004;](#)
- [Law on registers no. 71 of 22.03.2007;](#)
- [Government Decision on approval of security requirements for personal data while processed by informational systems of personal data no. 1123 of 14.12.2010;](#)
- [Government Decision no. 208 of 31.03.1995 on approval of guidelines of secretariat works related to individual and legal entities' petitions addressed to state enterprises, institutions and organizations of the Republic of Moldova;](#)
- [Government Decision no. 945 of 05.09.2005 on centres for certification of public keys;](#)
- [Government Decision no. 320 of 28.03.2006 approving the regulation on application of digital signatures on the electronic documents of public authorities;](#)

3. Project management

3.1 Project administration board

The administration board is the project's decision-making body. Its major objective is to ensure project continuity and consistency and its members are responsible for efficient planning and supervision of the project; allocation of financial, human and other resources; agreeing on common project activities and the schedule of activities/work packages; evaluation and confirmation of progress; suggesting preventive and corrective actions, when appropriate.

The administration board includes the project managers from the

1) Constitutional Court;
2) UNDP;
3) Supplier.

3.2 Major stakeholder for this assignment

3.2.1 *Constitutional court of the Republic of Moldova*

A constitutional court is a high court that deals primarily with constitutional law. Its main authority is to rule on whether laws that are challenged are in fact unconstitutional, i.e., whether they conflict with constitutionally established rights and freedoms.[1]

The Constitutional Court of the Republic of Moldova is the main independent authority that implements the following:

- Ensures the supremacy of Constitution;
- Ensures the implementation of the principle of separation of state power into legislative, executive and judicial powers;
- Guarantees the responsibility of the state to the citizen and the citizen to the state.

3.2.2 *UNDP*

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[1] Wikipedia - http://en.wikipedia.org/wiki/Constitutional_court

The United Nations – Republic of Moldova Partnership Framework 2013–2017 voices the collective determination of the United Nations to support Moldova in tackling major development challenges as it implements its vision to be a prosperous and modern European country. One of the five programs within the framework tackles the justice, equality and human rights reform, through "Support to justice reform in Moldova" project and "National Human Rights Action Plan" action plan.

UNDP will supervise the development of the eCaseLaw IS, as well as coordinate all project activities and provide support to project planning and evaluation.

3.3 Project monitoring and reporting activities

For the entire duration of the project the Supplier will provide to UNDP and CC a detailed progress report on a monthly basis to communicate progress and status of the development, helping to identify strengths and weaknesses of project's implementation. The report should provide information on the status of delivery of project activities, outputs, and results; as well as information on any actual or potential problems and deviations from the approved work plan and budget.

All reports produced during the implementation of the project shall be provided in Romanian and English, both in hard copy and the electronic version.

All reports produced by the Supplier should satisfy the following requirements:

1) Be entirely in Romanian and English;
2) Be easily readable with dark print;
3) Have every page numbered;
4) Have an outline similar to the following:
   a) Preface;
   b) Introduction;
      – Purpose;
      – Scope;
      – Definitions, acronyms, and abbreviations;
      – References;
      – Overview of rest of the document;
   c) Body of Document;
   d) Appendixes;
   e) [Index];
5) Have a title page, which contains the following items:
   a) Project Title: Name of the project for which the report was prepared;
   b) Document Title: Name of the report;
   c) Abstract: A summary of what the report is all about;
   d) Document Version: Version of the report;
   e) Date: Date of the last revision of the report;
   f) Status: Status of the report. For example, DRAFT or APPROVED;
6) Have a preface which includes tables for each of the following:
   a) People Involved in the Preparation of the Document: List of people who contributed to the development of the report;
   b) Review List: List of people who reviewed and approved the document;

  c) Change History: A chronological record of details (Version, Date and Revision Description) about the updates that have been made to the report;

7) Have a Table of Contents;
8) Have a Table of Figures (where applicable);
9) Have a Table of Tables (where applicable);
10) Last page of each document shall be blank.

4. Description of the system

The eCaseLaw management information system is a solution to solve and enhance user experience for CC business operations. The concept of the system is seen as a collection of sub systems/modules that implement the objectives set for the eCaseLaw system. The image below sketches main sub systems that characterize the needed solution by the Beneficiary.
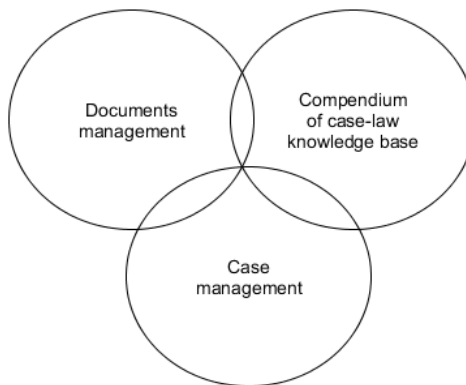

*Figure **Error! No sequence specified.**: The concept of the system*

The system will contain documents management sub system that will support CC employees at managing and label received documents. Documents management sub system shall provide a user friendly interface to input related metadata that describes the paper based documents, attach scanned documents that all together will form a case file – the primary informational object to be managed by the system. The system will provide a case management workflow around the case file initiated within the document management sub system. The case management workflow will support CC employees during the process of emitting a resolution to each particular case registered within the system. Thus several features like documents traceability, user notification on cases that are due and/or other periods specified and other described within this document.

Another aspect of the system consists in building a collection of citation related to cases examined by the CC in order to pursuit two (2) main objectives:

  – Support CC employees to find relevant CC decisions and law interpretation that are logically connected with the new intimation registered ;
  – Provide access to external world of CC interpretation of constitutional articles.

Apart from the documents that describe an intimation received that form a case file to be managed by the system, the documents management sub system will permit to register incoming/outgoing and internal types of

documents, assign an unique identifier and when appropriate pass it further for a resolution within a generic workflow. The system will permit to address any internal user (one or many) by the Record, registry and archive division employee, thus initiating a management workflow for the electronic document. The workflow will have a generic pattern consisting of several stages, i.e. from its registration to resolution and elaboration until its final accepted stage, actors that are in charge of its resolution and timings associated with document lifecycle.

Further on this section describes the above mentioned aspects and provides an overview of the system to be developed within this assignment.

Main components that build up the system are depicted in the diagram below.
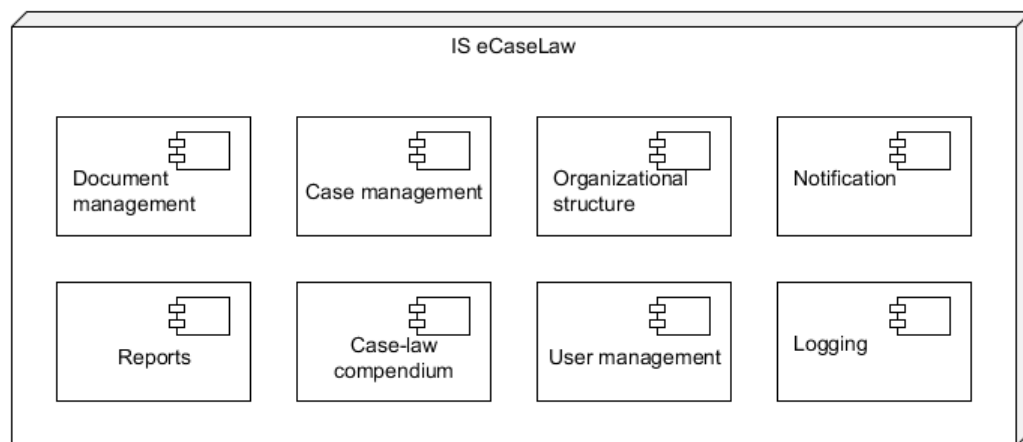
*Figure **Error! No sequence specified.**: System components*

The following description table sets each particular component's goal; the combination of each component' goals compose the overall system to be developed by the Supplier within this assignment.

	System components	**Component goals**
1.	Documents management	Document management component will support Record, registry and archive division to manage internal/external documents and/or any other information that is of business value. Provide a user interface to register, attach scanned documents and input related metadata. The component will allow specifying the category of the document and based on that decision will follow a pre-defined flow.
2.	Case management	Case management component will support CC internal business operations by managing the internal flow of documents that characterize each particular case file that describes an intimation registered that needs CC resolution.

3.	Case-law compendium	Case-law component will support CC employees throughout the analysis of drafting decision documents and prepare context information by consulting the case-law compendium consisting of citations of constitutional articles from previous decisions emitted by the CC. This component will permit entering structured information in order to enable easy finding of information based on several search criteria and metadata defined further on within this document.
4.	Organizational structure	The system will provide organizational structure component that will keep track of task allocation, coordination and supervision within CC daily activities. The following component will manage hierarchical structure of the organization including user role profiles to describe the collection of access rights corresponding to employee responsibilities.
5.	Notification	The system will contain a notification component to inform stakeholders on a variety of events related to CC business operations, as well as system functioning.
6.	Reports	The system will contain a reporting component to provide monthly statistical figures, ad-hoc reports as well as reports on daily activities when needed. The report component will provide a template engine that will allow system administrator to design and develop new reports as needed.
7.	User management	The system will provide user management component to manage authentication, authorization processes as well as managing internal user records, enabling/disabling logins.
8.	Logging	The system will have a logging mechanism, in order to allow audit of internal system events related to business operations as well as overall system state and behavior.

The eCaseLaw information system will be an internal web based system that will support CC employees in their daily activities related to:

- Intimation registration, digitization and publishing on CC web portal;
- Registration of other categories of correspondence documents that require CC resolution;
- Intimation analysis and its resolution;
- Accessing information from the case-law component of the system;
- Populate the case-law component;
- Prepare draft decision in a collaborative way using wiki like mechanism of fast collaborative authoring when drafting a decision;
- Generate reports and statistics;

4.1 Document registration component

The system must provide the functionality of a centralized document management system, where Record, registry and archive division can register incoming/outgoing and internal documents into the system and receive an internal unique number from the system that will permit to track the documents and depending on the category of the document eCaseLaw system will provide respective workflow.

There will be two (2) main categories of documents to be registered into the system:

1) The intimation description documents that will form the case file and follow the pre-defined workflow;
2) Non intimation category of documents (correspondence documents) that will follow the generic examination workflow.

For the non-intimation category of documents, the system will provide following functionalities:

- Assign an unique identifier;
- Tag the electronic document as incoming/outgoing/internal label;
- Provide the function to input descriptive information by the user;
- Provide the function to pass registered document further for the resolution by selecting corresponding division of CC;
- Provide the function to select one or many internal users to be in charge of this electronic document;
- Provide the function to assign a timeframe for document examination;
- Provide a generic workflow for the document examination.

When registering a document into the system, the minimum set of metadata is provided below, however the Supplier is expected to perform an analysis of the metadata to be entered and together with Record, registry and archive division representative will elaborate an extensive set of metadata that will characterize the electronic document.

	Intimation document registration metadata	Generic document registration metadata
1.	Registration date	Registration date
2.	Registration number of intimation (from internal classifier)	Type of document (incoming, outgoing, internal)
3.	Intimation's author	Document's author (private, public entity)
4.	Intimation's subject	Destination department
5.		Tentative deadline

Table 1: Metadata to describe new document registered

The system will be able to store electronic images and/or other multimedia formats that describe the document. The system will permit tracking the entire life cycle of a registered document and will allow accessing all artifacts attached to each particular electronic case.

4.1.1   Intimation documents registration activity

Documents registration activity is depicted within the use case below. Following functions are to be provided by the system within the register documents use case:

1) Select type of notification – will provide a list to choose from notification type nomenclature;
2) Assign document label;
3) Attach scanned documents;
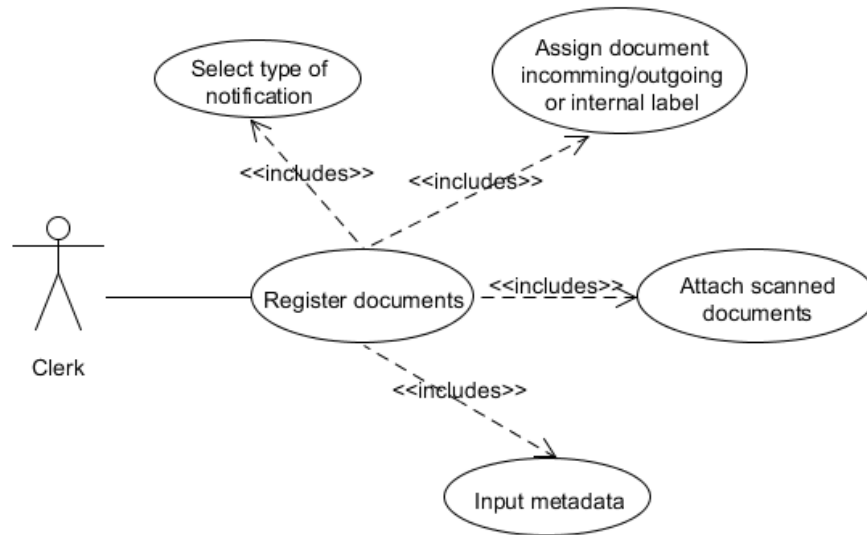4) Input metadata – a user interface to input descriptive information.

Figure 3Error! No sequence specified.: Document registration use case

Attribute	Details
Description	This use case describes the functionalities related to registering a document within the system.
Actors	Users from Record, registry and archive division
Precondition	User is authenticated and possesses corresponding access level to register documents.
Normal flow	1. User access the front office area of the system. 2. System presents front office screen. 3. User clicks on register a new document. 4. System presents the option for selecting the type of document based on an internal classifier. 5. User selects the type of document and assigns incoming/outgoing/ or internal label; 6. System initiates a new case management and generates a unique ID. 7. User attaches scanned documents to the case and input related metadata. 8. System logs events.

Table 2: Document registration use case description

Within the document registration activity, the system will initiate a new case or will permit to open existing case and attach new documents to it.

Following basic functions are to be supported by the document management component:

a) **Security control** – this function controls which user have access to which information. The system is expected to provide such function in a form of an access control list to manage security control of electronic records within the system.
b) **Versioning mechanism** - the system will provide a document versioning mechanism related to newly added and/or modified documents that are attached to a particular case.
c) **Metadata capturing –** will allow to capture and use of metadata to describe all artifacts attached.

After the registration and metadata input, the system will create an analytic description document that will be associated with the case. The analytic document will be an internal document managed by CC employees who are in charge of this particular case. Each information block will be modifiable/accessible by the CC employee involved in this case analysis. Currently there were identified following actors, i) Judicial assistant, ii) Judge supervisor and iii) Research and analysis division employee. The following table describes the structure of the analytic document to be developed by the Supplier.

	Information block	**Details**
1.	Intimation subject	Information related to normative act challenged or constitutional provision whose interpretation is expected.
2.	Contested normative acts	Short description of the contestation act and/or constitutional norms whose interpretation is requested.
3.	Constitutional provisions invoked	Enclosure of articles contents allegedly breached the constitution.
4.	Intimation author arguments	Short descriptions of the essence of the intimation subject as well as context information the author considers to be relevant to the intimation.
5.	Intimation's subject conclusion	Description of the purpose of the contested law and its relationship with other legal provisions; challenged norm is examined through constitutional norms invoked.
6.	Relevant international references	Description of the provisions of the international expertise of international organizations, the European Court of Human Rights and the jurisprudence of the Constitutional Courts of other states, where they are relevant to the intimation subject.
7.	Similar cases examined by the CC	Provision of references in the judgments or decisions of the CC, where it was pronounced in a similar or even identical intimation's subject;
8.	Conclusions	Provision of causal link between the contested normative acts and constitutional provisions allegedly breached as well as the compliance to procedure and lodging of the intimation being examined.

Table 3Error! No sequence specified.: Analytic description document structure

4.2 Case-law compendium component

The case-law compendium component will serve as a knowledge base to be consulted by CC employees when drafting the analytical file that describes the intimation received. However the access to case-law component will not be strictly bound to the case management, CC employees shall have access whenever they need to.

4.2.1 Case-law compendium

Following use case describes main functions to be provided to CC employees.
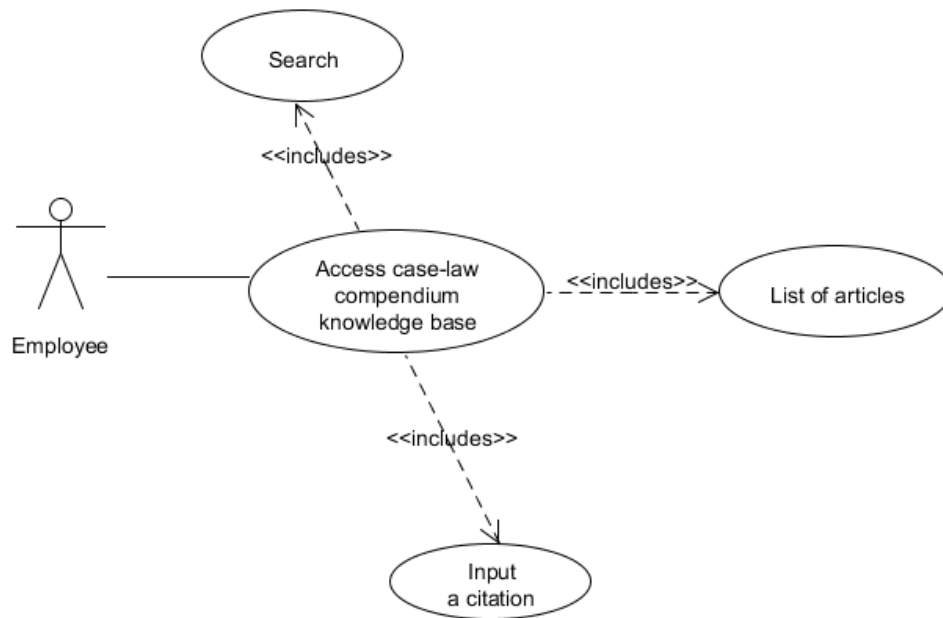
Figure 4: Consult case-law compendium use case

Attribute	Details
Description	This use case describes the functionalities related to registering a document within the system.
Actors	Users with any CC user profile.
Precondition	User is authenticated and possesses corresponding access rights.

Normal flow	1. User access the case-law compendium user interface.
	2. System presents front compendium screen.
	3. User can consult the list of articles, search for articles, keywords or register a new citation.
	4. Compendium screen will contain following elements:
	    – List articles from the constitution;
	    – Search for citation, keywords and articles;

	− Input citation screen.

Table 4: Consult case-law compendium use case description

4.2.1.1 Case-law compendium structure

Following class model describes the case-law compendium, its structure, elements and its main methods as perceived by the Beneficiary.
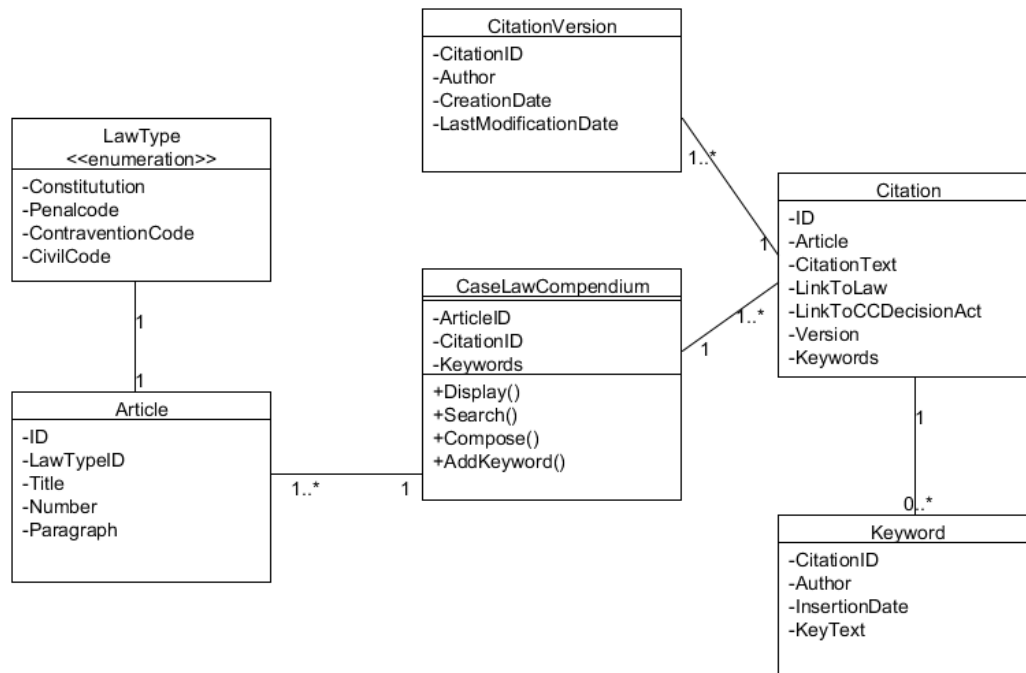

Figure 5: Case-law class diagram

The case-law compendium consists of citations representing CC interpretation of articles from the Constitution that are being challenged and/or needs clarification. Case-law compendium main functions are:

- **Display()** – will permit CC employees to navigate through compendium and access each particular record based on article number, title, subtitle and/or using keywords that describes those articles;
- **Search()** – will permit easy finding the needed information based on article numbers, title, subtitle and/or keywords associated with the citations characterizing each particular article from the Constitution. Search function shall be morphological, provide inclusion/exclusion masks and possess autocomplete feature;
- **Compose()** – will permit user to select articles and generate a set of articles that shall be exported in Word and/or PDF file formats; including all hyperlinks, keywords, citations and

other descriptive information associated with the articles. The system will permit to user to select desired types of descriptive artifacts for the export feature;

– **AddKeyword()** – will permit CC employees to highlight one or several words that bear specific meaning and characterize the citation; additionally the system will save the highlighted text to the list of keywords logically connected to the article.

The Supplier will propose a state-of-the-art solution to cover above mentioned functions and knowledge representation format as well as to provide such features as:

– WYSIWYG editor for easy document formatting;
– Citation versioning – the system shall keep several version and/or corrections of citation;
– History of modification (showing date, time and author);
– Roll back to previous version of citation;
– Locking mechanism per citation, article (no further change is allowed).

The Supplier will provide a structured electronic version of the Constitution of the Republic of Moldova within the case-law compendium component as an internal nomenclature, in order to allow referencing to articles, add citations and descriptive keywords. The system will permit to system administrator to edit/add and modify the structure and content of the nomenclature to keep it up to date with the latest changes.

4.2.2 Documents examination workflow

Following generic workflow depicts a flow of actions related to CC's daily correspondence with other State organizations and/or international bodies. The eCaseLaw system will notify (using both email and internal messages system) all actors involved into document resolution provision activity chosen by the Record registry and archive division.
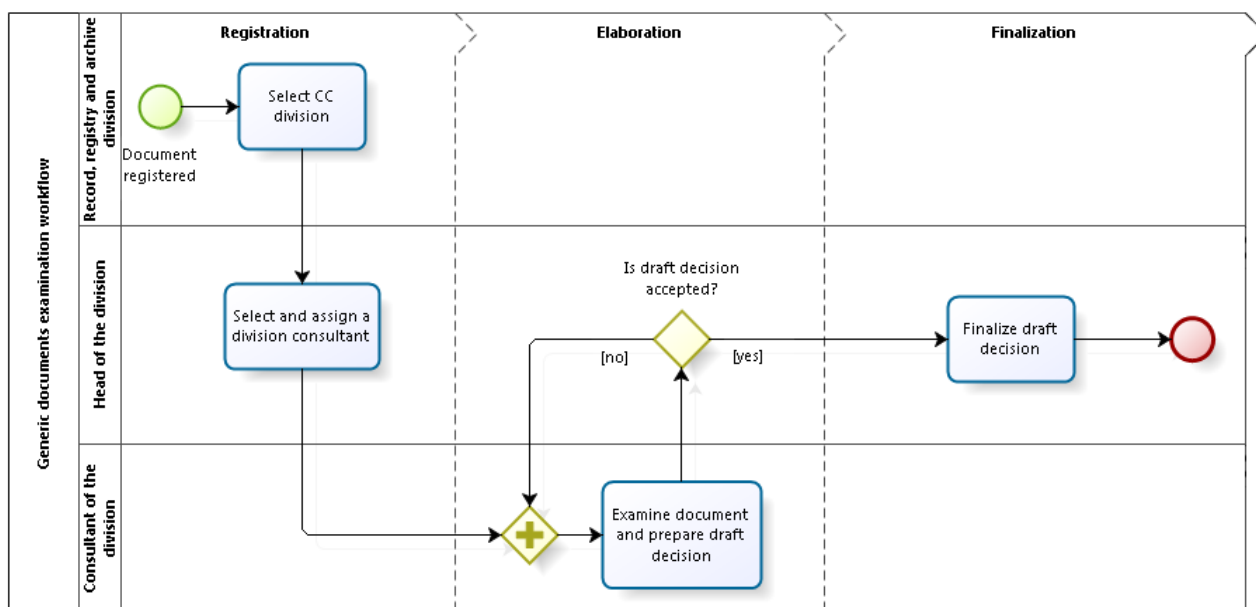

Figure 6: Generic document examination workflow

The generic examination flow depicted above consists of three (3) steps and actors that are involved into document examination activity. The flow starts with the employee of Record, registry and archive division that registers the document and selects a CC division that will be in charge of this particular case. The system will notify and present the document within the workspace of head of the division user who will assign an consultant that will prepare a draft decision and/or answer related to the document. Additionally the system will provide a deadline assignment functionality that will allow to Head of the division to specify tentative elaboration timeframe for the consultant.

The Supplier is expected to analyze, provide its competence and fine tune the flow such that it will cover CC's business needs related to management of documents.

4.2.3 Case management workflow

Case management workflow sub system will keep track of CC's internal business operations with regard to registering, preparing and dispose decision acts related to each intimate registered. The case management will support CC's employees to keep track of a case, its life cycle and the history of milestones and actions that changed its state. Additionally the case management will be enhanced with notification functionality to notify users involved in a case on any system and/or time event according to a set of predefined business rules.

The following image depicts the so called "happy path" of the case management workflow, the Supplier is expected to perform an analysis of the flow and fine tune situations when exceptions arise and alternative paths shall be taken.
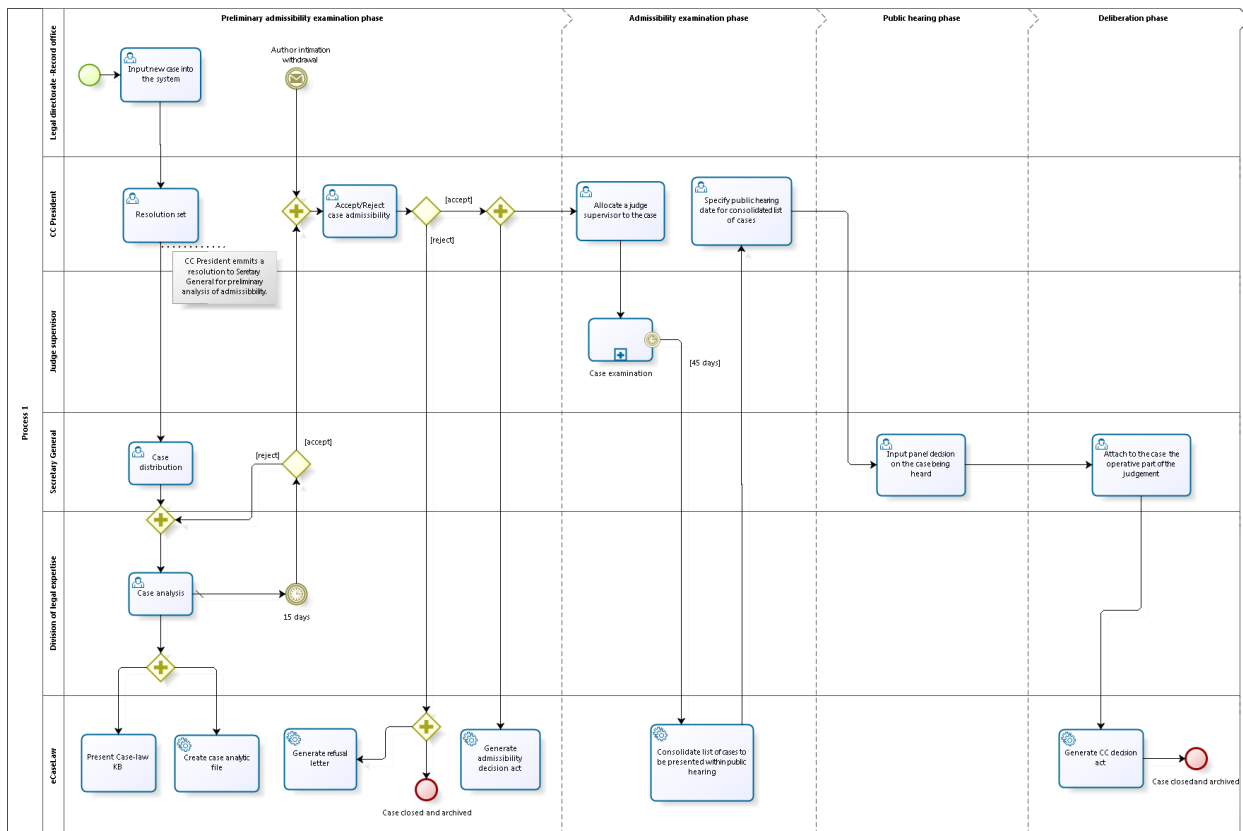

Figure 7: Case management workflow

The case management workflow is divided into four (4) milestones, each having its specific activities. The system shall provide a collaborative working space for analysis and drafting information related to the intimation. The collaborative working space shall provide a wiki like functionality for adding, editing and locking information by CC employees involved into case analysis.

Besides the analytical document objects that will encompass the business information for a particular case, the system will be able to generate a decision act for each case, based on a predefined format.

The structure of the decision act shall be analyzed by the Supplier together with the Beneficiary in order to adjust its structure to the new case management workflow. The current structure of the decision act is provided in Table .

4.2.3.1 Preliminary admissibility examination phase

The scenario starts with Legal directorate – Record office registering paper based intimation, create a new case into the system, scan, attach scanned documents and enter related metadata. The system stores all information and assigns a unique case ID and registration date.

CC President accesses his/her working space and selects a new case from the list that needs his/her resolution to be preliminary analyzed for admissibility aspect. Further on the Secretary General is notified by the system of a new case that needs to be distributed for preliminary analysis.

The case analysis activity shall not exceed fifteen (15) days and is subjected to acceptance or refusal by the General Secretary. When the preliminary analysis is accepted, the case is being passed back to CC President for his/her decision on accepting or refusing the next milestone for this particular case. The deadline specified for the preliminary analysis phase, shall not bear any activity restrictions to modification of the information generated, rather it shows the very final date to be notified to the users involved into this case. The system shall record all steps, dates and time as well as activities taken in order to enable case traceability and accountability aspects, keeping the decision dates for notifying other actors.

4.2.3.2 Admissibility examination phase

When the case is accepted for admissibility examination phase, the CC president will appoint a judge case supervisor who will be in charge of this case. The judge supervisor is being assisted by a judicial assistant when performing case analysis, thus the system will provide a collaborative space to support all users involved into this assignment. The collaborative space will provide shared documents editing functionality including change history for all informational blocks within the decision act structure (Table).

The case analysis for admissibility shall not exceed sixty (60) days since its registration into the system, therefore it is expected that the system will account all timeframes and deadlines according to the legislation and will notify y days before the x date all actors involved. The system will not lock any activities related to case examination after the deadline. All notifications dates shall be editable by the system administrator within administrative functions of the system.

Further on the system consolidates all cases that were examined into a list to be presented to CC President in order to assign a public hearing date for selected cases. It should be noted, that not all cases will be subject of public hearing activity, according to Figure some of the registered case files will be dismissed during the preliminary admissibility evaluation phase of the workflow. The details of this functionality are to be analyzed by the Supplier and agreed with the Beneficiary.

4.2.3.3 Public hearing phase

During this phase the system will permit to case manager and/or judicial assistant to add new information into decision act, attach decision minutes and/or other documents related to the case public hearing.

4.2.3.4 Deliberation phase

This is the final phase when the case file object is being completed and all sections that build the decision acts are fulfilled with respective information. The system will generate the decision act and will provide options to save it in the following file formats:

- − MS Words;
- − PDF;
- − Text.

4.3 Organizational structure component

Organizational structure component will provide functionalities with regard to organizations employee, their hierarchical position mapped to a respective user role profile. Each user role profile is bound to respective business responsibilities within the organization. Currently CC has the following organizational structure:
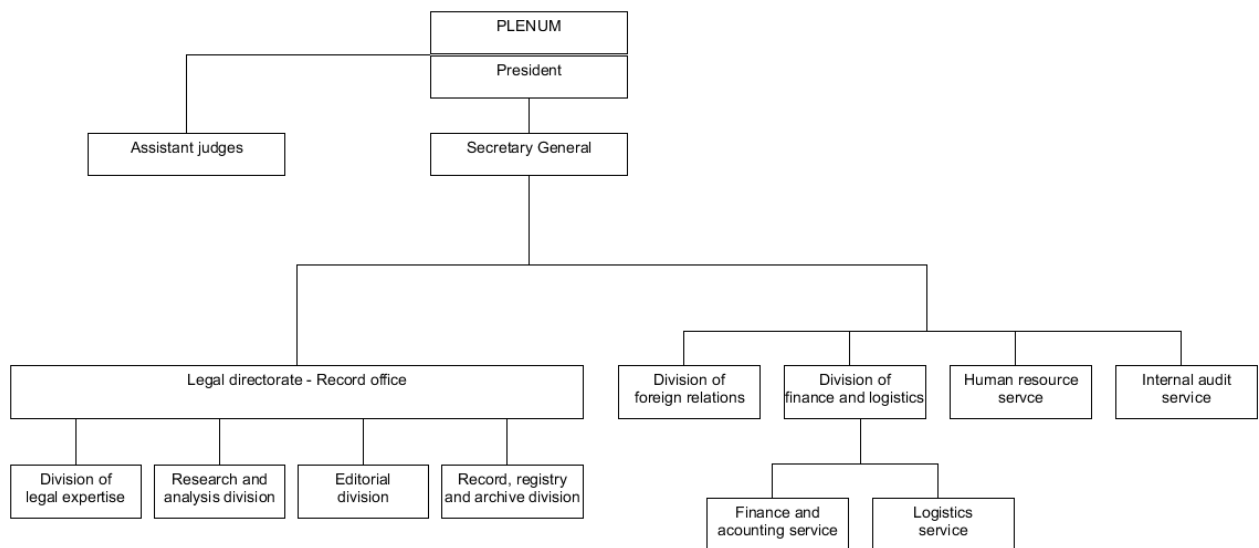
Figure 8: CC organizational structure

The Supplier is expected to perform an analysis of business operations according to the workflow procedure on intimation examination and other category of documents examination and come up with a set of user profiles that best encapsulates CC employees' tasks and responsibilities and map them to respective user roles and user groups within the system.

Following user profiles were identified during the preliminary analysis.

	User profile	Description
1.	CC President	Within the system, CC President user will examine each intimation received by the court and assign a resolution on further preliminary examination step. CC President will accept/reject case admissibility, allocate a supervisor judge to accepted case and will specify public hearing date.
2.	Judge supervisor	Within the system acts as a case manager who is in charge of the case assigned to her and will provide expertise and monitor the case examination process.
3.	Secretary General	Within the system will distribute cases to CC employee for preliminary analysis, will accept/reject preliminary findings related to the intimation and/or other categories of documents received.
4.	Head of the division user	Head of the division role will be the person in charge of monitoring and decision making activities related to documents resolution. This user role will coordinate the resolution and/or answer provision to documents registered within the documents management component.
5.	Judicial assistant	A CC employee to provide expertise for an intimation and operational support to the judge supervisor. Within the system will perform preliminary intimation analysis and will fill in information into the case analytical document.
6.	Consultant	An internal user in charge of tasks allocated with regard to intimation and/or other categories of documents resolution provision.
7.	Record, registry and archive division	Within the system will perform documents registration, metadata input, attach scanned documents and select the CC division to be in charge of the document registered.

Table 5: System user profiles description

4.4 Notification component

The system will provide a notification component that will react to specific events and notify accordingly. The following minimum set of events is to be covered:

- New intimation registered;
- Actions needed by a user according to case management flow;
- System events of failure and/or errors.

The system will provide a management functionality of this component to be access by the system administrator. The system administrator will be able to add, modify and delete notification objects, as well as to specify notification delivery channels as e.g. eCaseLaw internal messaging system and/or email.

4.5   Reports component

The eCaseLaw system shall provide functionalities related to generation of reports and statistics. The reports and statistics will have a template engine allow system administrator to adjust and/or create new reports templates.

The system will permit authenticated and authorized user to generate and export reports in a predefined data format. The Beneficiary is willing to export reports into minimum three (3) file formats:

1) PDF format;
2) Microsoft Word format;
3) Text format;

The following picture depicts the export report functionality use case; following table than describes the flow of actions between a user and the system.

Figure 9: Export reports use case
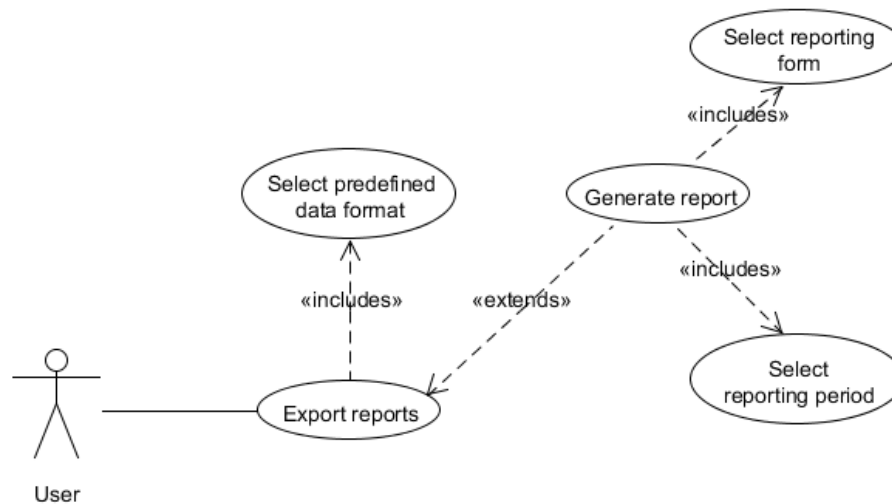
Attribute	Details
Description	The purpose of the use case is to enable a user to generate and export reports in predefined file formats.
Actors	Any authenticated and authorized actor.
Precondition	User is authenticated and posses corresponding access level to export reports.
Normal flow	1. User access the reporting area of the application

	2. System presents reporting screen
	3. User selects the desired reporting form within the list of forms
	4. System presents the option for selecting the reporting period as well as type of reporting period either[monthly, cumulative and/or specifying a period from start date to end date]
	5. User selects predefined data formats
	6. System generates report as defined by the selected report form, and presents the generated report on the screen.
	7. User can download the generated file.
	8. System logs use case events.

Table 6: Export reports use case description

4.6 User management component

This component will contain basic information about all CC users, including roles, groups of users and authorization levels. Every user will be assigned to one or several security and user groups and every user group, in turn, will be assigned an access control list.

The system administrator will have the following functionalities related to CC user accounts:

1) Create a user account;
2) Modify user accounts;
3) Suspend/activate user accounts;
4) Assign a role to a user and/or group of users;
5) Assign the appropriate authorization level.

The system administrator user will also have the following tasks:

1) To manage the electronic documents (admissibility decision act, refusal letter, CC decision act) with functionalities to create, add/delete documents;
2) To manage the templates of reports and statistics;
3) To manage user accounts;
4) To manage notification component;
5) To view the logs of events.

4.7 Logging component

This functionality will provide the possibility for the system administrator to view the history and enable trail audit, if need be, as well as to provide information about the following events:

	Events
1.	System errors.
2.	Users logged in/out.
3.	User decisions within the case management of each particular case.
4.	Statistics of visits by anonymous users the case-law database.

5.	Other events.

Table 7: Minimum set of events presented by the eCaseLaw IS

5. Case file model

The case file model depicted below provides an overview of informational objects to be managed by the case management workflow. The Supplier shall perform an analysis and come up with a domain model that accommodates the business functionalities, operations and data structure representation for the eCaseLaw system.
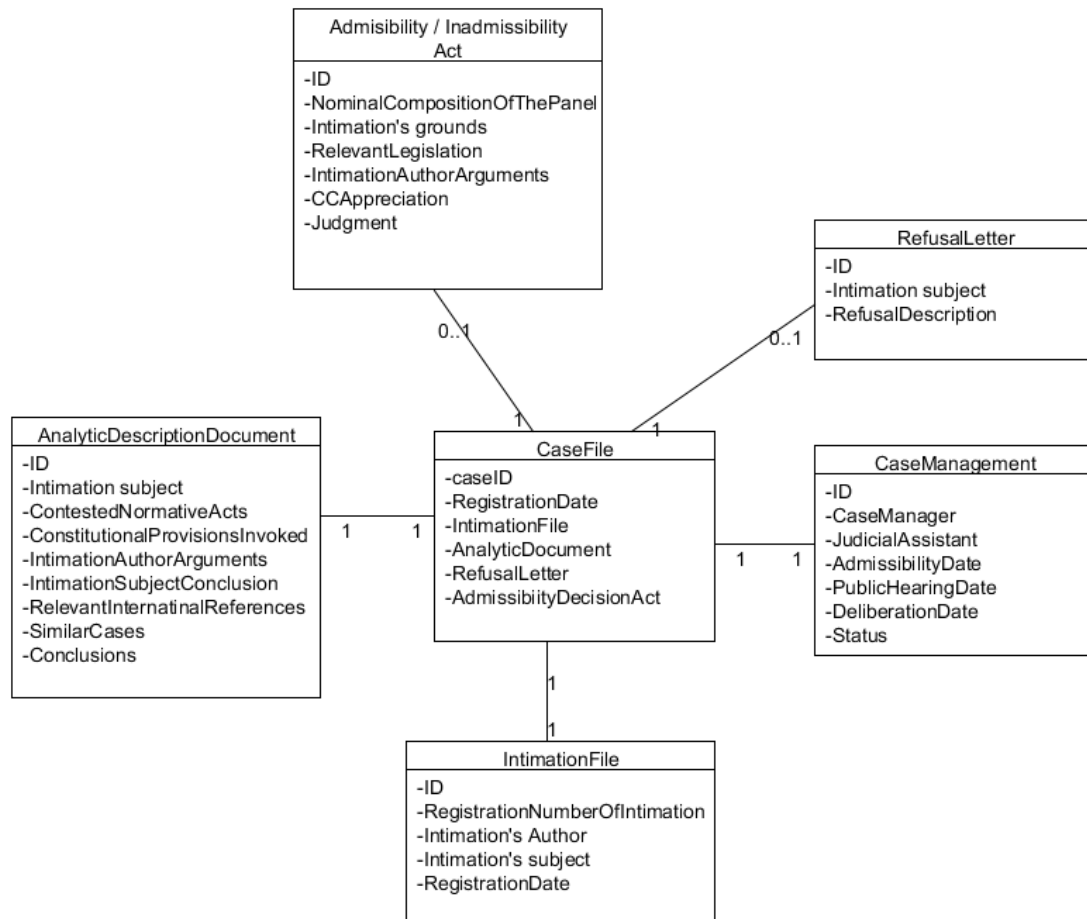

Figure 10: CaseFile model

The following tables describe the structure of two (2) documents to be generated by the system:

1) CC decision act structure;
2) Admissibility / Inadmissibility act structure.

	Decision act information blocks	Description
1.	Nominal composition of the panel	This sub-function will permit a CC employee to input information regarding the CC judges that were participated during case examination. The system will permit to select respective judges from system internal nomenclature.
2.	Input procedure details	The system will populate respective information from intimation registration object. user will indicate registration date, intimation authors, requirements submitted to the CC, information about the institutions whose opinions/notice were solicited and other meeting participants.
3.	Normative acts challenged	Enter facts describing the admission of intimation and effects of each particular challenged legal norm.
4.	Relevant legislation	All relevant legal provisions regarding the case being examined. Title of each relevant normative act, law, decision and other types of legislative act including a link to national justice portal http://lex.justice.md
5.	Contestation essence given by the author(s).	Enter text description taken from the intimation document.
6.	Admissibility	Legal aspects that justifies the examination of the intimation in relation to Constitutional Court's jurisdiction.
7.	Case examination	Case examination contextual information.
8.	Intimation's author arguments	Description of arguments given by the intimation's author.
9.	Authorities examination	Relevant external stakeholders' arguments and/or facts related to the case.
10.	Findings of the CC	Findings of the CC description.
11.	Disposition	Final judgment of the CC related to the case.

Table 8: CC decision act structure

	Admissibility / Inadmissibility act
1.	Nominal composition of the panel
2.	Intimation' grounds
3.	Relevant legislation
4.	Intimation author arguments
5.	CC appreciations
6.	Judgment

Table 9: Admissibility / Inadmissibility act

6. Hardware infrastructure

The Bidder will include in its technical offer, all hardware needed for the proposed solution. The Bidder shall specify and provide clear justification for the needed hardware and underlying software (e.g. Operational Systems) for the optimal operation of the eCaseLaw system.

The proposed hardware configuration shall be economically feasible to procure and maintain, at the same time meet the performance criteria defined for the eCaseLaw IS.

7. Selected company profile

Minimum five (5) years of solid experience in design and develop ICT solutions of similar nature and complexity. Experience in developing ICT solutions in justice sector is a considerable asset. The Bidder shall prove local backstopping capacity to provide Beneficiary assistance and fix system deficiencies.

The Bidder shall provide following information within its offer:

- Detailed description of the company;
- Copy of registration documents;
- Company portfolio, specifying similar implemented projects;
- Descriptions of similar ICT solutions;

7.1 Key personnel
The Bidder shall describe the proposed key personnel taking into consideration following positions:

- Project manager;
- System architect;
- Business analyst.

Requirements for the Project manager position:

- University degree in ICT field, with at least five (5) years of professional experience, specifically in project management;
- Working knowledge of Romanian and English are essential;
- Proven professional experience in project management by conducting at least three (3) projects preferable in IT development.
- Recognized certificates in project management will be an advantage.

Requirements for the System architect:

- University degree in ICT field, with at least five (5) years of experience in system architecture;
- Working knowledge of Romanian and English;
- Proven experience as system architect in ICT projects developing ICT solutions.
- Recognized certificates in the field of technologies proposed within the offer will be an advantage.

Requirements for the Business analyst position:

- University degree in ICT field, with at least three (3) years of experience in requirements engineering and business analysis in ICT projects;
- Excellent knowledge of Romanian and Russian;

- Proven professional experience in similar information development as Business analyst.

C. Technical specifications

This chapter contains the list of requirements, which shall be met by the Bidder. All requirements are mandatory and not meeting this requirement leads to disqualification of the proposal

1. General Requirements

1.1. The development of the eCaseLaw IS shall be guided by the modular and service orientation principle using open ICT standards.

1.2. The eCaseLaw IS shall guarantee data integrity, accountability and accessibility and prevent any altering, damages and unauthorized access to the system data.

1.3. The eCaseLaw IS shall allow for further expansion and additions of new functions or improvements.

1.4. The Bidder will indicate the licensing cost of each software component within the proposed solution, as well as type of license and its renovation period if need be.

1.5. The eCaseLaw IS shall be simple and user-friendly, and its functionalities shall be ergonomic and shall have a logical concept.

1.6. The eCaseLaw IS shall be compatible with most of the popular browsers (at least with the latest versions of Chrome, Firefox and Internet Explorer).

1.7. Depending on the device used to access the eCaseLaw:

    1) PC (Web browser);

    2) Tablets;

    3) Mobile phone (mobile web browser) - the system shall customize the user interface according to the device's display size (responsive design).

1.8. The proposed solution will permit enhancing the eCaseLaw with digital signature.

1.9. The project implementation shall not take more than six (6) months.

1.10. User interface of the eCaseLaw system will be available in Romanian language.

2. Functional Requirements for the case-law compendium component

2.1. Case-law compendium will provide the following minimum set of functions:

- Display the list of articles from the Constitution of RM;
- Present the list of citations related to articles;
- Provide an easy interface to input citation;
- Provide a mechanism to highlight text and create keywords associated to the article;
- Provide a search mechanism, both text morphological as well as keyword based;
- Provide a read only human interface for public access outside CC;
- Provide export functionality into file formats (according to chapter 4.2.1).

2.2. Case-law compendium component will not be bound to the case management, therefore may be directly accessed from the eCaseLaw IS by CC employees.

2.3. Case-law component will have citations versioning mechanism and provide an easy roll back functionality to previous versions.

2.4. Case-law component will keep following list of attributes related to versioning mechanism:

- Author of the citation;
- Insertion date;
- Date and time of last modification.

2.5. Case-law component will show each associated keyword to a particular citation and/or article.

2.6. The search mechanism will encompass following criteria:

- Morphological search, where as necessary provide Boolean connectors;
- Keyword based search;
- Article number based search.

The Supplier will provide its expertise and will suggest state-of-the-art approach to enhance user experience when accessing search functionality.

3. Functional Requirements for eCaseLaw system

3.1. The eCaseLaw IS will have following components:

- Documents management;
- Case management;
- Organizational structure;
- Case law compendium;
- Notification component;
- Reports component;
- User management;
- Logging component.

3.2. The documents management component will permit managing the internal/external documents flow by providing registration and annotation with metadata mechanisms.

3.3. Documents management component will provide an easy finding interface of electronic documents and related information such as:

- Document number;
- Date registered;
- Incoming/Outgoing/Internal label;
- Other attributes discovered during analysis.

3.4. The documents examination flow will have following steps:

- Registration;
- Elaboration;
- Finalization.

3.5. The eCaseLaw system will keep track of timings associated with the examination flow of the documents and will provide notification functions via email and internal messaging system.

3.6. The case management component will provide a workflow to tackle current business operation with regard to intimations' handling by the CC according to the workflow depicted in Figure 7.

3.7. Intimation examination workflow will consists of the following phases:

- Preliminary admissibility examination;
- Admissibility examination phase;
- Public hearing phase;
- Deliberation phase.

3.8. The system will provide a generic workflow to support CC employees at documents resolution issue. The generic workflow is depicted in Figure 6.

3.9. The eCaseLaw will provide a collaborative authoring feature of the following artifacts:

- Documents resolution;
- Analytic description document;
- Admissibility/Inadmissibility decision;
- CC decision act.

3.10. Each case file within the case management will be characterized by an analytical description document that is a system internal object which access is restricted to users that are involved into its analysis and possess respective rights.

3.11. The case management component will account each actions and users that acted upon each particular case.

4. System Administration Requirements

4.1. The eCase system shall allow for the management of users by:

     1) Create a user account;

     2) Modify user accounts;

     3) Suspend/activate user accounts;

     4) Assign a role to a user and/or group of users;

     5) Assign the appropriate authorization level (according to 4.6).

4.2. The system administrator will have the functionality to manage reporting templates using a visual reporting designer.

4.3. The system will provide an audit functionality to system administrator that will be capable to audit trail minimum comprising the following:

     1) Each action performed;

     2) The user who performed the action;

     3) Date and time of action.

5. Requirements to Reports, Statistics and Other Documents

5.1 The eCaseLaw system must have the functionality to generate and export reports and statistics according to chapter 4.5.

5.2 The report component will permit to generate monthly, cumulative and/or specifying from start date to end date statistical reports.

6. Requirements for the Development Methodology

6.1. The iterative methodology or other methodologies from the Agile Software Development group (http://en.wikipedia.org/wiki/Agile_software_development) based on iterations and increments shall be used to develop the eCaseLaw system.

7. System Performance Requirements

7.1. The eCaseLaw system must support at least 30 concurrent sessions.

7.2. The eCaseLaw system architecture shall be service-oriented (SOA). Such that it can be further developed and integrated with other information systems.

7.3 The system must be able to display the search results of a simple search within <5 seconds> and a complex search (combining four (4) or more keywords) within <10 seconds> regardless of number of files and records stored in the system.

8. Testing and Quality Requirements

8.1. Supplier shall develop the eCaseLaw system using the principles and guidelines of Web Content Accessibility Guidelines (WCAG 2.0). More specifically:

      1) Percipience;

      2) Operability;

      3) Intelligibility;

      4) Robustness.

8.2. The Supplier shall test the security of the eCase system according to OWASP Top 10 vulnerabilities.

8.3. The Supplier shall run the performance testing in terms of:

- load testing;
- stress testing.

The Supplier will elaborate and present to the Beneficiary the report of performance testing outputs.

9. Security Requirements

9.1. The eCaseLaw system will permit assigning access level to a group of users by the system administrator.

9.2. The eCaseLaw system will have the functionality of defining classes of documents e.g. intimation, notification, letters, audience, ordinance, other types and assign respective authorization level to access these documents by internal users.

9.3. The eCaseLaw system will provide search results based on user access level, thus showing only those objects that are within the user access level.

9.4. The eCaseLaw system must have the functionality to suspend and reactivate user accounts.

9.5. The eCaseLaw system shall guarantee full data storage by using back-up mechanisms for database and shall guarantee data integrity implementing following mechanisms:

> 1) The eCaseLaw system shall apply filters and/or other restrictions in relation to the type of entered information and information field mandatory status, so as to ensure integrity of data that populated the system;
>
> 2) The data entered into the system may not be edited, damaged or deleted without authorization;
>
> 3) Any unauthorized attempt to edit data shall be logged with further possibility to audit.

10. Training

10.1. Training must be conducted in Romanian language, however it is expected that the trainers are able to communicate in Russian language as well.

10.2. Supplier will conduct "Training of trainers" sessions for at least three (3) persons so that they can transfer the knowledge to other colleagues.

10.3. Supplier will conduct training session of CC's employees (50 persons) to cover business functionality of the eCaseLaw system (case-law compendium database, documents management and case management)

10.4. Supplier will train the system administration (2-4 persons) on how to use the system administration functionalities, user management, template management and other matters and administrative functionalities of the eCaseLaw system.

11. Maintenance requirements

11.1. The Supplier will provide warranty and technical support, including corrective maintenance during the 12 months after the acceptance of the eCaseLaw system by the Beneficiary.

11.2. The Supplier will provide a Help-Desk service to provide support and guidance to the Beneficiary during working days.

11.3. The Help-Desk will satisfy following minimum requirements:

> 1) Can be reached by phone;
>
> 2) Can be reached via email;
>
> 3) Communication language is Romanian;
>
> 4) The response time will not exceed eight (8) business hours for regular troubleshooting and not more than seventy-two (72) hours in case of major complex issues.

12. Key requirements and principles for the deliverables:

12.1 Supplier shall prepare and deliver to CC user guidelines in Romanian language.

12.2 CC user guidelines prepared and delivered in Romanian language

12.2. Supplier shall prepare and deliver to CC administrator's guidelines in Romanian language.

12.3.   Supplier shall prepare and deliver system installation and configuration guidelines (to cover at least installation and configuration of the application and related infrastructure, initialization of system services, other issues related to the system management) in Romanian language.

12.4.   Supplier shall prepare and deliver the technical design with detailed information about the solution's architecture, the conceptual and physical model of data, all the system's components and their interaction, principles of development of user and administrator interfaces, users and their roles, the types of implemented

documents, informational security principles, peculiarities of the legislation and the resources necessary for the operation of the system that will support performance of all the development/acceptance activities.

12.5.   Supplier shall prepare and deliver the system's architecture documentation with description of models in UML language with sufficient level of detail for architecture.

12.6. Supplier will deliver elaborated training materials in electronic version.

13. Implementation schedule

1. Tentative implementation plan

The following table describes a tentative plan to develop the system

	Implementation stages	Installation (weeks from effective date)	Acceptance (weeks from effective date)
1.	Preparation stage	--	W2
2.	Development stage	W2	W10
3.	Deployment stage	W10	W11
4.	Training	W11	W12

1.1 Preparation stage

	Implementation sub stages
1	**Preparation stage**
1.1	Definition of the project goal
1.1.1	Process modeling
1.1.2	Review of system's functional and non-functional requirements
1.1.3	Identification and management of project risks
1.2	Development planning
1.2.1	Identification of system components

1.2 Development stage

	Implementation sub stages
2	**Development stage**
2.1.	Design review
2.2	**Iteration #1**
2.2.1	Review of the functional requirements, documents management component, case-law compendium, develop case file structure.
2.2.2	Implementation
2.2.3	Testing
2.2.4	Evaluation
2.3	**Iteration #2**
2.3.1	Review of the functional requirements, case management milestone, refusal letter, admissibility/inadmissibility decision act, CC decision act artifacts.
2.3.2	Implementation
2.3.3	Testing
2.3.4	Evaluation
2.4	**Iteration #3**
2.4.1	Review of the functional requirements, case-law compendium public access, organizational structure, system administrative functionalities.
2.4.2	Implementation
2.4.3	Testing
2.4.4	Evaluation
2.5	**Iteration #4**
2.5.1	Review of system functional requirements.
2.5.2	Implementation
2.5.3	Testing
2.5.4	Evaluation

	Implementation sub stages
2.6	**Final integration**
2.6.1	Final integration of functionalities.

1.3 Deployment stage

	Implementation sub stages
3	**Deployment stage**
3.1	Finalization of the user and system administrator guidelines.
3.1.1	Testing of the eCaseLaw system on the Beneficiary premises.
3.1.2	Testing of system security on the Beneficiary premises.
3.1.3	Go live (piloting) the eCaseLaw system on Beneficiary premises.
3.2	Adjustment of the eCaseLaw system according to Beneficiary's feedback
3.2.1	Final delivery of the eCaseLaw system.
3.3	Operational acceptance of the system.

1.4 Training

	Implementation sub stages
4	**Training**
4.1	CC' employees training on business functionalities.
4.2	Training of system administrator.