

TERMS OF REFERENCE

**For the development of the Management Information System for the
Council on the Prevention and Elimination of Discrimination and
Ensuring Equality (Equality Council)**

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Abbreviations

Complainant	A person who made a complaint
Respondent	A person against whom a complaint is brought
Equality Council	Council on the Prevention and Elimination of Discrimination and Ensuring Equality
UNDP	United Nations Development Program
Case file	An electronic dossier comprising information related to a case
KPI	Key Performance Indicator
MIS	Management Information System
SRP	State Register of Population
SRLE	State Register of Legal Entities
API	Application Program Interface
IDNP	Individual's identification number, unique 13 digits number
IDNO	Organization's identification number, unique 13 digits number
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.

In the area of democratic governance, justice, equality and human rights, the focus is to ensure that difficult and complex reforms aiming at strengthening government institutions and the justice sector remain on track, and that support is provided to move from policy and legislative formulation to practical implementation.

In May 2012 the Parliament of RM passed the Law on Ensuring Equality, which provides for the establishment of the Council on the Prevention and Elimination of Discrimination and Ensuring

Equality, which is a collegial body established to ensure protection against discrimination and ensure equality of all persons who consider themselves to be victims of discrimination and tasked with the revision of the individual complaints and delivering of decisions on them. Since the start of its work in September 2013 and up until the middle of September 2014, the Council received 167 complaints, delivered 48 decisions on 76 complaints and reported a backlog of 45 complaints. Thus the need of a management information system that will tackle the operational process of initiating a case management for each particular complaint submitted to Equality Council was identified.

The Beneficiary of this project is Council on the Prevention and Elimination of Discrimination and Ensuring Equality (Equality Council). Equality Council is an autonomous institution; its mission consists of protection and prevention against discrimination and ensuring equal rights for discriminated persons.

B. Description of services

1. Project scope and objectives

In order to increase the efficiency of the organization, conduct, monitor and manage internal processes of petition submission; the Council on the Prevention and Elimination of Discrimination and Ensuring Equality (hereinafter Equality Council) is willing to develop a management information system that will allow efficient management of the entire process related to daily activities of it. An automated management information system will serve as an effective working tool for organizing and conducting the processes of reception, processing and resolution for each particular petition addressed.

The system sets the following goals:

- Provide a document management workflow to manage internal/external documents;
- Provide a case management mechanism to coordinate resolution finding processes;
- Provide a secure and reliable collaborative environment regardless of location;
- Provide predefined and ad-hoc reporting functionalities;
- Provide accurate and up to date information for the employees of the Equality Council in their daily activities;
- Enhance case management workflow with a set of procedures to monitor and notify stakeholders on each major milestone;
- Ensure the transparency of activities and decisions within Equality Council by notification mechanism of stakeholders involved.

The project is expected to:

- Enhance Equality Council institutional capacity;
- Raise society awareness on discrimination issues;
- Facilitate improvement of policies within human rights and equality domains.

Main components of the MIS “Equality Council” are depicted in the picture below.

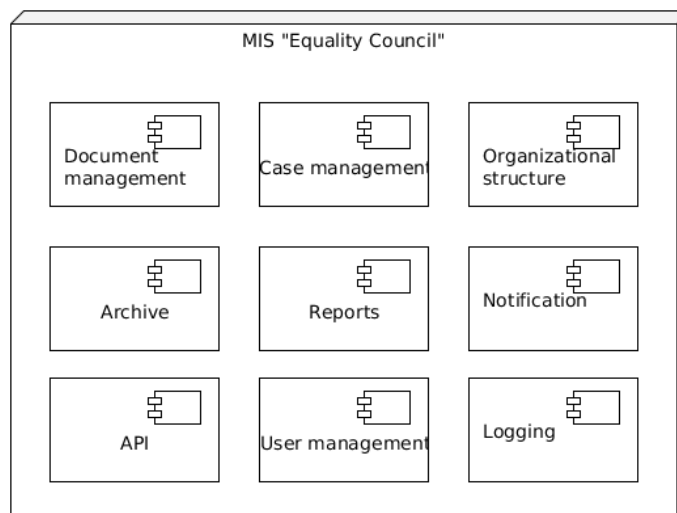


Figure 1: MIS "Equality Council" components

2. Legal framework

The following list represents the legal framework related to the development of MIS "Equality Council":

- Law on ensuring equality no. 121 of 25.05.2012;
- Law on activity of the Council on the Prevention and Elimination of Discrimination and Ensuring Equality no. 298 of 21.12.2012;
- 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) Equality Council;
- 2) UNDP;
- 3) Supplier.

3.2 Major stakeholder for this assignment

3.2.1 Equality Council

The Equality Council is a collegial body established to ensure protection against discrimination and ensure equality of all persons who consider being victims of discrimination and tasked with the revision of the individual complaints and delivering of decisions on them.

The Equality Council is in charge of the following activities:

- Investigating complaints from people who consider themselves to be victims of discrimination;
- Contribute to the amicable settlement of disputes arising from committing discriminatory acts by reconciling the parties and seeking a mutually acceptable solution;
- Notifies the prosecution of cases that meet the elements of the criminal offense with regard to discrimination;
- Examine the aligning of legislation on non-discrimination standards;
- Draft proposals to amend the legislation in preventing and combating discrimination;
- Provide advisory opinions on draft legislation in compliance with the legislation on preventing and combating discrimination;
- Submit proposals to the general public authorities to prevent and combat discrimination and improve behavior towards victims of discrimination.

Within this assignment Equality Council, acting as the Beneficiary of this project will:

- Provide guidance (explanations related to managing operation process) to Supplier during the entire period of MIS “Equality Council” development;
- Conduct testing of the system, jointly with Supplier, at all iterations during system development;
- Provide institutional support to interconnect MIS “Equality Council” with external information systems to allow for the validation of personal data, importing and verification of relevant information;
- Cooperate closely with the Supplier on system development, testing and piloting.

3.2.2 UNDP

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 overall goal of the project “Supporting National Human Rights Institutions as per International Treaty Bodies and UPR Recommendations”, implemented by UNDP and OHCHR, in partnership with the Equality Council and People’s Advocate (Ombudsperson) Office, is to contribute to the effective protection and promotion of human rights, equality and non-discrimination in the Republic of Moldova with particular attention to women, minorities, marginalized and vulnerable groups. The UNDP aims to build the capacities, independence and empowerment of the two institutions to maximize their impact in mainstreaming human rights and equality, including gender equality, in acting on strategic issues and for the resolution of individual cases.

UNDP will supervise the development of the MIS “Equality Council”, 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 Equality Council 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 the language agreed with the Equality Council and UNDP (Romanian, Russian or English) in electronic version.

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

- 1) Be entirely in the language agreed with the Equality Council;
- 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

MIS “Equality Council” will support automation of receiving, processing, monitoring and resolution issuing to petitions/complaints addressed to Equality Council. The solution will provide the following main functionalities attributed to each identified system's component:

Component	Goals
Document management	The system will contain a document management component to manage, share and access incoming/outgoing/internal documents according to organization structure, workflows, user roles and their respective access rights.
Case Management	The system will provide a case management component, which will reflect and improve actual business operation of examining and resolution issue activities within the Equality Council, such that the system will provide accurate accountability information and will enable the traceability aspect of each particular case.
Organizational structure	The system will provide organizational structure component that will keep track of task allocation, coordination and supervision within the Equality Council' daily activities. This component will manage hierarchical structure of the organization including user role profiles in order to describe the collection of permissions corresponding to employees' responsibilities.

User management	The system will provide a user management component to manage authentication, authorization processes as well as handling internal user records, enabling/disabling logins.
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.
Archive	The system will provide an archive component to keep record of closed cases.
Notification	The system will contain a notification component to inform stakeholders on a variety of events related to Equality Council' business operations, as well as system functioning.
API	API component will facilitate programmatic information exchange with other systems and/or portals.
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.

Table 1: MIS "Equality Council" components goal description

4.1 Document management component

The system must provide the functionality of a centralized document management system, where Equality Council' employees can record a document and receive a case number from the system, either for an existing case or a newly created. The system must be able to store electronic images and/or other multimedia formats such as audio/video files and have a mechanism for annotating them with metadata. 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 Documents registration

The following use case depicts the registration procedure of a document received by the Equality Council's employee within the secretariat department of the organization.

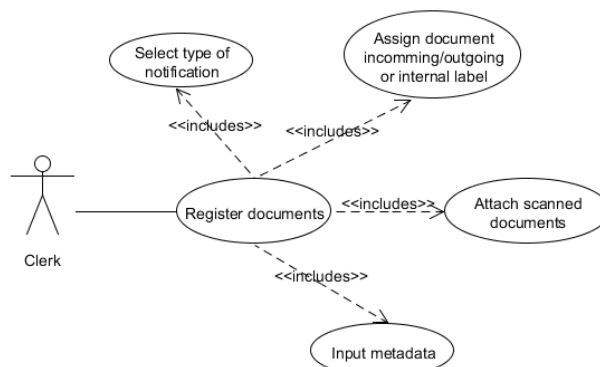


Figure 2: Document registration use case

Attribute	Details
Description	This use case describes the functionalities related to registering a document within the system.
Actors	Users with the role of <i>Clerk</i>
Precondition	User is authenticated and possesses corresponding access level to register documents.
Normal flow	<ol style="list-style-type: none"> 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 step, the system will initiate a new case or will permit to open an existing case and attach new documents to it.

Following basic functions are needed 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.

Each registered case will possess the following minimum set of metadata related to the owner of the documents attached to the case:

- Type of petitioner (legal entity/physical person);
- Name of the petitioner/complainant in Romanian and Russian (Family name, First name, Patronymic (optional));
- Post address of the petitioner;
- Email address;
- Contact phone;
- Other information.

This information will permit later on to inform the petitioner on case resolution and/or current status of the case as well as to compute the statistical figures by the system. It should be noted that the system need to provide possibilities to input the name of the petitioner/complainant in both languages

Romanian and Russian. This separation will permit later on to emit Equality Council's resolution in both languages with corresponding petitioner's name.

4.2 Case management component

The following component represents the core set of functions to be provided by the system in order to meet Equality Council' objectives related to its daily activities. According to the legislation, the examination period for each individual case shall not exceed thirty (30) days from the case registration date, and can be extended to a maximum of ninety (90) days. The system will keep track of timings associated with a case being registered until its resolution and will notify involved users based on predefined time periods to be set up by the system administrator.

The generic flow of actions, actors and milestones are depicted in the diagram below:

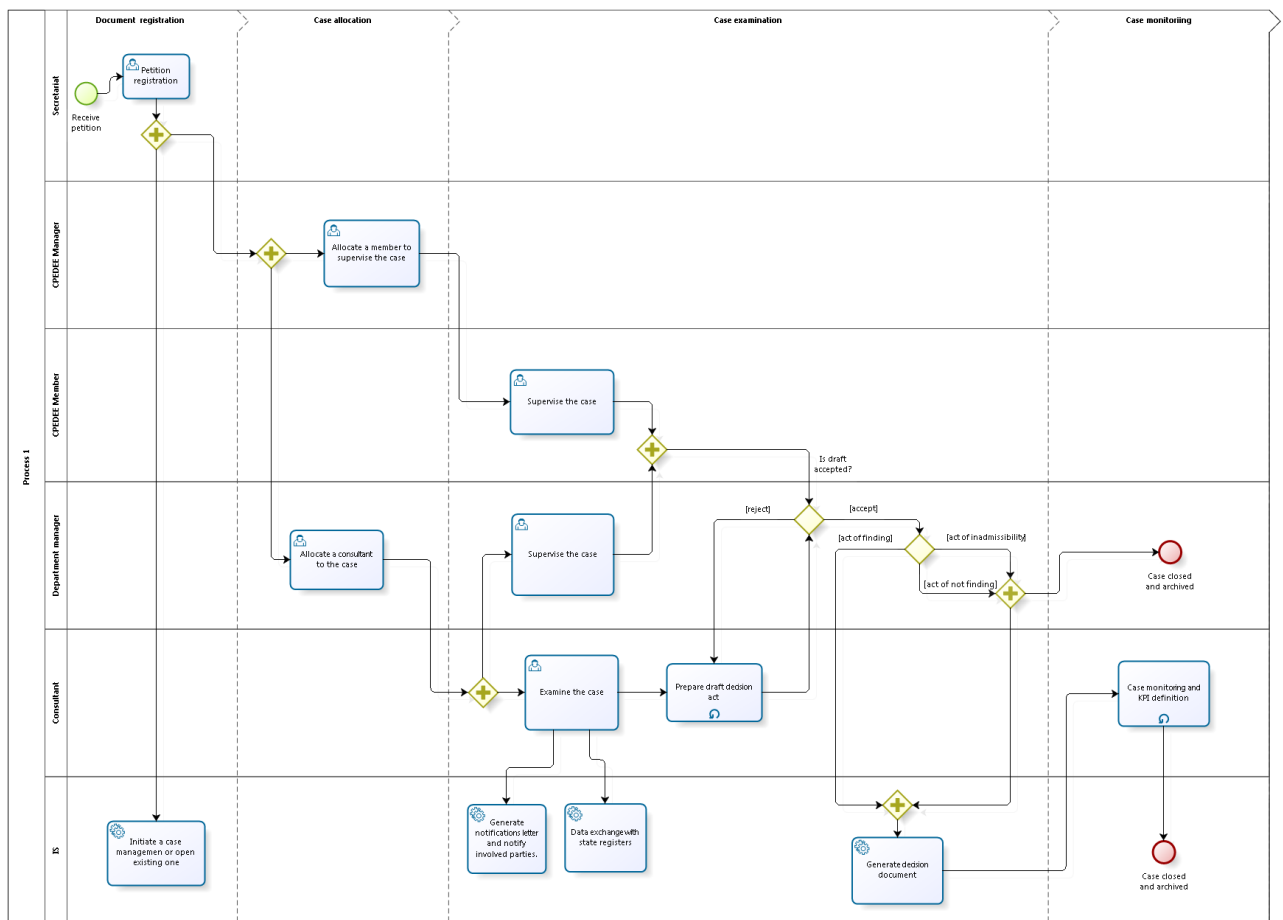


Figure 3: Case management workflow

The workflow above depicts case management major milestones, actors and respective activities needed to support Equality Council's daily business operations when examining petitions. The flow consists of the following main milestones:

- 1) Document registration;

- 2) Case allocation;
- 3) Case examination;
- 4) Case monitoring.

4.2.1 Document registration milestone

Document registration milestone will be supported by the document management component of the system. Once the petition is registered within the system, a new case management is started or an existing case is opened.

4.2.2 Case allocation milestone

After the completion of the registration milestone, the informational object needs to be allocated to one member of the board managers who will be in charge of this case by the Equality Council's Manager. The image below depicts the allocation scenario to be present within the system.

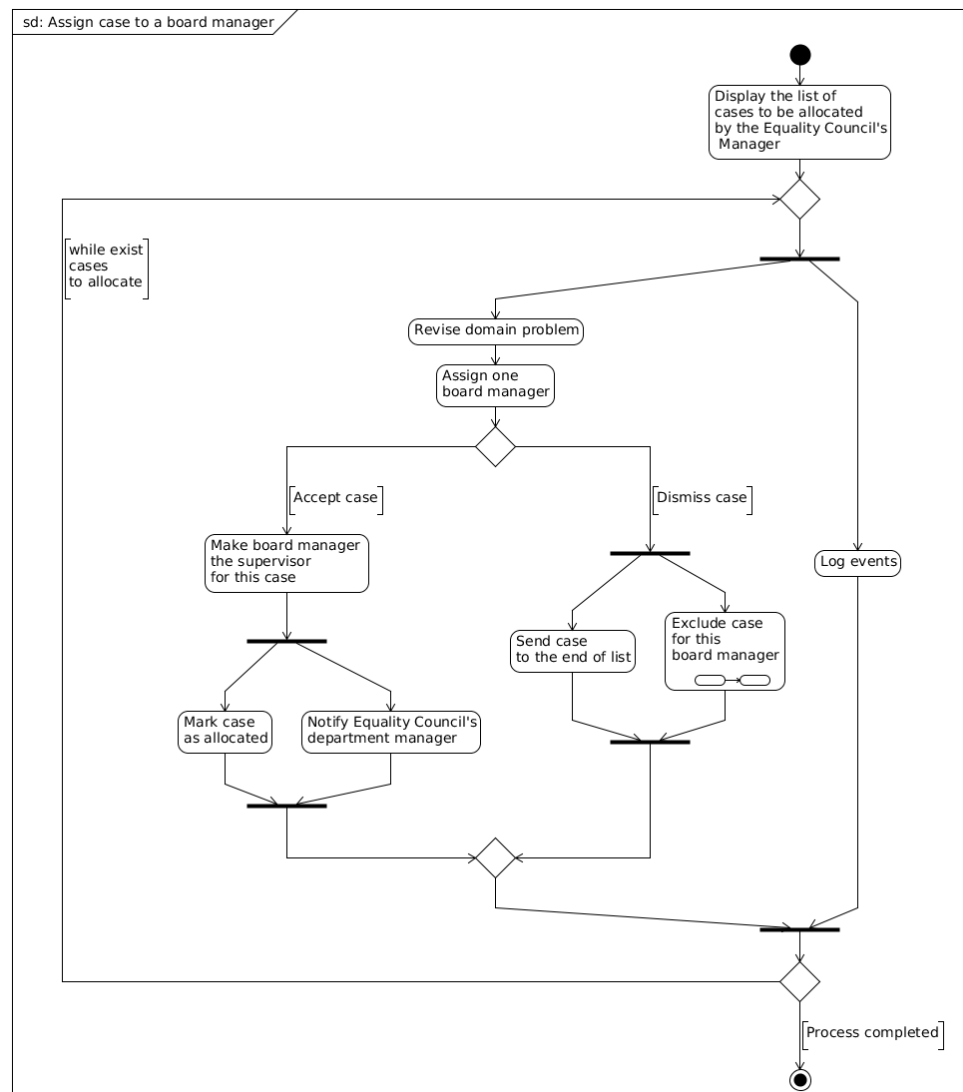


Figure 4 : Case allocation scenario

The system will present to Equality Council's Manager a list of cases that needs a resolution in order to be processed and examined further on. Equality Council's Manager will examine and confirm the domain problem specified by the secretariat when registering the case and will select one of the board managers to be the case supervisor for this particular case. The system will allow Equality Council's Manager to assign himself to act as a supervisor. Once the case supervisor is assigned the system will notify the board manager that he/she was chosen to be in charge of the case and display the case to his/her dashboard within the system.

The board manager can accept or reject the case, when the case is dismissed the case will be returned to the Equality Council's manager for assigning a new supervisor. Once the case is accepted by the board manager, he/she became the supervisor for the case, and the system will notify the department manager and will display the case within his/her dashboard. Each actions and events related to the scenario will be logged by the system and will permit further audit if need be.

When the supervisor is allocated, the system will notify the department manager to allocate an Equality Council's consultant that will be the case manager for the case and perform all required activities during the examination milestone. The following picture describes this scenario.

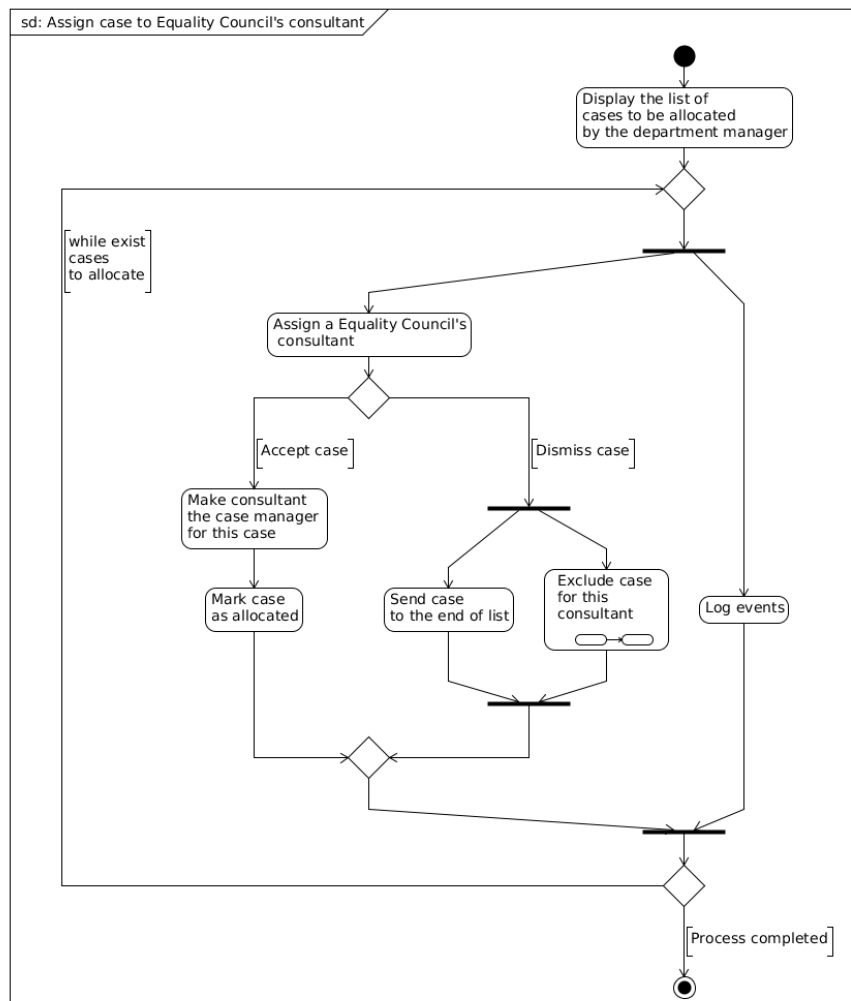


Figure 5 : Assign an Equality Council's consultant scenario

4.2.3 Case examination milestone

The following milestone will provide system functions related to examination activity by the Equality Council' employees as well as will notify and present information to all parties involved into the case. The system will provide following functions:

- Case overview , consisting of information that describes the case;
- Calendar functionalities to select;
- Messaging exchange board associated with the case to be used by case supervisor and department manager in order to provide guidance to the case manager;
- Other functionalities discovered during system's development.

It is foreseen that external parties (*complainant, respondent*) have access to their case by accessing and entering the case id number into the respective Equality Council's web portal which in turn will fetch data from the MIS "Equality Council" using the API interface. External parties will access limited information about the case, e.g. the current milestone of the case management workflow and/or other non sensitive information related to the case. However, this functionality shall be revised by the Supplier who shall come up with a solution that will not violate system's security and data integrity aspects of the system.

After the decision draft is finalized and accepted by the case supervisor and department manager, the workflow will reach case monitoring milestone where case KPI will be set up based on recommendation defined within decision act.

The recommendation statements given by the Equality Council' employees are to be saved and kept in an internal system nomenclature/classifier. The system will show recommendation statements for a case that is of similar type of discrimination to Equality Council's employee when defining a decision act. Thus, the system will provide the reuse of already defined KPIs for a similar discrimination type. The KPIs nomenclature/classifier shall be modifiable by the system administrator.

4.2.4 Case monitoring milestone

Case monitoring milestone defines activities related to track each individual KPI set up during the examination milestone. The output of each KPI attached to a case, can be classified from the following list:

- Recommendation is in the process of implementation (timings + comments);
- Recommendation is partially implemented (to what extent- % + timings + comments);
- Recommendation is fully implemented (100% + timings + comments);
- Recommendation is not implemented (timings + comments).

The system will permit to case manager to change the status of the case into following states:

- Decision is appealed on the court;
- Case is being monitored;
- Case closed and archived.

For the *decision is appealed on the court* state, the case manager will be able to attach all electronic information (e.g. pdf, audio/video file formats) for the case. The system will permit adding text comments as well as attaching electronic materials to the case.

Case is being monitored describes a default state of the case within the monitoring milestone of the flow, when case manager monitors the case but there are no specific actions that are being required at this particular moment in time. The system will permit case manager and his/her supervisor to provide recommendations statements by leaving comments.

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, the Equality Council has the following organizational structure:

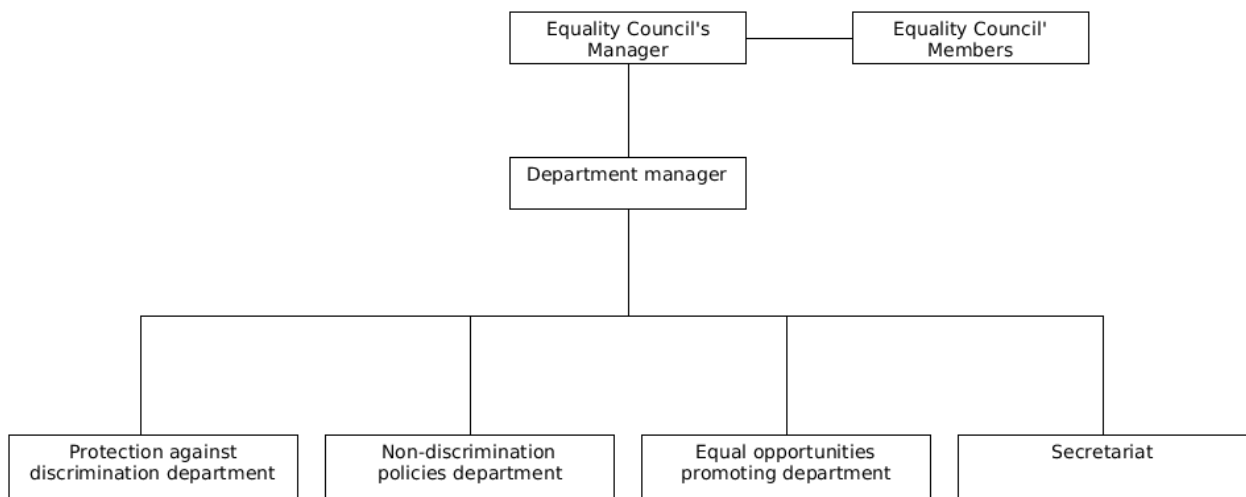


Figure 6 : Equality Council's organizational structure

The following table describes the user role profiles and their respective functions.

User role profile	Business responsibilities within the system
Equality Council's Manager	Assign a case supervisor chosen from one of the five (5) members of the Equality Council's board for each case;
Equality Council Member	<ul style="list-style-type: none"> - Consult the case manager during case examination; - Accepts/Rejects draft of decision act for a case; - Accept/Rejects final decision act for a case;
Department manager	<ul style="list-style-type: none"> - Assigns a consultant to examine the case and act as a case manager; - Consults the case manager during case examination; - Accepts / Rejects draft of decision act; - Accepts / Rejects final decision act for a case;

Consultant	<ul style="list-style-type: none"> - Examines the case; - Prepare draft decision act; - Prepare final decision act;
Secretariat	<ul style="list-style-type: none"> - Register a new case in the system; - Scan and attach all materials along the case; - Input metadata for each particular case;
HR	<ul style="list-style-type: none"> - Manage KPIs for Equality Council employees.
System administrator	<ul style="list-style-type: none"> - Monitor the entire system; - Manage system nomenclatures and classifiers; - Manage reporting templates; - Manage user accounts;

Table 3 : User role profiles description

4.4 User management component

This component will provide management functionalities towards MIS “Equality Council” users, including their roles, groups of users and authorization levels.

Main functions of the component must comprise:

- Registration;
- Authentication;
- Authorization;
- Logging;
- Administration of users;

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

- Create a user account;
- Modify user accounts;
- Suspend/activate user accounts;
- Assign a role to a user and/or group of users;
- Assign the authorization level.

The authorization functionality of a role must permit setting the following rights:

- Create objects;
- Read objects;
- Update objects;
- Delete objects.

The system administrator user will also have the following functionalities:

- Create templates for reporting purposes;
- Manage the templates of reports and statistics;

- Manage templates for all types of documents identified during project (e.g. petition, audience minutes, internal documents, decision documents, etc).
- Administer system internal nomenclatures;
- View logs of events.

4.5 Reports component

The reporting functionality is one of the key aspects of the system that will transform raw data into meaningful and useful information. The system will permit system administrator to add, modify and update reporting templates that will reflect case management workflow with additional information that describes a case. Thus the reporting service of the system shall have a visual tool to design reporting templates that will be used to generate and export reports. The system will permit to select following reporting periods:

- Monthly;
- Cumulative;
- Specifying start and end dates.

Report generation functionality shall be based on system's internal classifiers. The depth of the classifiers shall be at three (3) levels deep, i.e. class:sub-class:sub-class. The Supplier will develop initial report templates based on current Beneficiary's needs.

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 reports use case.

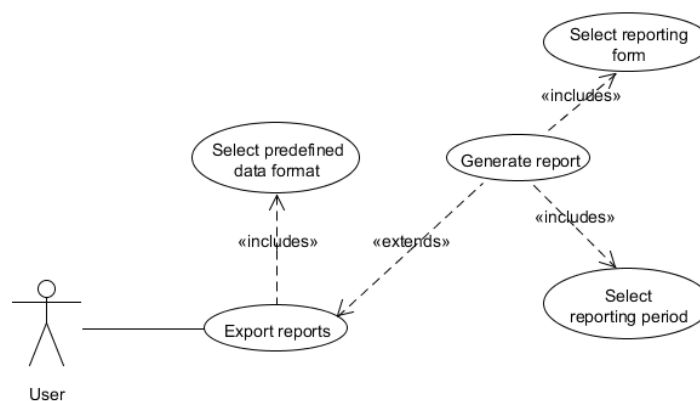


Figure 7 : Export reports use case

The flow of actions when accessing export reports use case is described in the table below.

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 possesses a corresponding access level to export reports.
Normal flow	<ol style="list-style-type: none"> 1. User access the reporting area of the system 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 4 : Export reports use case description

4.6 Archive component

The system will provide archive functionalities such that closed cases are archived and kept in a secure manner. The archive component must enable storage, management and retrieval of archived cases and documents.

Case archiving implies data encoding in order to prevent unauthorized access to personal data and/or other sensitive information that once revealed might bear legal consequences on Equality Council organization. The Supplier will come up with a proposal and best practice related to security aspects related to data integrity via encoding/decoding operations and/or other means of achieving data security objective.

4.7 Notification component

Notification component will be part of system's utility functions and will provide a user interface for the system administrator who will be in charge of setting, modifying and deleting notification events as per following scenarios:

- 1) Case examination workflow – the system will notify all internal stakeholders involved into a particular case management of any events related to addition, modifying and deletion of data to the case file via email and/or other mechanisms provided by the system, e.g. internal messaging sub system
- 2) Case examination timeframe – according to Law on ensuring equality no. 121 of 25.05.2012, each case shall be examined in thirty (30) days with possibility to extend to a maximum of

ninety (90) days. The system will permit to system administrator to set up notification events as, e.g. five (5) days before the time limit of thirty (30) days to all involved internal stakeholders.

- 3) Case file current state – implies notification of external stakeholders (*complainant, respondent*) via e-mail in case when email is known, the current state and/or workflow milestone of their case.

4.8 API component

MIS “Equality Council” will facilitate information exchange via a programmatic interface, thus allowing the Equality Council to automatically publish the resolution documents per each particular case. The Supplier is expected to provide its competence, experience and state-of-the-art techniques to provide a technical solution for the following minimum set of information to be accessed via API interface.

Information field	Comments
Case file state	<p>The actual status of a particular case within the case management workflow, i.e. currently identified eight (8) states:</p> <ul style="list-style-type: none"> • Registered; • For allocation; • Allocated; • In examination; • Draft decision approval; • Final decision approval; • In monitoring; • Case closed. <p>with their respective timings.</p>
Resolution document	<p>The system will allow read access to the Equality Council's public resolution document for each particular case, associated with the complaint domain, complaint criteria and the form of discrimination as described in chapter. Resolution document will be available in two (2) version:</p> <ol style="list-style-type: none"> 1) An internal decision document containing all the personal data of complainant/respondent and/or other personal information according to the <u>Law on protection of personal data no. 133 of 08.07.2011</u>; 2) A public version of the decision with personal data removed and/or masked.

Case file	<p>When responding to request via API interface, the system shall provide a failover mechanism such that when there is no public version of the decision the system will respond with the internal decision document. However the exact mechanism of data exchange is to be discussed during the development of the system.</p> <p>For the Equality Council web portal, the system shall provide access to each metadata field that describes the case according to chapter .</p> <ul style="list-style-type: none"> • Following minimum set of information is to be provided: • First name, last name of complainant/respondent or their initials (e.g. Rudolf Diesel – RD); • Date of decision if decision exists; • Lodge type of complaint (personally / Equality Council Member); • Complaint domain; • Complaint criteria; • Form of discrimination; • Sector (public/private); • Type of decision (inadmissibility, discrimination, no discrimination found); • Case status; • Decision text if exists; • Other related to the case public comments and/or links.
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Table 5 : Information fields to be exposed by API component

It is expected that the API component will provide information according to the language requested, i.e. Romanian, Russian or English. The API component shall represent requested information at least in JSON format; however, the Supplier may propose other data-interchange formats that will better suit for the scope of the API component and data exchange functionality with the Equality Council web portal.

4.9 Logging component

Logging system utility component will assure traceability of actions and events occurred both from the business lifecycle perspective of a case as well as operational perspective related to the flow of actions and users that acted upon, including information retrieved from external systems.

Logging component will provide a user interface for the role of system administrator to easily find information about each particular case based on search functionalities containing a set of criteria including:

- Case number;
- Last name, first name of any of (complainant, respondent, case manager, case supervisor);
- Start date, end date criteria;
- Other metadata proposed by the Supplier and/or Beneficiary.

Additionally the system will permit combining search criteria, in order to allow a much finer search capability.

4.9.1 External information systems

MIS “Equality Council” will be integrated at least with following state registers:

- 1) State Register of Population (SRP);
- 2) State Register of Legal Entities (SRLE);

The minimum information fields to be invoked from the state registers are described in the table below:

State register	Information fields
State register of population	<ol style="list-style-type: none"> 1) IDNP; 2) First name (in Romanian and Russian); 3) Last name (in Romanian and Russian); 4) Patronymic (in Romanian and Russian, and where available); 5) Sex; 6) Date of birth; 7) Place of birth; 8) Citizenship; 9) Nationality; 10) Identification documents; 11) Address.
State register of legal entities	<ol style="list-style-type: none"> 1) IDNO; 2) Organization full name; 3) Organizational legal form; 4) Date of registration;

	5) Date of liquidation; 6) Address of organization; 7) List of administrators; 8) List of founders; 9) List of branch offices;
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Table 6 : Information fields to be fetched from external systems

5. Case file

The following picture logically describes the case file to be managed by the system and populated with respective data during its lifecycle.

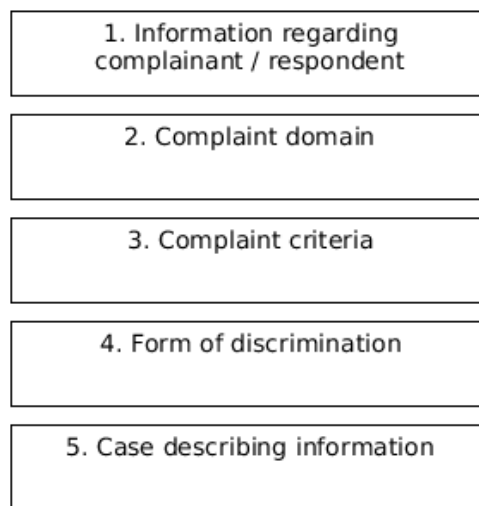


Figure 8 : Logical architecture of a case file

Each of the logical containers depicted above, will contain information regarding a particular case that is being examined by the Equality Council.

5.1 Information regarding complainant/respondent

This section will manage information about the complainant and will support later on data disaggregation when emitting reports and/or statistics. The system will provide following nomenclature when input data by the Secretariat during case registration.

Metadata		
Physical person	IDNP	To be entered if known
	First name	Mandatory (in Romanian and Russian)
	Last name	Mandatory (in Romanian and Russian)
	Patronymic	Optional (in Romanian and Russian)
	Sex	To be filled in by information exchange with RSP

	Date of birth	To be filled in by information exchange with RSP
	Nationality	To be filled in by information exchange with RSP
	Citizenship	To be filled in by information exchange with RSP
	Address	To be entered if known/To be filled in by information exchange with RSP
	Email address	To be entered if known
	Contact phone number	To be entered if known
Legal entity	IDNO	To be entered if known
	Organization full name	Mandatory
	Organizational legal form	To be entered if known
	Address of organization	To be entered if known/To be filled in by information exchange with RSP
	Contact person	Mandatory
	Contact person phone number/email	To be entered if known
	List of administrators	To be filled in by information exchange with RSP
	List of branch offices	To be filled in by information exchange with RSP
Sector	Private/Public	

Figure 9 : List of metadata that describes a section of a case file

5.2 Complaint domain

The system will provide an internal nomenclature that describes the complaint domain of each particular case. Additionally the system will permit modifying the nomenclature by the system administrator.

The complaint domains are:

- Educational domain;
- Employment;
- Goods and services;
- Justice related domain;
- Other unclassified

5.3 Complaint criteria

The system will provide following nomenclature related to the complaint criteria:

-
- Race;
 - Colour;
 - Nationality;
 - Ethnic origin;
 - Language;
 - Religion;
 - Sex;
 - Age;
 - Disability;
 - Opinion;
 - Political affiliation;
 - Sexual orientation;
 - Health;
 - Other criteria.

5.4 Form of discrimination

Following nomenclature describes forms of discrimination:

- Direct discrimination;
- Indirect discrimination;
- Discrimination by association;
- Racial segregation;
- Harassment;
- Instigating to discrimination;
- Victimization;
- Positive measures;
- Reasonable accommodation.

5.5 Case describing information

This section will contain all information generated by MIS “Equality Council” during the lifecycle of the case. Moreover, all attached artifacts to the case will be stored and managed within this section by the system.

The image below describes the overall case file model as seen by the Beneficiary.

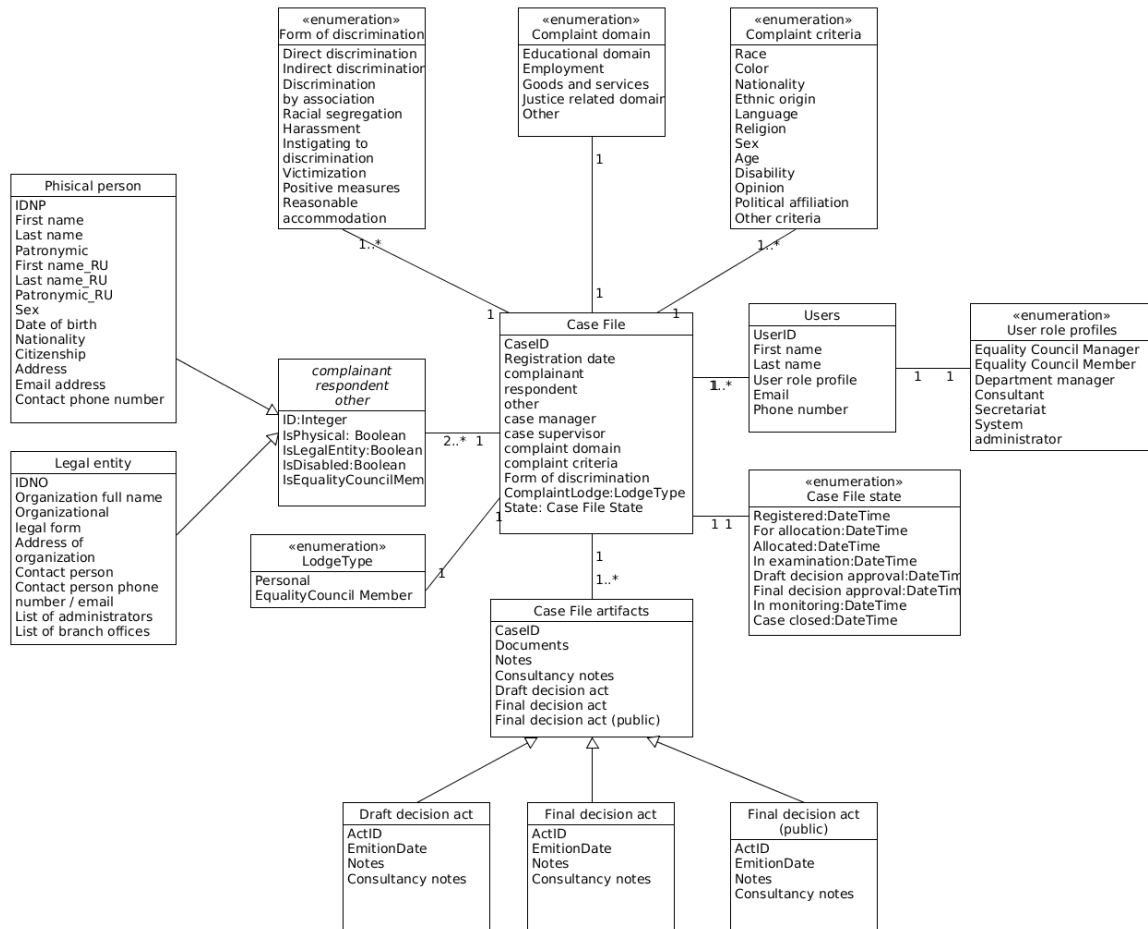


Figure 10 : Case file domain model

5.6 Equality Council's decision act

Each act emitted by the Equality Council will be of the following category:

1. Inadmissibility;
2. Discrimination;
3. No discrimination found.

MIS “Equality Council” will provide an internal system classifier that can be further managed (add/edit/remove) by the system administrator.

6. Hardware and telecommunication infrastructure

The contracted Supplier will install the proposed solution on the current server (ASUS Tower Server TS-100 E7/PI4) managed by the Equality Council with the following specifications:

- CPU Intel Core i3 3.5GHz;
- 16Gb (4x4) 1600 MHz DDR3 RAM;

-
- 2Tb (4 x 500Gb) Seagate 500Gb ST500DM005 Barracuda 7200 rpm SATA II;
 - Dual Intel server-class Gigabit LAN.

The Supplier is expected to comply with the technical specifications enumerated above for the proposed solution. Nevertheless, upon the clear justification from the Supplier for a need of new hardware equipment, a decision will be taken during the development of the system.

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.

Minimum 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;
- Working knowledge of Romanian and English are essential.

Minimum 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;
- Working knowledge of Romanian and English.

Minimum 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;
- Proven professional experience in similar information development as Business analyst;
- Excellent knowledge of Romanian and Russian.

C. Technical specifications

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

Nr.	Requirement
1.	The development of the MIS “Equality Council” shall be guided by the modular principle using open ICT standards.
2.	The MIS “Equality Council” shall guarantee data integrity, accountability and accessibility and prevent any altering, damages and unauthorized access to the system data.
3.	The MIS “Equality Council” shall allow for further expansion and additions of new functions or improvements.
4.	The proposed solution, including each particular component/module for the development of MIS “Equality Council” will be license free or be provided as a life time (perpetual) license to the Equality Council.
5.	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 it is necessary.
6.	The MIS “Equality Council” system shall be compatible with most of the popular browsers (at least with the latest versions of Chrome, Firefox, Opera, Safari and Internet Explorer).
7.	Depending on the device used to access the MIS “Equality Council”: 1) PC (Web browser); 2) Tablets; 3) Mobile phone (mobile web browser) MIS “Equality Council” shall customize the user interface according to the device’s display size (responsive design).
8.	The proposed solution will permit enhancing MIS “Equality Council” with digital signature.
9.	The project implementation shall not take more than six (6) months.
10.	User interface of MIS “Equality Council” system will be available in Romanian, Russian and English languages.
11.	MIS “Equality Council” will permit to attach and tag scanned documents as: 1) Incoming 2) Outgoing; 3) Internal; 4) Other classifier discovered during analysis phase of the project.
12.	MIS “Equality Council” will have validation instruments to enable the verification of the metadata entered in terms of their completion and consistency. The system will notify user about any irregularities in information provided.

13.	MIS “Equality Council” will create an internal case file related to a complaint registered into the system according to 5. <i>Case file</i> chapter.
14.	MIS “Equality Council” will have a search functionality including but not limited to: <ol style="list-style-type: none"> 1) Case management ID; 2) Complainant last name, first name and patronymic; 3) Respondent last name, first name and patronymic; 4) Case manager; 5) Case supervisor; 6) Textual keywords within the description fields of a case; 7) A combination of date, period of dates and other criteria; 8) Other search criteria and/or filters defined together by the Beneficiary and the Supplier.
15.	MIS “Equality Council” will monitor and notify the actors involved in case examination via email or any other channels agreed with the Beneficiary: <ol style="list-style-type: none"> 1) The system will notify cases that are being examined more than thirty (30) days and needs to be prolonged; 2) The system will keep track of examination period that is about to end; 3) Cases mandatory to be examined in an immediate period; 4) Other time periods defined by the system administrator.
16.	MIS “Equality Council” will have the functionality of a mailbox integrated into the workspace of its users to show related notification messages.
17.	MIS “Equality Council” will provide functions related to case allocation, supervision according to <i>section</i> .
18.	MIS “Equality Council” will provide a workflow engine, implementing the proposed workflow according to <i>Figure 3: Case management workflow</i>
19.	MIS “Equality Council” must permit to attach minutes and/or other multimedia formats (e.g. audio/video) from audience to an existing case or open a new case based on minutes.
20.	MIS “Equality Council” must permit the creation of new classes of documents keeping an internal documents type classifier.
21.	MIS “Equality Council” will be connected with external information systems stated within the <i>section</i> .
22.	MIS “Equality Council” will provide a user interface to system administrator for managing system nomenclatures and classifiers.
23.	MIS “Equality Council” will allow case managers to set up key performance indicators (KPI) in a form of recommendation to each particular case, thus creating an internal nomenclature of KPIs that can be further reused in other similar cases. This functionality will be available within the monitoring milestone of the case management.
24.	MIS “Equality Council” will allow users with the role of HR to set up KPIs for Equality Council employees, usually associated with timings for the execution of activities related to case examination.
25.	MIS “Equality Council” will allow Equality Council Manager to: <ul style="list-style-type: none"> - Revise the domain problem stated in complaint; - Allocate a case supervisor by choosing one of the member including himself/herself; - Other activities discovered during system development.

26.	MIS “Equality Council” will allow users with the role of Equality Council Member to register a case into the system bypassing the registration procedure from the secretariat department; hence, the system will automatically nominate him/her as case supervisor.
27.	The system will populate personal information of complainant/respondent during the case registration by information exchange with state registers. The information from state registers will prevail the information entered manually by the users.
28.	MIS “Equality Council” will provide an API interface according to chapter 4.8 <i>API component</i> .
29.	MIS “Equality Council” will provide functionalities related to managing internal user accounts.
30.	MIS “Equality Council” will allow system administrator to: <ul style="list-style-type: none"> – Create users; – Group users; – Assign roles; – Specify user authorization level.
31.	System administrator will have the functionality to manage (add/edit/remove) reporting templates using a visual reporting designer.
32.	System administrator will have the functionality to manage (add/edit/remove) classes from system’s internal classifiers/nomenclatures.
33.	MIS “Equality Council” will provide an audit functionality to system administrator that will be capable to an audit trail minimum comprising the following: <ul style="list-style-type: none"> – Each action performed; – The user who performed the action; – Date and time of action.
34.	MIS “Equality Council” shall have the functionality to generate and export reports and statistics according to 4.5 <i>Reports component</i> .
35.	The template management functionality shall have a user interface that will display relevant database fields to be selected to build templates that will be used for report generation.
36.	System’s template management functionality will allow system administrator to create templates for other types of documents, such as: <ol style="list-style-type: none"> 1) Minutes; 2) Resolution and/or decision acts; 3) Other documents as appropriate.
37.	The iterative methodology or other methodologies from the <i>Agile Software Development</i> group (http://en.wikipedia.org/wiki/Agile_software_development) based on iterations and increments shall be used to develop the system.
38.	The Supplier shall take into account the tentative development plan outlined in section when planning the development activities of this assignment.
39.	The Supplier will perform quality assurance tests on the entire MIS “Equality Council” and provide respective output tests to the Beneficiary.
40.	The system must support at least 30 concurrent user sessions, and respond to user inquiries within the timeframes defined in requirement nr. 42.
41.	The system architecture shall be service-oriented (SOA). Such that system can be further extended and integrated with other information systems.
42.	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.

43.	Supplier shall develop the system using the principles and guidelines of Web Content Accessibility Guidelines (WCAG 2.0). More specifically: <ol style="list-style-type: none"> 1) Perceivable; 2) Operable; 3) Understandable; 4) Robust.
44.	The Supplier shall test the security of the system according to OWASP Top 10 vulnerabilities.
45.	The Supplier shall run the performance testing in terms of: <ul style="list-style-type: none"> - load testing; - stress testing.
46.	The Supplier will perform and present to the Beneficiary the report of system performance testing outputs.
47.	Access to MIS “Equality Council” for the Equality Council employees shall be restricted using user accounts assigned to a user profile and/or several user profiles with different roles and authorization levels.
48.	The system shall have the functionality to suspend and reactivate MIS “Equality Council” users’ accounts.
49.	MIS “Equality Council” system shall guarantee full data storage by using back-up mechanisms for database and shall guarantee data integrity implementing following mechanisms: <ol style="list-style-type: none"> 1) The 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.
50.	Training must be conducted in Romanian language, however it is expected that the trainers are able to communicate in Russian language as well.
51.	Supplier will conduct training session of Equality Council’s employees (approximately 30 persons) to cover business functionalities of the system.
52.	Supplier will train the system administrators (2-3 persons) on how to use the system administration functionalities, user management, template management and other administrative functionalities of the system.
53.	The Supplier will provide warranty that includes technical support and corrective maintenance during the twelve (12) months after the operational acceptance of the system by the Beneficiary.
54.	The Supplier will establish a Help-Desk service to provide support and guidance to the Beneficiary during working days. The Help-Desk will satisfy following minimum requirements: <ol style="list-style-type: none"> 1) Can be reached by phone; 2) Can be reached via email; 3) Communication language is Romanian and Russian; 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.
55.	The Supplier will provide built-in help sections within the system in Romanian, Russian and English.

56.	Supplier shall prepare and deliver to Equality Council administrator's guideline in Romanian and Russian languages.
57.	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 and Russian languages.
58.	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.

D. Implementation schedule

8. Tentative implementation plan

The following table describes a tentative plan to develop the system

Milestones		Time period Starting week-ending week (from contract signing)
Project stages	Deliverables	
Preparation stage	Detailed project plan with milestones, activities and tasks delivered.	W1-W1
Development stage	Document registration, cases allocation, case file structure, organizational structure, and system administrative functionalities delivered.	W2-W6
	Case examination milestones, supervise the case functionalities, draft decision act delivered.	W6-W10
	Case monitoring, KPI definition functionalities, reporting, and decision act template delivered.	W10-W14
	Case monitoring, information exchange, Access Program Interface delivered.	W14-W18
Deployment stage	Full source code of the management information system with the technical documentation delivered. System installed at the Beneficiary premises. Security and performance tests executed.	W18-W21
Training	Training of Equality Council employees on business functionalities conducted. Training of system administrators performed.	W21-W24
Go Live	Launch of the information system	
Total development time		6 months
Post go-live support (onsite and/or remotely)		12 months
Total		18 months

8.1 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

8.2 Development stage

	Implementation Sub stages
2	Development stage
2.1.	Design review
2.2	Iteration #1
2.2.1	Review of the functional requirements, document registration, cases allocation, develop case file structure, organizational structure, system administrative functionalities.
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 examination milestone, supervise the case functionalities, draft decision act.
2.3.2	Implementation
2.3.3	Testing

	Implementation Sub stages
2.3.4	Evaluation
2.4	Iteration #3
2.4.1	Review of the functional requirements, case monitoring, KPI definition functionalities, reporting, and decision act template.
2.4.2	Implementation
2.4.3	Testing
2.4.4	Evaluation
2.5	Iteration #4
2.5.1	Review of functional requirements, case monitoring, information exchange, API.
2.5.2	Implementation
2.5.3	Testing
2.5.4	Evaluation
2.6	Final integration
2.6.1	Final integration of functionalities

8.3 Deployment stage

	Implementation Sub stages
3	Deployment stage
3.1	Finalization of the user and system administrator guidelines
3.1.1	Testing of MIS “Equality Council” on the Beneficiary premises
3.1.2	Testing of system security on the Beneficiary premises
3.1.3	Go live (piloting) MIS “Equality Council” on Beneficiary premises
3.2	Adjustment of MIS “Equality Council” according to Beneficiary’s feedback
3.2.1	Final delivery of MIS “Equality Council” system
3.3	Operational acceptance of the system

8.4 Training

	Implementation Sub stages
4	Training
4.1	Equality Council employees training on business functionalities
4.2	Training of system administrators