



August 15, 2021

To: Whom It May Concern

### LETTER OF RECOMMENDATION

**Ref.: CEP-II/A/CS-4/1-QCBS-38 Development and Implementation of the Information System for Managing and Issuing Permits for the State Chancellery of Moldova**

On April 19, 2017, the Project Implementation Unit of the World Bank Competitiveness Enhancement Project (CEP/PIU) contracted dotGov Solutions, LLC to develop and implement the *Mechanism for Managing and Issuance of the Permits (MMIP)* for the State Chancellery of Moldova. As a result, now 32 national agencies provide 140+ government permits online.

The Project was implemented through subcontracts with two of my affiliates in Moldova, *SRL dotGov Solutions* and *SRL dotGov Engineering*. Both entities were (and still are) led by Ms. Marina Nicolaescu and acting as one team.

From April 2017 to December 2020, the dotGov Moldova's performance was consistently excellent. Despite numerous technical, logistical, and bureaucratic challenges, the team's demonstrated extraordinary creativity, problem-solving, client relations management and engineering talents and completed the Project on schedule and within the agreed scope and budget. The Client's satisfaction is confirmed by the Final Operational Acceptance Certificate (attached).

As the original developers of the MMIP System, the dotGov Moldova team is uniquely qualified to provide preventive and corrective maintenance and technical support to the users and operators of the system. As compared to any competitor, this team can support the system and respond to clients' requests faster, more effectively and less costly. The best evidence to this is the support and maintenance services provided by the team from July to December 2020, under the service level agreement with the CEP/PIU.

I would be happy to answer any specific inquiries. My contact information is as follows: 22841 Emerald Chase Place, Ashburn Virginia 20148. Phone: +1.703.728.6244. Email: [management@dotgovsolutions.net](mailto:management@dotgovsolutions.net), [sergey@chapkey.com](mailto:sergey@chapkey.com).

With warmest regards,

Sergey Chapkey  
Sole Owner, President and CEO

Attachment: MMIP Operational Acceptance Certificate