



Republic of Moldova, Chisinau, MD-2012, 134, Ștefan cel Mare și Sfânt Ave.
Phone: +373 22 820 026, email: office@egov.md, web: <http://www.egov.md>

Nr. 3003-248 din 24.05.2024
La nr. _____ din _____

AlfaSoft S.R.L
e-mail: office@alfasoft.md

SCRISOARE DE RECOMANDARE

Prin prezenta, confirmăm că "Alfasoft" SRL a prestat către Instituția publică "Agenția de Guvernare Electronică" servicii de suport și întreținere tehnică a SIA GEAP (Sistemul Informațional Automatizat de Gestionare și Eliberare a Actelor Permisive) pentru o perioadă de 12 luni, în baza contractului nr. 3009-65 din 17.05.2023.

Obiectul și scopul contractului au fost serviciile, conform procedurii de achiziție cu nr. 21076774 din 18.04.2023, în baza Deciziei Grupului de Achiziții nr. 3006-8 din 16.05.2023.

Valoarea totală a serviciilor prestate a constituit 1 399 332.00 lei MD, inclusiv TVA.

Dorim să ne exprimăm aprecierea pentru implicarea și profesionalismul echipei de experți desemnate pentru realizarea acestui proiect. În contextul celor menționate, afirmăm cu certitudine că "Alfasoft" SRL deține abilitățile, resursele și experiența necesară pentru a furniza servicii de suport pentru sistemele informaționale complexe din domeniul TI.

Director

Andrei PRISACAR



MINISTERUL MUNCII ȘI PROTECȚIEI SOCIALE AL REPUBLICII MOLDOVA
МИНИСТЕРСТВО ТРУДА И СОЦИАЛЬНОЙ ЗАЩИТЫ РЕСПУБЛИКИ МОЛДОВА

AGENȚIA NAȚIONALĂ PENTRU OCUPAREA FORȚEI DE MUNCĂ
НАЦИОНАЛЬНОЕ АГЕНТСТВО ЗАНЯТОСТИ НАСЕЛЕНИЯ

Nr. 05- ~~406~~ din 14.05.2024

Alfasoft SRL

Prin prezenta, confirmăm faptul că Alfasoft SRL a prestat către Agenția Națională pentru Ocuparea Forței de Muncă servicii de suport și întreținere tehnică pentru perioada 2023 în baza contractului nr. 92, încheiat la 16.08.2023.

Obiectul și scopul contractului: prestarea serviciilor de suport și întreținere tehnică a SIA ISS (Sistemul Informațional Automatizat Înregistrarea cu Statut de Șomer)

Valoarea totală a serviciilor prestate a constituit 400000,00 lei MD, inclusiv TVA.

Pe această cale ne exprimăm aprecierea față de implicarea și profesionalismul echipei de experți, desemnată să realizeze acest proiect. În contextul celor expuse, exprimăm certitudinea precum că Alfasoft SRL deține abilități, resurse și experiența relevantă pentru livrarea celor mai complexe servicii de suport ale sistemelor informaționale din domeniul TI.

Cu respect,

Raisa Dogaru

Directoare

Ex. A. Camerzan

tel. 0-22- 227- 804, e-mail: andrei.camerzan@anofm.md



MD-2009. Chișinău, str. Vasile Alecsandri 1,
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www.angajat.md; www.anofm.md.



**MINISTERUL INFRASTRUCTURII ȘI DEZVOLTĂRII REGIONALE
AL REPUBLICII MOLDOVA**

AGENȚIA NAȚIONALĂ TRANSPORT AUTO

MD-2001, mun. Chișinău, str. Aleea Gării 6, tel./fax: (+373 22) 44-40-03
www.anta.gov.md / secretariat@anta.gov.md

SCRISOARE DE RECOMANDARE

Prin prezenta confirmăm faptul că Alfasoft SRL a prestat către Agenția Națională Transport Auto, servicii de suport și întreținere tehnică a lucrărilor / modulelor implementate în SIA e-AT (Sistemul Informațional Automatizat e-Autorizație Transport) pentru perioada 2023 în baza contractului nr. 68 încheiat la 14.12.2023.

Obiectul și scopul contractului de prestare Servicii, este conform procedurii de achiziție cu nr.MD-1701849809009 din 06.12.2023, în baza Deciziei Grupului de achiziții nr.23 din 14.12.2023. Valoarea totală a serviciilor prestate a constituit 240,000.00 lei MD, inclusiv TVA.

Pe această cale ne exprimăm aprecierea față de implicarea și profesionalismul echipei de experți desemnată să realizeze acest proiect. În contextul celor expuse, exprimăm certitudinea precum că Alfasoft SRL deține abilități, resurse și experiența relevantă pentru livrarea celor mai complexe servicii de suport ale sistemelor informaționale din domeniul IT.

Șef Secție Tehnologia Informației și Comunicații

ALEINOV Nicolae



Legal name in one line

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Area Code, City
Country
T +00 00 000 0000
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www.website.com

11.04.2025

Reference letter

This letter is issued by Coca-Cola Hellenic to serve as a reference for Alfasoft S.R.L. We have engaged Alfasoft as our IT service provider from 2019 to 2025, and our collaboration continues to thrive as we move forward. Under the terms of the contract signed on 17 September 2019, Alfasoft has consistently delivered high-quality software development and consultancy services that meet our rigorous business requirements.

Alfasoft's scope of work has included the design and development of digital solutions, such as:

- Development of web services to integrate our CCH ERP system with eFactura
- Implementation of a web-based portal for monitoring integration processes
- Provision of expert consultancy services to facilitate communication with eFactura API
- Installation of an Azure Cloud Virtual Machine solution for hosting applications, ensuring scalability, security, and reliability
- Execution of post-implementation support and adherence to service level agreements for uninterrupted operations

Throughout our collaboration, Alfasoft has provided reliable and expert technical support with a proactive approach in managing project challenges. Their commitment to excellence and deep understanding of our operational needs has established a strong foundation for our ongoing relationship. We are confident in continuing this successful partnership well into the future.

Based on their exemplary performance and technical proficiency, we highly recommend Alfasoft as a dependable and innovative IT services partner.

Yours sincerely,

Vito Alcibiade
Platform Manager Finance
Coca-Cola Hellenic

A handwritten signature in black ink, appearing to read "Vito Alcibiade".



Republic of Moldova, Chisinau, MD-2012,134, Ștefan cel Mare blv.
Phone: +373 22 820 026, email: office@egov.md, web: <http://www.egov.md>

Nr. 25/3004 -300 din 11.04.2025
La nr. _____ din _____

To Whom It May Concern

REFERENCE LETTER

In April 2023, the Agency of Government Services (AGE) selected Alfasoft as the prime contractor for the “Civil Status Acts” Information System (IS CSA). The engagement covered the full lifecycle of the project: designing, developing, configuring, and deploying new functionalities to deliver a fully operational system aligned with the agreed “To-Be” business processes.

Project Duration: April 2023 – April 2025

Scope: During this period, Alfasoft:

- Designed and Developed the “Civil Status Acts” Information System
- Architected and Deployed the solution on MCloud using Kubernetes.
- Integrated IS CSA with external services: MPass, MSign, MPay, MNotify, MLog, MConnect, e-Apostila, MDelivery, MDocs, and MCabinet.
- Implemented the public-facing IS CSA service using the Fron Office Digitalization framework provided by the Agency of Government Services (AGE).

Delivered Artifacts

- Source Code and Technical Documentation (architecture specifications, test plans, test cases, and performance test reports, security test reports).
- User Manuals, Training Materials, Video Tutorials, Training Plans and Post-Training Reports.

Key Achievements

- Technical Excellence: Demonstrated deep expertise in software engineering and e-government best practices.
- On-Time, On-Budget Delivery: Met all milestones and budgetary constraints without deviation.
- Agile Methodology: Employed an iterative, incremental approach to ensure high-quality module releases and rapid feedback cycles.
- Scalable & Maintainable Solutions: Delivered robust, future-proof systems with clear change-management processes.
- Client-Centric Service: Maintained open communication, promptly addressed requests, and adapted flexibly to evolving requirements.

Based on their professionalism and performance, we confidently recommend Alfasoft SRL as a reliable partner for complex software development and digital transformation projects in both public and private contexts.

Sincerely,

Deputy Director

Andrei PRISACAR

Reference	Tel.	E-Mail	Date
RTG/2025-5 JR/RP/js	33 (0)1 73 31 25 59	justas.rasomavicius@itf-oecd.org	03 April 2025

RE: REFERENCE LETTER

To Whom It May Concern,

The International Transport Forum (ITF) of the Organisation for Economic Co-operation and Development (OECD) hereby confirms that Alfasoft was subcontracted from 2023 to 2024 to develop a digital solution for the ECMT Transport License System.

Under this engagement, Alfasoft was entrusted with the design, development, and implementation of a digital solution for the European Conference of Ministers of Transport (ECMT) transport license system. Managed by the ITF and utilized by 43 European member countries, this system facilitates unrestricted multilateral freight operations for hauliers. The ITF Group on Road Transport is responsible for overseeing the allocation of ECMT licenses across these member countries.

Throughout the duration of the project, Alfasoft successfully provided a comprehensive suite of software engineering services, encompassing system architecture, development, and deployment. In line with the contractual agreement, Alfasoft will continue to deliver technical support during the stipulated warranty period.

Alfasoft has demonstrated exceptional professionalism, adaptability, and a proactive approach in meeting the project's objectives. Their expertise in project planning, management, quality assurance, business analysis, and knowledge transfer has been evident at all stages of development. The company has consistently exhibited a high level of competence, efficiency, and commitment to quality.

With my deepest respect and appreciation,



Justas RASOMAVICIUS
Manager Group on Road Transport

July 12, 2024

REFERENCE LETTER

To Whom It May Concern

This letter is to confirm that during the period of years 2022 to 2024 Alfsoft has been subcontracted by the International Finance Corporation (IFC) to design, develop and implement a web based Integrated Food Safety Information Management System (IFSIMS) for the National Agency for Food Safety (ANSA) of Republic of Moldova, and mobile application for fieldwork and remote data management related to animal identification, traceability, sanitary and veterinary measures, and sampling.

All IFSIMS contract activities were completed within 27 months, which included 15 months related to planning, design, software development, customization, deployment, and training; and 12 months for warranty, maintenance, and support services after the acceptance of the system.

The implemented IFSIMS represent a modern software for:

- (i) the Animal Identification and Traceability System (AITS);
- (ii) the Management of Strategic Veterinary Measures System (MSVM); and
- (iii) the Laboratory Information Management System (LIMS).

Additionally, the contract included for Alfsoft to design, develop and implement two horizontal software solutions:

- IFSIMS Public Interface (public online user interface); and
- IFSIMS Mobile Application (user interface to allow fieldwork and remote data management related to animal identification, traceability, sanitary and veterinary measures, and sampling).

Alfsoft used the *agile methodology* as a project management approach for the IFSIMS implementation. As per this approach, Alfsoft prioritized software functionalities and phases in the product backlog according to the stated objectives, and worked in close cooperation with IFC and ANSA.

The system has connections with Moldovan e-government platform and services:

- MCloud, MConnect, MPass, MSign, MNotify, MLog, MPay, MPower, and
- Public Services Agency's services, i.e. State Register of Population, State Register of Legal Entities, Information System "Management, Monitoring and Issuing Permits", and many others.

Upon completion of system implementation, the company has fully honored system handover obligations, including the transmission to the beneficiary of the source code, user guides, administrator guide, software design documentation, testing results, and video tutorials. Our project was successful and Alfasoft contributed to its success staying strongly committed to providing high quality software development services by skilled and experienced personnel that is focused on professional service delivery. We commend the company's capabilities of implementing high complexity software development projects shall it be considered for such.

Sincerely,



Galina Cicanci

Country Officer for Moldova

International Finance Corporation

World Bank Group



WORLD HEALTH ORGANIZATION
ORGANISATION MONDIALE DE LA SANTÉ
WELTGESUNDHEITSORGANISATION
ВСЕМИРНАЯ ОРГАНИЗАЦИЯ ЗДРАВООХРАНЕНИЯ
REGIONAL OFFICE FOR EUROPE
BUREAU RÉGIONAL DE L'EUROPE
REGIONALBÜRO FÜR EUROPA
ЕВРОПЕЙСКОЕ РЕГИОНАЛЬНОЕ БЮРО

Date: 16/05/2024

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Website: <https://www.who.int/europe>

Our reference:		Your reference:
Notre référence:	ACO/MDA/316	Votre référence:
Unser Zeichen:		Ihr Zeichen:
См. наш номер:		На Ваш номер:

REFERENCE LETTER

To Whom It May Concern

This letter is to confirm that during the period of year 2023 Alfsoft development team has been subcontracted by WHO – World Health Organization (Purchase Order No. 03250065) to develop new functionalities and update the previous IT functionalities of the electronic platform of the surveillance system for communicable diseases and public health events (IDSS).

For this project, Alfsoft successfully provided full range of software engineering services such as software architectural design, system development and deployment of IDSS IS.

IDSS digital solution aims to enhance the quality of the national epidemiological (Epi) surveillance system for communicable diseases, including COVID-19 epi surveillance. Epi surveillance for COVID-19 is performed based on the case definition and is mandatory for reporting by medical workers and is paper-based. The Republic of Moldova has implemented a national surveillance system for detection and control of public health threats and monitoring of national prevention and control programmes.

As developer of the IDSS System, Alfsoft provided all required project deliverables – source code, user manuals, technical specifications and software architecture design, testing plans, scenarios and results, training plans, materials, video tutorials and others. All work was carried out in accordance with the agile iterative development process.

AlfaSoft team has demonstrated expertise in requirements analysis, project planning and management. The development team is highly educated, qualified, and very experienced

They proved high commitment to building local capacity, knowledge transfer and sustainability of results.

Due to its performance, efficiency and high quality of service, AlfaSoft can be considered as highly skilled innovative and reliable IT contractor.

Sincerely,

Daniela Demiscan

Technical Officer (Primary Health Care)

WHO Country Office, Republic of Moldova

REFERENCE LETTER



July 9, 2024

To Whom It May Concern

This letter is to confirm that from 2022 to 2024, Alfasoftware was subcontracted by the International Development Law Organization (IDLO) to develop the Electronic State Register of Legal Professions (ESRLP) under USAID and EBRD funded project “Moldova Mediation and Arbitration”, contract reference no. PO-HQ-2022-000099.

During this period, Alfasoftware successfully provided a full range of software engineering services, including architectural design, software development, and deployment of the ESRLP. Alfasoftware also successfully integrated the ESRLP with external systems such as MCloud, MConnect, MPass, MSing, MLog, and MNotify

The ESRLP is a critical component of Moldovan electronic governance, as specified in the Concept of Electronic Governance, approved by the Moldovan Government and supported by European Union policies. The ESRLP includes the following subsystems:

- Electronic State Register of Legal Professions, including Personal cabinet;
- Mediation Case Management component.

The ESRLP encompasses the register functionalities for all authorized legal professions in Moldova, namely:

- Mediators
- Enforcement officers
- Authorized administrators
- Judicial experts
- Notaries
- Attorneys (lawyers) and law offices
- Authorized translators and interpreters

The ESRLP replaces the previously used paper-based registry, ensuring transparency and efficiency in the justice process, and providing benefits for both citizens and state authorities. It also supplies data to other state-owned information systems via the state interoperability platform MConnect.

The contract stipulates that Alfasoftware will continue to provide quality technical support to the Ministry of Justice of Moldova under a 12-month warranty and a 24-month maintenance service agreement.

While working on the project, Alfasoftware demonstrated:

- Flexibility and agile approach; constructive, and responsive approach to project needs
- Expertise in project planning and management, quality control, business analysis, and knowledge transfer
- Highly educated, qualified, experienced, disciplined, and efficient team

Due to their excellent performance, efficiency, and high-quality services, we consider Alfasoftware to be a highly skilled, innovative, and reliable IT contractor. We confidently recommend Alfasoftware for any project requiring software development.

Sincerely,

Lucia Savchick,

Program Lead, Eastern Europe and Central Asia
International Development Law Organization

lsavchick@idlo.int



Nathan Associates Inc.
27 Mitr. Banulescu-Bodoni St.
Chisinau. Moldova

May 10, 2022

LETTER OF REFERENCE

To Whom It May Concern:

This letter is to confirm that during the period 2020 to May 2022 Alfsoft development team has been subcontracted by Nathan Associates Inc through USAID-funded Moldova Structural Reform Program (MSRP) project to develop “e-Authorization Transport System,” under IFB No.30133-10-20-Alfsoft-057, based on a web-enabled workflow management system for issuing permits for road transport activities that simplify processes to the business entities when requesting and receiving authorizations issued by ANTA.

At present, e-Authorization Transport System issue the following types of authorizations:

- Unitary authorizations;
- CEMT authorizations (annual and short-term);
- BSEC authorizations;
- TRACECA authorizations;
- CFP Road Map Card;
- Roadmap book (INTERBUS);
- Authorization of road transport through regular services;

Integration of the “e-Authorization Transport System” with external services and systems: authentication (MPass), digital signature (MSign), online payment (MPay), logging (MLog), notification (MNotify). System uses and provides data from/to state registries over MConnect (National Data Bus):

- RSUT - State Register of Transport Units;
- RSP - State Population Register;
- RSUD - State Register of Legal Entities;
- SI SV - Customs Service Information System;
- Auto Test - information system of periodic technical inspection of transport units;
- SISFS - Information system of the State Fiscal Service, cash and control machines Register;
- SIA GEAP Automated Information System for Management and Issuance of Permissive Documents;

It is important to underscore that the e-Authorization Transport System is developed using Alfa Five (A5) Platform (former WebAssembler.NET), a very powerful low-code development platform.

As developer of e-Authorization Transport System, AlfaSoft provided all required deliverables – source code, user manuals, technical specifications and software architecture design, testing plans, scenarios and results, training plans, materials, video tutorials and others. All work was carried out in accordance with the agile iterative methodology development and requirements.

AlfaSoft consistently demonstrated its technical expertise, deep knowledge and experience in e-government services and software area, good performance record, awareness of best practices in the field, established process methodology, attention to customer needs, ability to deliver within budget, responsiveness, customer service, flexibility, good change management and sustainable solutions.

Due to its excellent performance, efficiency and high-quality services on this project, AlfaSoft considered by us to be a highly skilled, innovative and reliable IT contractor and would have no reservations in engaging them again for similar complex IT work.

Sincerely,

A handwritten signature in black ink, appearing to read 'Milo M. Stevanovich', written in a cursive style.

Milo M. Stevanovich
Chief of Party
Moldova Structural Reform Program

February 11, 2022

REFERENCE LETTER

To Whom It May Concern

This letter is to confirm that during the period December 2020 to December 2021 AlfaSoft development team was subcontracted by Project Implementation Unit of the World Bank Competitiveness Enhancement Project operating under the Ministry of Economy of the Republic of Moldova to develop the one-stop shop Information System (MMIP-CSS) for the permissive documents issued by the local public authorities (LPA). Chisinau City Hall is the pilot authority which is part of the project and its internal processes have been fully automatized. The system is envisaged to be extended to the country level for all mayoralities.

The main goal of the solution is to automatize workflows for all internal processes related to issuing permissive documents managed by the General Department of Architecture, Urbanism and Land Relations. It involves public authorities, citizens and legal entities which are applying for different types of permissive documents. Also, developed software is integrated as a subsystem into Information System for managing and issuing permissive documents for Moldova (Mechanism for Managing and Issuing Permits – MMIP).

System provides full lifecycle automation of all types of permissive documents issued by LPAs, including:

- Urbanism certificate for design
- Informative urbanism certificate
- Building permit
- Demolition permit
- Permissive acts for Rezoning
- Permissive acts for outdoor advertising
- Issuance of the duplicate of the permissive act
- Extension of the term of the permissive act
- Updating of the permissive act

System allows registration of the applications at mayoralty front-desk, as well as receives applications through e-filing system of the MMIP. It provides data exchange, so MMIP-CSS could be considered a subsystem of the main MMIP platform.

MMIP-CSS is integrated also with relevant state information systems and uses APIs to exchange data with third-party systems, as well as integration with relevant e-Governance services (MPass, MSign, MPay, MConnect etc.).

It is important to underline that MMIP-CSS is developed using Alfa Five (A5) Platform (former WebAssembler.NET), a very powerful low-code development platform.

As developer of MMIP-CSS subsystem, AlfaSoft provided all required deliverables – source code, user manuals, technical specifications and software architecture design, testing plans, scenarios and results, training plans, materials, video tutorials and others. All works were carried out in accordance with Agile iterative development methodology and requirements.

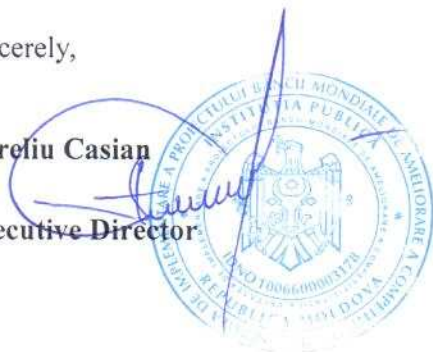
AlfaSoft consistently demonstrated its technical expertise, deep knowledge and experience in e-government services and software area, good performance record, awareness of best practices in the field, established process methodology, attention to customer needs, ability to deliver within budget, responsiveness, customer service, flexibility, good change management and sustainable solutions.

Due to its performances, efficiency and high quality services, AlfaSoft can be considered a highly skilled innovative and reliable IT contractor.

Sincerely,

Aureliu Casian

Executive Director



October 2020

REFERENCE LETTER

To Whom It May Concern:

This letter is to confirm that during the period from February 2018 to October 2020, Alfsoft srl development team was subcontracted by Millennium DPI Partners, LLC to develop the electronic web application module **eDosar** – an e-filing sub-system of the Integrated Case Management System (hereinafter **ICMS**) of Ministry of Justice of Moldova, developed under the USAID-funded Open Justice Project in Moldova.

eDosar represents an online information system that simplifies the procedure of filing Claims and access to Cases. Citizens and their legal representatives apply online and get access to their claims and cases, deliver documents, receive summons and have access to other case materials.

The eDosar system provides various functionalities and the key ones are listed below:

- Serves as an online application solution for advocates, bailiffs and physical persons, and provide access to the case files for litigants;
- Optimize the court calendar according to the availability of resources: judges, courtrooms, etc.
- Serves as a personal cabinet for litigants with access to the system;
- Receives summons, notifications and alerts;
- Allow integration through MConnect government service bus with other IT systems of public authorities and state institutions, and joint platform services: MPass, MSign, MLog, MNotify and MPay;
- Provide application of digital signature MSign when attaching documents to claims/cases and sending claims/minutes to the Courts;

While developing and implementing the eDosar system, Alfsoft has demonstrated:

- Flexibility and agile approach; constructive and responsive approach regarding project needs;
- Expertise in project planning and management, quality control and business analysis;
- Highly educated, qualified, experienced, disciplined and efficient personnel.

Due to excellent performance, efficiency and high quality of services, we consider this company as a highly skilled, innovative and reliable IT contractor and confidently recommend Alfsoft for any project that require software development.

Please do not hesitate to contact us should you have any further questions.

Sincerely,


Mrs. Cristina Malai
Chief of Party
USAID Moldova Open Justice Project





Millennium DPI Partners

Representative Office in Moldova

27, Armeneasca str., 2nd floor, Chisinau, Moldova, MD-2012; tel: (+373) 22 27 01 77

October 2020

To Whom It May Concern:

This letter is to confirm that during the period from **December 2019 to September 2020**, Alfsoft srl development team was subcontracted by Millennium DPI Partners, LLC to develop the application module of **Media Management System** in order to **Improve Audio Recording of Moldovan Court Hearings**. The system was developed under the USAID-funded Open Justice Project in Moldova (Reference: USAID Contract No. AID-117-TO-17-00001) for Agency for Court Administration Ministry of Justice Moldova (ACA/MoJ).

Media Server represents an online information system aiming to provide Moldovan courts with a state-of-the-art media library for storing and retrieving recordings of court hearings, which seamlessly integrates with Integrated Case Management System (ICMS) and e-File module.

The Media Server system provides various functionalities and the key ones are listed below:

- A media converter for converting court hearing recordings from the Court Recording System “SRS Femida” audio formats to mainstream media formats MP3;
- A media library storing all court hearing recordings and integrated with new ICMS for easy listen and retrieval;
- A court recordings player for streaming court hearing media files by ICMS users directly from ICMS interface, including its e-File module, and without the need to download files locally;
- Download court hearing session from 45 court’s site servers of Court Network Attached Storage (NAS) to a central Media Server Storage;
- Download court hearing session from portable voice recorders to Media Server Storage;
- Archiving of court recordings for long-term archiving requirements, according to retention policies;

While developing and implementing the e-File system, Alfsoft has demonstrated:

- Flexibility and agile approach, constructive and responsive approach regarding project needs;
- Expertise in project planning and management, quality control and business analysis;
- Highly educated, qualified, experienced, disciplined and efficient personnel.

Due to excellent performance, efficiency and high quality of services, we consider this company as a highly skilled, innovative and reliable IT contractor and confidently recommend Alfsoft for any project that requires software development.

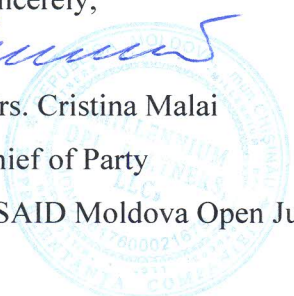
Please do not hesitate to contact us should you have any further questions.

Sincerely,

Mrs. Cristina Malai

Chief of Party

USAID Moldova Open Justice Project





**Ministry of Internal Affairs of Republic of Moldova
General Police Inspectorate**



MD 2001, mun. Chişinău, street Tiraspol, 11/1, tel. (373-22) 868-112, tel. (373-22) 868-129, fax. (373-22) 868-116,
email: igp@igp.gov.md, pagina web: www.poliția.md, c/f 1013601000495, Ministerul Finanțelor, Trezoreria de Stat

No.34/57- 2033 iut from 18. 02 2021

REFERENCE LETTER

To Whom It May Concern:

This letter is to confirm that during the period from November 2019 to December 2020, Alfasoft SRL was developing Information System “State Registry of Arms” (hereinafter SRA) for Ministry of Internal Affairs of Moldova. Development of SRA was paid from State Budget of the Ministry of Internal Affairs of the Republic of Moldova. Delivered system SRA includes, but is not limited with following main modules and functionalities:

- Register of Weapons (lethal and non-lethal weapons including cold weapons and special means);
- Module for full lifecycle management of applications for all permits related to weapons and ammunitions (applications from persons and legal entities submitted online and in police office);
- Functionalities of management lost, stolen and found weapons, including military and home-made weapons;
- Module for management weapons that have to be destroyed;
- Module for management of business processes of weapon merchants, producers (import, procurement, storage, sale etc.);
- Management of weapons and ammunitions import / export operations;
- Module for technical and ballistic expertise of weapons;
- Full lifecycle for processes of getting certificates of practical skills and knowledge of legal base for persons who want to get a weapon permit;
- Management of issue and printing all required permits including permits printed on plastic.
- Integration SRA with State Register of Population, State Register of Legal Entities, Register of Crimes and Contraventions, Courts Case Management System, custom and other governmental systems;
- Set of reports that reflect data stored in SRA from various dimensions and points of view;
- Integration through MConnect governmental data exchange bus with other governmental IT systems and services: MSign - digital signature, MPass – state authentication, MPay – governmental payment gateway, MNotify – notification service and MLog – logging service).

- Migration of all historic data.
- Other functionalities required for management weapons, ammunitions and permits.

SRA implementation includes 18-month warranty and technical support under a service level agreement with the Ministry of Internal Affairs of Moldova.

While working on the project, Alfsoft has demonstrated:

- Flexibility and agile approach; constructive and responsive approach regarding project needs;
- Expertise in project planning and management, quality control and business analysis;
- Highly educated, qualified, experienced, disciplined and efficient personnel.

Please do not hesitate to contact us should you have any further questions.

Sincerely,

Arcadie AFTENIUC

Deputy head





USAID
FROM THE AMERICAN PEOPLE

Open Justice Project

May 15, 2020

REFERENCE LETTER

To Whom It May Concern:

This letter is to confirm that, during the period from February 2018 to May 2020, Alfasoft SRL development team was subcontracted by Millennium DPI Partners LLC to develop the Integrated Case Management System (ICMS/PIGD) for the Ministry of Justice of Moldova and the Moldovan courts, under the USAID-funded Open Justice Project in Moldova.

The ICMS includes the following main modules and functionalities:

- Full lifecycle Case Management for all Moldovan Courts of Justice, i.e. the First Instance, the Appellate Court and the Supreme Court of Justice;
- Random claim/case distribution in accordance with case complexity;
- Automatic anonymization of rulings and decisions for publishing on public portal;
- Integration of ICMS with court audio recording systems "SRS Femida";
- Various reports based on Commission for the Efficiency of Justice of the Council of Europe (CEPEJ) methodology and Business Intelligence module (OLAP);
- Integration through MConnect government service bus with other IT systems of public authorities and state institutions, and joint platform services: MSign - digital signature, MPass – state authentication, MPay – governmental payment gateway, MNotify and MLog.
- Migration of all historic data (more than 1M cases and claims migrated from 24 database sources), migrated databases cumulatively size more than 6TB.

After the donor-funded project has ended, Alfasoft continued to provide quality technical support to all stakeholders, under a 12-month service level agreement with the Ministry of Justice of Moldova.

While working on the project, Alfasoft has demonstrated:

- Flexibility and agile approach; constructive and responsive approach regarding project needs;
- Expertise in project planning and management, quality control and business analysis;
- Highly educated, qualified, experienced, disciplined and efficient personnel.

Due to excellent performance, efficiency and high quality of services, we consider this company as a highly skilled, innovative and reliable IT contractor and confidently recommend Alfasoft for any project that require software development.

Please do not hesitate to contact us should you have any further questions.

Sincerely,

Mrs. Cristina Malai

Chief of Party

USAID Moldova Open Justice Project

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