**Technical proposal**


**Development of
Feasibility Study and specific documentation for
implementation of the National Public Warning
System**


**General Inspectorate for Emergency Situations
of Ministry of Internal Affairs of the Republic of
Moldova**

June 30, 2024

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**General Inspectorate for Emergency Situations**

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Dear Sirs,

Following your request, we are pleased to present our services for the development of Feasibility Study and specific documentation for implementation of the National Public Warning System, within General Inspectorate for Emergency Situations of Ministry of Internal Affairs of the Republic of Moldova.

Omega Trust has an experienced team, which has significant experience with work of this type. To this date, this team has performed over 900 projects.

Omega Trust has been offering services for over 20 years, with at least 15 years of experience in similar projects.

**In order to best suit your needs, we have subcontracted Smartgov SRL, a company based in the Republic of Moldova, made up of a team of specialists with a very high level of expertise in the field of digitalization of public entities and implementation of technical solutions.**

Both companies have built a very good reputation for the quality of their services, both in Romania, the Republic of Moldova and all over the world.

We hope this proposal meets your expectations. Please do not hesitate to contact us to discuss any aspects of this proposal, or to obtain any further information you may require.

Yours sincerely,

Cosmin Macaneata

*Managing Partner*

*OMEGA Trust*

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# 1    Introduction

**General Inspectorate for Emergency Situations** (hereinafter named "the Beneficiary"), is soliciting proposals from experienced consulting firms for the development of Feasibility Study and specific documentation for implementation of the National Public Warning System (hereinafter - NPWS "Mold-Alert") and other documents related to the procurement procedure of the NPWS "Mold-Alert" (hereinafter - documentation) based on technical feasibility, economic feasibility, operational requirements, national and international legal framework, considering the development trends of technologies over an operational period of at least 5 years from the time of implementation and launch of the NPWS "Mold-Alert" system.

## 1.1    Project Objective

The objective of this project is to obtain a Feasibility Study and specific documentation needed to serve as a basis for the successful implementation in the Republic of Moldova of the NPWS "Mold-Alert" in the event of emergency and exceptional situations, based on mobile communication technologies.

## 1.2    Qualification requirements

In the table below, we have summarized the qualification requirements of the purchase and the means of fulfilling them:

| Requirement | Fulfillment of the requirement |
|---|---|
| TWO (DUAE) | Please find attached the requested document |
| The technical proposal according to annex no. 22 | Please find attached the requested document |
| Financial proposal according to annex no. 23 | Please find attached the requested document |
| Offer guarantee in the amount of minimum 2% of the value of the offer | Please find attached the proof of payment of the guarantee for the offer |
| Application for participation according to annex no. 7 | Please find attached the requested document |
| Statement regarding the validity of the offer according to annex no. 8 | Please find attached the requested document |
| Proof of registration of the legal entity, in accordance with the legal provisions of the country where the bidder is established | Please find the requested document in Annex A |

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| Lack of arrears to the national public budget | Please find the requested information in DUAE (TWO) |
|---|---|
| Certificate of bank account holding | Please find the requested document in Appendix A |
| Demonstration of experience operator minimums economic in the field of activity related to the object the contract to be attributed according to annex no. 12 | Please find attached the requested document |
| Demonstration of the economic and financial capacity of the economic operator | Please find the requested document in Appendix A |

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# 2 Companies profile

## 2.1 About OMEGA Trust

OMEGA Trust is a Romanian company established in 2004 which is specialized in providing IT Consulting and Audit services.

Since 2014, OMEGA Trust is member of Nexia International, a leading worldwide network of independent accounting and consulting firms, providing clients with national and international audit, accounting, tax and advisory services in a cohesive, personal and customized manner.

Over time, OMEGA Trust has developed a good reputation in providing quality services in the area of audit and IT consulting, services provided for clients with a range of activities in various fields such as: Banking and Financial services, Central governmental agencies, Public institutions, Telecommunications, Insurance, Energy, Software Development, Oil & Gas, Capital Markets, Retail, Trust services etc.
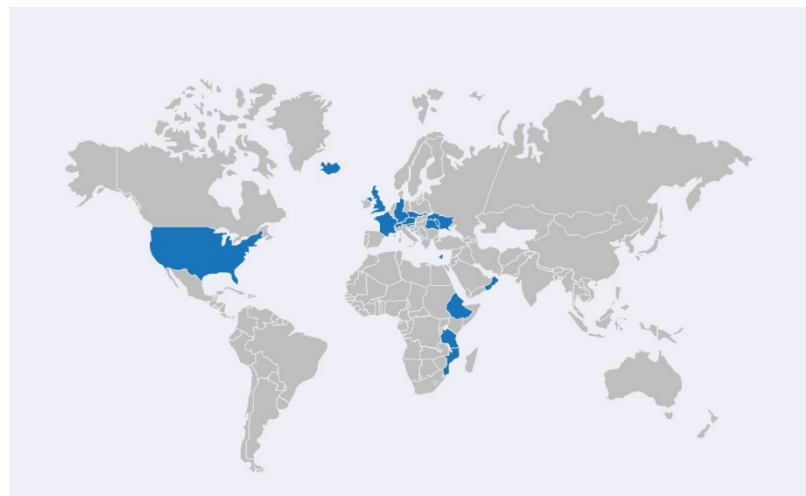
**Our figures:**

| 900 + | 700 + | 14 countries |
|-------|-------|--------------|
| Projects | Clients | International services |

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## 2.2   Customer Portfolio

**Our portfolio includes important private or public entities from Moldova, for which we have developed long-term projects, such as:**

- **Ministry of Justice, Republic of Moldova;**

- **Moldova Agroindbank (MAIB);**

- **National Integrity Authority, Republic of Moldova;**

- **National Bank of Moldova (BNM);**

- **The United States Agency for International Development's (USAID);**

- **Checchi and Company Consulting, Inc.;**

- **Millenium DPI Partners, SRL;**

- **E-Governance Agency, Government of Moldova;**

- **United Nations Development Program (UNDP Moldova);**

- **Romanian Commercial Bank (BCR) – Chisinau Branch;**

- **etc**

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Our customer portfolio also includes important entities from Romania and abroad, such as:
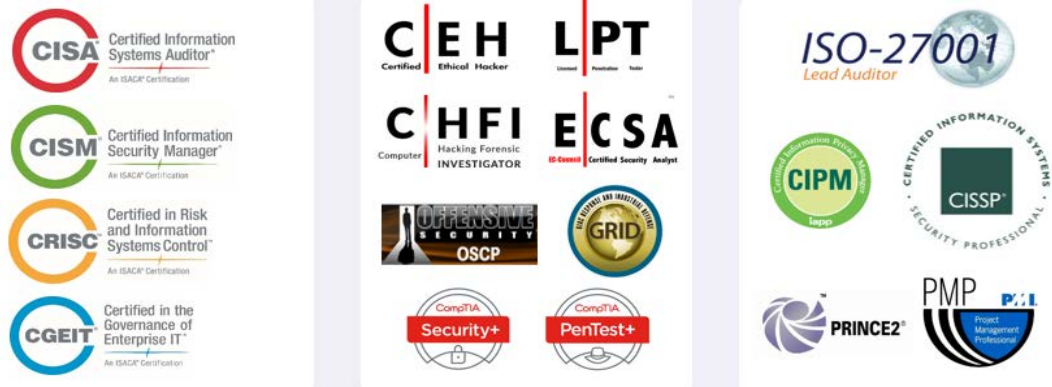


Our company holds relevant certifications for the provision of IT audit and consulting services:

**OMEGA Trust certifications:**



## 2.3 Team certifications

The members of our team have a significant experience in the field of IT audit and consultancy, being involved in projects of a wide diversity, experience which is also confirmed by the relevant qualifications and certifications obtained, among which are:

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## 2.4    Products and services

OMEGA Trust provides various IT audit and consulting services depending on the clients' needs. The most common services that we provide to our clients include the following:

1. **Consulting services**

   - o   Feasibility studies;

   - o   Consultancy in the design and implementation of IT systems;

   - o   Consulting for the preparation of technical documentation;

   - o   Consulting in the implementation of cyber security rules;

   - o   Consulting for the implementation of international standards such as ISO 27001, PCI DSS, Cobit and the best security standards in the industry;

   - o   Consulting for the development of IT policies and procedures;

   - o   Developing, implementing and testing Business Continuity and Disaster Recovery Plans;

   - o   Business processes analysis and re-engineering;

   - o   Project Management;

   - o   Assistance in implementing the cyber security norms specified by the European NIS Directive (Law 362/2018);

   - o   IT consulting services for implementing international standards such as ISO 27001 as well as best industry standards;

   - o   IT policies and procedures development;

   - o   IT consulting services for GDPR compliance;

   - o   Assistance in applications' implementation;

   - o   CISO, DPO and IT internal Auditor;

   - o   Data mining.

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## 2. IT Audit

- o IT security audits,

- o Cybersecurity vulnerabilities assessment and penetration testing (black box, grey box and white box);

- o Cybersecurity source code reviews;

- o Cybersecurity Red teaming;

- o Social engineering testing;

- o IT Audit and Conformity Assessment Services of the Cyber Resilience Management Framework in accordance with the requirements of national and international regulators;

- o Audit of compliance with the European NIS Directive (Directive on security of network and information systems)

- o Audit of the compliance with EBA/GL/2019/04 "Guide on the management of ICT and Security risks;

- o IT audits for Banking systems;

- o Audits of IT general controls and procedures;

- o IT audits for the Electronic Payment Systems (SEP);

- o IT audits according to the regulations issued by the Romanian Financial Supervisory Authority;

- o IT audits according to the regulations issued by the Romanian Digitalization Agency;

- o IT attestation audits for trust services providers;

- o IT audits for electronic archiving systems and datacenters;

- o Any other compliance IT audit - for certifying the fact that the organizations' information systems are compliant with the applicable laws and regulations;

- o Internal IT audits as per the necessities of the audited entities.

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## 2.5  About SmartGov SRL (Subcontractor)

Founded in 2023, SmartGov is an innovative and dynamic company dedicated to the digital transformation of public services and the enhancement of e-governance.

Our team, which is our greatest asset, comprises best-in-class experts with over 10 years of experience in the public sector. These professionals have played key roles in the digitalization of the Republic of Moldova, contributing directly to the technical and strategic processes of digital transformation. Many of our team members have also contributed to policy development in our country, authoring and co-authoring relevant acts such as the Public Services Act, including digital public services, digital identity in alignment with eIDAS, and interoperability frameworks. Their expertise spans digital transformation, ICT infrastructure, e-governance, cybersecurity, project management, and consultancy and policy development. This enables us to deliver complex and successful digital transformation projects, ensuring that we meet the evolving needs of modern public administrations.

SmartGov SRL specializes in a comprehensive range of services aimed at enhancing the efficiency, accessibility, and security of public services through digital transformation.
Our key areas of expertise include:

- **Public Service Digitalization**: Transforming traditional public services into digital ones to improve accessibility and efficiency. We focus on creating seamless, user-friendly digital experiences for citizens, making government services more accessible and efficient.
- **Public Service Reengineering**: Reinventing and optimizing public services with a citizen-centric approach. We analyze and redesign existing services to improve their efficiency and responsiveness to citizens' needs, ensuring a more effective delivery of public services.
- **Digital Identity**: Implementing national Public Key Infrastructure (PKI) and nationwide digital solutions, including mobile digital ID systems. Our solutions ensure secure and reliable digital identity verification for citizens, facilitating secure electronic transactions and interactions with government services.
- **Data Exchange and Interoperability**: Organizing and implementing national interoperability frameworks and platforms. We enable secure and efficient data exchange between government systems, enhancing the coordination and delivery of public services.
- **Digital Payments**: Implementing national digital payment gateways for public payments. Our solutions streamline and secure payment processes, making it easier for citizens to make payments for public services and ensuring efficient revenue collection for governments.
- **Open Data**: Organizing the opening of machine-readable and reusable datasets. We facilitate the release of public data in formats that can be easily accessed and utilized by the community, promoting transparency and enabling the creation of derivative value from public data.
- **Cloud Computing for Public Sector**: Organizing and implementing government private and hybrid clouds. We transform state information systems to become

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cloud-ready and cloud-native, ensuring scalable, flexible, and secure IT infrastructure for public services.

- **International Consultancy on Governance Digital Transformation**: Providing expert consultancy on digital transformation for governments worldwide. Our team offers strategic advice and technical support to help governments implement effective digital transformation strategies, leveraging best practices and innovative solutions in e-governance.

SmartGov SRL has already contributed to significant milestones through the expertise of its staff. Key achievements include the development and implementation of the Mobile Electronic Identity (MobiSign) technology, collaboration with various governments to develop and migrate public services to government cloud platforms, and participation in digitalization projects in countries in Europe, Central Asia and Africa. These collaborations have enabled us to gain insights into global best practices and innovative solutions in e-governance.

SmartGov SRL's team, while part of the e-Government Agency of the Republic of Moldova, designed and implemented the award-winning digital service ecosystem recognized by the International Telecommunication Union (ITU) and GovStack. At the World Summit on the Information Society Forum (WSIS Forum 2023) held in Geneva, Switzerland, in March 2023, the e-Government Agency won the Digital Service Design Special Prize for the Front-Office Digitization Platform (FOD)1.

The FOD, developed under the Modernization of Government Services Project with support from the World Bank Group, allows for rapid design and development of front-offices for digital government services. This platform integrates with all e-government systems in Moldova, including MConnect, MPass, MPay, MNotify, and others, all designed and developed by our team, thus facilitating seamless and efficient public service delivery.

The award recognizes the FOD's contribution to digital public services, aligning with UN Sustainable Development Goals by promoting inclusive and sustainable economic growth, creating solid infrastructure, and stimulating innovation. The FOD's success underscores SmartGov SRL's expertise in creating scalable and sustainable digital solutions that enhance the efficiency and accessibility of public services for citizens, businesses, and public service providers alike.

This recognition highlights SmartGov SRL's commitment to excellence and innovation in digital governance, showcasing the team's ability to deliver impactful and sustainable digital transformation projects on a global scale.

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# 3    Approach and methodology

## 3.1    Our approach

The main objectives of the project are:

1. Development of a Feasibility Study for implementing the NPWS "Mold-Alert" in the Republic of Moldova;

2. Development of the Technical documentation for technological solution identified in the Feasibility Study (technologies, equipment, software) required for the procurement and implementation phase of NPWS "Mold-Alert";

3. Development of the Tender documentation and other documents related to the NPWS "Mold-Alert" procurement procedure (bidding documents).

Our services will include, but will not be limited to:

• identifying the most appropriate technical and economic solution (including cost-efficiency ratio) for creating and implementing NPWS "Mold-Alert" to warn the population in case of danger or emergency situations;

• identifying and evaluating the social and economic impact of implementing the proposed technical solution;

• estimating the costs of implementation, maintenance for a minimum period of 5 years and operational costs of NPWS "Mold-Alert";

• providing a comprehensive technical and economic basis for the selected technical solution;

• evaluating the current legal framework relevant to the field under consideration;

• conducting risk analysis associated with the implementation of the NPWS "Mold-Alert" system;

• preparing the tender documentation for the procurement and implementation procedure of the NPWS "Mold-Alert" in accordance with the applicable Standard Procurement Documents of the World Bank;

• preparing the impact assessment for substantiating the draft normative documents to be developed/amended.

Please find below our detailed approach for the project:

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1. **Development of a Feasibility Study for implementing the NPWS "Mold-Alert" in the Republic of Moldova**

We will develop a feasibility study aimed to evaluate the potential implementation of the NPWS "Mold-Alert" in the Republic of Moldova.

In order to develop this feasibility study, we will conduct a comprehensive review of existing studies on public warning systems in other countries, as well as the existing infrastructure and technology in the Republic of Moldova. We will collect data from governmental reports, health records, environmental studies, and existing public warning system records, as well as conduct interviews with stakeholders to gather insights and opinions on the need and readiness for NPWS "Mold-Alert".

We will evaluate the technical aspects of implementing NPWS, including conducting an assessment of existing communication and IT infrastructure to support the system, determine the necessary technology and software for the system and assess how the system can integrate with existing emergency response and public health systems.

We will analyze the economic viability of the project, including a cost-benefit analysis, identifying potential funding sources (government budgets, international aid, private sector investment), and develop financial projections for implementation and maintenance costs.

We will also evaluate operational aspects such as the availability of skilled personnel to manage and operate the system and training requirements for stakeholders and system operators.

The Feasibility study will include the following:

- General provisions, including but not limited to:
    - general information on the investment purpose of NPWS "Mold-Alert";
    - main investor, if applicable, secondary investor;
    - the beneficiary of the investment;
    - developer of the Feasibility Study and specific documentation
- Current situation and the need for development of the NPWS "Mold-Alert" system, including but not limited to:
    - presentation of the context: relevant policies, strategies, legislation and agreements, institutional and financial structures (MD and EU), including gaps in legislation;
    - preliminary analysis of the situation, need and opportunity to implement NPWS "Mold-Alert" in the Republic of Moldova, as well as shortcomings (social impact, risk factors, impact on environmental factors, estimations of manpower involved, etc.);

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- objectives expected to be achieved following the implementation of the NPWS "Mold-Alert"

- Identification and presentation of possible technical-economic solutions, including but not limited to:

  - a limited number, at least 2 technological solutions based on the existing infrastructure in the Republic of Moldova, and at least 2 scenarios or options for each of the feasible solutions to achieve the investment purpose - NPWS "Mold-Alert" analysed in the Feasibility Study and specific documentation;

  - strategy for implementation, exploitation and operation of the system, including identification of the technological component of the technical solution of the system;

  - main technical-economic indicators relating to the proposed technical solution or option which will include:

    - maximum indicators, i.e. the total value of the proposed technical solution, in EUR;

    - minimum indicators, i.e. performance and quality indicators of the proposed technical solution according to the applicable standards;

    - financial, social-economic, impact, result and operational indicators, established according to the proposed technical solution;

    - estimated duration of implementation of the proposed technical solution, by modules, in months;

    - draft of the proposed technical solution or options with argumentation of the advantages.

- Conclusions and Recommendations, which will include but not be limited to:

  - comparison of recommended technical-economic solutions/ options;

  - recommended technical-economic solution/ option.

The Feasibility study shall be drawn up based on the following criteria:

- compliance of the solution with public warning needs, including the level of coverage of the technological solution and the ability to reach as many end recipients as possible (geographical coverage, percentage of population coverage, notification speed, notification areas, ability of mobile devices to receive warning messages, notification of persons with special needs, notification of foreign persons temporarily in the Republic of Moldova (including in international languages), security assurance, simple system operation, reliability and simplicity of the recommended solution architecture, enhanced communication possibilities, automation of some processes);

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- definition of eligibility criteria;

- evaluation of possible solutions;

- submission of an evaluation summary.

We will ensure the compliance of the solution with national and EU legislation, by:

- identifying the affected normative documents and possible normative gaps;

- conducting an assessment of compliance with the requirements of relevant normative documents;

- submitting an assessment summary.

We will evaluate the costs of the solution and terms of implementation by:

- collecting relevant information from providers of publicly available electronic communications networks and services;

- collecting information from manufacturers and providers of public warning systems;

- collecting other relevant information and data.

We will present in the Feasability study at least 2 (different) technological solutions successfully implemented in EU countries, which are eligible for the Republic of Moldova, and we will include, for each of them, a description of the solution, technological description, warning dissemination process, experience in the implementation process, shortcomings, financing and costs, etc.

We will include in the Feasability study a comparative overview of eligible solutions for the Republic of Moldova (according to warning capabilities).

Also, we will present in the study an assessment of the strengths and weaknesses of the optimal solution and alternative solutions.

We will ensure the proposed technological solution for the public warning system in the Republic of Moldova will comply with the provisions of the European Electronic Communications Code (Article 110, Directive (EU) 2018/1972), the recommendations of the BoR (19)255 (BEREC (Body of European Regulators for Electronic Communications) guidelines on how to assess the effectiveness of public warning systems transmitted by different means) and the 3GPP, ETSI/EU-Alert standards.

We will ensure the proposed technological solution for the public warning system in the Republic of Moldova will be a modular one, which will allow phased implementation without affecting the functionality of the system.

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The core module of the proposed technological solution will be the main element of the system, around which the other modules (electronic sirens, radio, TV, internet, applications, etc.) will be connected.

In the Feasibility Study, we will recommend the optimal techinal-economic solution for the redundancy of the warning system for implementation in the Republic of Moldova.

The technical-economic solution will provide interfaces for interconnection with other information systems (Application Programming Interface).

The technological solution will enable the use of artificial intelligence.

Based on research, feedback and data collected in the country, the Feasibility Study will provide an overview and overall assessment of the use of different types of information and communication technologies (ICTs) to reach the population at risk, with a focus on mobile communication networks as well as other technologies and mass information sources. Therefore, the study will include a brief description of the country's hazard risk profile and a baseline assessment of ICT infrastructure to measure connectivity levels.

The Feasability study will include an analysis of the necessary steps to be taken for the implementation of the warning system via land mobile communication services, including feasibility, advantages and disadvantages of centralised versus decentralised typologies.

The Feasability study will include a proposal to use a Common Alerting Protocol applied to all warning delivery media (mobile, broadcast, TV, electronic sirens, etc.).

The Feasability study will define established channels/media for the transmission of warnings according to their type (missing children alert, natural emergency alert, security and public order alert, etc.), which will follow 3GPP and ETSI/EU-Alert recommendations.

The Feasability study will include recommendations on how to include other means of disseminating warning messages, such as radio and television, social media, electronic sirens, etc.

The Feasability study will include a detailed description of the types of warning messages that the NPWS "Mold-Alert" will generate and the entity responsible for their content for each type.

The proposed and recommended technical-economic solutions must ensure the functionality of the NPWS "Mold-Alert" in the context of the organization chart of the central public authorities and their subordinate authorities that manage risks and hazards in case of emergency and exceptional situations, based on the specific risks characteristic of the country.

Therewith, the documentation will propose an efficient solution for the notification of the dangers of emergency and exceptional situations (either as witnesses or managers of the potential risk) by the population, economic agents, and local public administration

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authorities. To this end, solutions will be proposed for integrating information into the operationalisation process, which will ensure an optimal selection procedure.

We will ensure that the NPWS "Mold-Alert" activity is flexible and adaptable so that its functionalities (observation, processing, planning, notification, alerting) are grouped around a specific workflow consisting of the following components: monitoring, decision support and information management.

The proposed solutions will ensure the possibility of interconnection with automated systems for monitoring risks and their evolution in real-time so that the dissemination of pre-established warning notifications is carried out on a priority basis to the areas/people likely to be affected.

The Feasibility Study will describe in detail:

- The types of risk generated by exceptional situations of a technogenic, natural, biological-social, public order and military nature;

- information flow process concerning the reception (accumulation) of information by public authorities and institutions monitoring risk types;

- warning process, both narrative and schematic, which will be supported by the proposed technological solution under national requirements and standards.

The Feasibility Study will identify the institutions responsible for creating and disseminating the warning message depending on the type of risk and will define their primary and/or secondary roles and responsibilities.

The Feasibility Study will include cost estimates for the implementation of the NPWS "Mold-Alert" (direct, indirect, maintenance and other necessary costs incurred by other entities for 5 years).

The Feasibility Study will contain the well-defined NPWS "Mold-Alert" implementation plan and actual terms of implementation.

The Feasibility Study will contain scenarios for the final tests required to put the NPWS "Mold-Alert" into operation, as well as scenarios for periodic testing.

The Feasibility Study will include the analysis of the national regulatory framework with proposals for modification and/or addition for the implementation of the warning system identified and recommended for implementation in the Republic of Moldova.

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2. **Development of the Technical documentation for technological solution identified in the Feasibility Study (technologies, equipment, software) required for the procurement and implementation phase of NPWS "Mold-Alert"**

Starting from the feasability Sudy, we will develop the technical documentation for the procurement and implementation phase of NPWS "Mold-Alert". We winn conduct meetings or workshops with key stakeholders (project sponsors, technical teams, end-users) and gather detailed input on requirements, expectations, and potential constraints.

The Technical Documentation will mainly describe the technical concept of the technical-economic solution/option identified in the Feasibility Study, recommended and accepted by the Republic of Moldova, technical requirements and parameters specifications in terms of minimum and maximum compatibility with national systems taking into account the technical-scientific progress for at least 5 years of operation of NPWS "Mold-Alert" from the moment of its implementation.

We will ensure the Technical documentation covers the optimal technological solution identified and proposed in the Feasibility Study.

The Technical documentation shall include:

- Technical requirements for NPWS "Mold-Alert" according to the optimal technological solution identified in the Feasibility Study;
- Technical concept for NPWS "Mold-Alert", developed under the normative acts in force in the Republic of Moldova.

The Technical documentation will contain the list of standards that will apply to the proposed technological solution, ensuring the functionality of all modules regardless of the implementation stage.

The Technical documentation will describe the system architecture, users, hardware and software components of NPWS "Mold-Alert", user interface, data flows, data processing, storage and archiving, communication networks, functional and non-functional requirements for NPWS "Mold-Alert", reports generated by the system, security and redundancy aspects of NPWS "Mold-Alert", security and compliance, performance, scalability and accessibility.

We will ensure that adding additional functions will not affect the functionality of the system.

The Technical requirements will be structured according to the following criteria: number, name, description and priority (mandatory, optional, for the future, informative).

The Technical documentation prepared will be compliant, detailed and sufficient for the successful implementation of NPWS "Mold-Alert" in the Republic of Moldova.

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3. **Development of the Tender documentation and other documents related to the NPWS "Mold-Alert" procurement procedure (bidding documents)**

We will develop the tender documentation for the NPWS "Mold-Alert" procurement procedure to ensure a comprehensive, clear, and legally compliant set of bidding documents.

The Tender documents will include an introduction, background, scope of work, and objectives of the "Mold-Alert" project. We will detail the technical requirements, standards, and specifications for the Mold-Alert system.

The Tender documents are to be prepared for the NPWS "Mold-Alert" system described in the Feasability Study, with the acceptance of the Beneficiary.

We will develop the Bidding Document using the latest applicable version of the Standard Procurement Document of the World Bank.

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## 3.2 Deliverables

We confirm that the activities relating to the preparation of the Feasibility Study and the documentation referred to in these Specifications will start from the date of signature of the service contract.

Workshops and consultation sessions are to be held with interested entities/ institutions from the date of registration of the contract until final acceptance.

We will submit to the Beneficiary the progress report on the preparation of the Feasibility Study and the documentation referred to in these Specifications.

The progress for each stage will be assessed based on the objectives proposed in the work plan drawn up by the Provider and those indicated in these specifications.

We understand that the deadline for the Final acceptance and submission to the Beneficiary of the Feasibility Study and the documentation drawn up according to the Specifications is 150 calendar days from the date of registration of the contract.

We estimate that we will finish the project in 118 days.

Please find below our proposed activities' deadline:

| No. | Document name / | Number of calendar days/% completion of action | | | | | | |
|-----|-----------------|------|----|---------|---------|---------|---------|-----------|
|     |                 | 0-10 | 20 | 50      | 75      | 90      | 100     | 118       |
| 1.  | Feasibility Study | DP | PC | RC (25 %) | RC (50 %) | RC (75 %) | RC (95 %) | R (100 %) |
| 2.  | Technical documentation | DP | PC | RC (25 %) | RC (50 %) | RC (75 %) | RC (95 %) | R (100 %) |
| 3.  | Tender documentation | DP | PC | C | RC (25 %) | RC (50 %) | RC (95 %) | R (100 %) |

Requirements for the work process.

D - Discussion on how to elaborate and concretize the technical task with the presentation of the work plan for the reporting periods;

P – Activity plan drawn up by the Provider and notified to the Beneficiary;

C – Consultations with stakeholders;

R - Report showing the percentage of the documentation executed.

Our deliverables will be documented both in English and Romanian.

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Note: The abovementioned plan is based on the assumption that the Beneficiary and related parties will be available according to the schedule and that the information requested will be provided by the Beneficiary in due time. Any delays in the availability of the Beneficiary and in providing the information may translate in delays of the project phases from the plan.

## 3.3 Quality Control of Documentation drawn up under the Service Contract

We confirm that the documentation will be drawn up as per international standards concerning the preparation of feasibility studies, technical documentation and primary documentation for the procurement procedure.

In case it is necessary, the documentation will have attached - opinions, copyright agreements and collaboration agreements enabling the implementation process of the NPWS "Mold-Alert".

All deliverables will be delivered to the Beneficiary based on delivery and acceptance documents, that will be drafted in the format and style guide previously agreed upon.

All deliverables will be checked for accuracy and quality by a designated reviewer. No document will be delivered to the Beneficiary unless it is reviewed by a senior analyst or manager. We will conduct the following types of review:

- o **Peer Review** – all project outputs will be evaluated by peers involved in the project, in order to maintain or enhance the quality and performance of the artefact.

- o **Formal Review** – a structured examination of all deliverables will be conducted by an assigned formal reviewer (senior analyst or manager).

- o **Milestone Reviews** – these are mandatory reviews that ensure that the work required for the specific task/ state is complete and the project or task is ready to enter the next state.

Our CEO will be the Project Manager of the projects and will be actively involved in reviewing the deliverables.

- o **Project monitoring and control.** During the whole course of the projects, the project will be monitored against the established plan. Upon identification of an issue, corrective actions are planned and managed to closure. The subcontractor is also subject of monitoring and control activities.

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We will conduct internal project status meetings on a weekly basis, during which we will review the project progress, milestones, any identified risks or issues and the status of any corrective actions.

Omega Trust is certified for ISO 9001:2015, ISO 27001, ISO 20000 and ISO 14001. Each manager has quality assurance and control responsibilities for his department. Each Activity has an execution phase, a review phase based on the 4-eyes principle and a delivery preparation phase, where each deliverable is carefully reviewed by a manager before being delivered to the client. Each senior consultant has a reviewer role for work done by the other members of the team.

During the project, all the work of the consultants will be reviewed by an upper level in order to ensure best quality deliverables.

Additionally, Omega Trust is a member of NEXIA International, a leading, global network of independent accounting and consulting firms. NEXIA conducts regular reviews and audits of the companies under its membership.The Documentation will be prepared both in English and Romanian.

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## 3.4 Project team

To provide the services described above, we have assembled an experienced team, with significant experience in this field. Please find below a brief description of the key members which will be involved in the work for this project.

**Cosmin Macaneata – Project Manager (Omega Trust)**

**Cosmin Macaneata** is Managing Partner within our Company and will serve as Project Manager.

Cosmin has over 20 years of experience in the field, being responsible for coordinating more than 900 IT projects both in Romania and abroad.

Prior to working with us, Cosmin worked for five years for a multinational audit Company where he coordinated the IT Advisory teams in providing audit and IT advisory services.

So far Cosmin has been involved in projects such as:

- feasibility studies;
- designing IT systems
- business analysis
- defining specifications for IT applications from a functional, technical point of view and public procurement procedures
- preparation of acquisition documentation for public and private institutions;
- consultancy for the development of documentation for the acquisition of IT solutions from various industries, including at the public and governmental level
- analysis of IT systems;
- assessment and design of IT solutions and architectures
- development of functional specifications for the implementation of IT systems,
- development and implementation of crisis and business continuity management documentation,
- development and reviews of IT operational and security procedures for compliance with ISO 27001 standard,
- security audits for IT infrastructure,
- implementation of information security management systems according to ISO 27001: 2013,
- process reviews and IT controls in accordance with industry best practices or various standards (such as ISO / IEC 27002, ISO 27001: 2013, ITIL, COBIT, ISACA, etc.),
- audits for compliance with GDPR requirements,
- compliance audits for the data centre authorization conditions,
- internal IT audits, etc.

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Cosmin is certified in:

- Project Management;
- CISA;
- ISO 27001 Lead Auditor;
- CEH v10 (Certified Ethical Hacker);
- Cyber security auditor (issued by Romanian National Cybersecurity Directorate);
- ISO 27005 Risk Manager;
- CIPM (Certified Information Privacy Manager);
- Data Protection Officer;

Cosmin successfully managed relevant projects in the Republic of Moldova for Beneficiaries, such as:

- Ministry of Justice
- Moldova Agroindbank (MAIB);
- National Integrity Authority;
- National Bank of Moldova (BNM);
- The United States Agency for International Development's (USAID);
- Checchi and Company Consulting, Inc.;
- Millenium DPI Partners, SRL;
- E-Governance Agency, Government of Moldova;
- United Nations Development Program (UNDP Moldova);
- Romanian Commercial Bank (BCR) – Chisinau Branch;
- etc

### Andreea Geanta – Economic-financial expert (Omega Trust)

Andreea Geanta has 10 years of experience in consultancy activities for financial advisory, feasibility studies and consulting, accessing non-reimbursable funds.

She was involved in a large number of projects, that included:

- Developing business plans, feasibility studies, conducting technical-economic analyses, market studies, and investment opportunity analyses for business development purposes;
- Preparation of acquisition documentation for public and private institutions;
- Consulting for accessing non-reimbursable funds by defining the Client's financing needs and targeted business investment, identifying the financing program, verifying the eligibility of the client and investment in accordance with the requirements of the recommended financing program considered optimal for financing the investment in order to access non-reimbursable funds.;
- Preparing the necessary documentation for obtaining non-reimbursable funds in accordance with the provisions of the Financing Guide and the specific standard forms of the financing program such as: Business Plan, Feasibility Studies, Investment Opportunity Analyses, and Market Studies, etc.

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- Providing technical-economic assistance to the client throughout the entire development of the fund access file until the actual submission of the financing file to the Funding Authority
- Providing technical assistance and support to the Client during the administrative verification of project eligibility and the technical-economic stage, assisting in the preparation of responses to clarification requests received during these two project evaluation stages;
- Implementing, monitoring, and coordinating projects financed by European and governmental funds;
- Analyzing the evolution of financial data to assess the economic and financial impact and strategic implications in the context of different investments

Andreea holds a Master Degree in Project Management and a Bachelor's degree diploma in the field of economics.

### Iurie Turcanu – IT Senior Consultant (Smartgov SRL)

**Iurie Turcanu** is an expert with ten years of experience in leading the digital transformation at the national level as Deputy Prime Minister on Digitalization, Chief Information Officer of the Government of Moldova or Chief Digital Officer at e-Governance Agency.

Also, he has twelve years of hands-on experience designing and implementing Republic of Moldova's e-Transformation agenda; co-author of Moldova's e-Transformation strategic program; leading co-author in defining government-wide enterprise architecture; key actor in designing Moldova's Program for Modernization of Government Services.

Iurie has over fifteen years of experience designing and developing enterprise large-scale IT solutions in public and private sectors and over twenty years of experience in software engineering.

He was involved in a large domain of activities, such as:

- Digital Governance – as government CIO and CTO led the implementation of e-Transformation Agenda of the Government of Moldova;
- IT in Public Administration – governed IT platforms and infrastructures at the national government level;
- Enterprise Architecture – defined and lead the implementation of elements of government-wide enterprise architecture;
- Cloud computing – lead the phased implementation of hybrid (private and public) government cloud; transformation for and migration to cloud of information systems; design and development of cloud-native information systems;

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- Electronic Identity - concept, design and implementation of governmental identity and digital signature services;
- Data exchange and interoperability – concept, design and implementation of national data exchange framework;
- Open Governance – open data, open contracting, e-democracy;
- Digital solutions analysis and design – including functional and non-functional requirements gathering and analysis, development of technical specifications, development of architecture and design of enterprise grade digital solutions

### Ion Stati – IT Consultant (Smartgov SRL)

**Ion Stati** is an expert with great experience in the domains of Information Security, Public Key Infrastructure, VAS services, and WEB-based Solutions, with a deep understanding of their technical details and more than 5 years of experience as Team Leader of technical teams.

His experience also includes:

- System design and architecture
- Conduct in-depth technical assessments of existing IT&C applications/systems to determine their readiness for migration to the government cloud platform.
- Develop comprehensive recommendations for the migration of IT&C applications/systems, including necessary corrective and adaptive measures to enhance cloud compatibility;
- Identify necessary security controls for the cloud migration process in compliance with established data classification models and methodologies
- Develop and submit detailed reports on the technical analysis of IT&C systems
- Develop and implement solutions to improve system performance and reliability
- Data integration and management
- Information security
- Workflow automation
- Change management

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### Gheorghe Pantaz - IT Consultant (Smartgov SRL)

**Gheorghe Pantaz** has over 12 years of experience in the information technology field. His experience includes:

- Conducting in-depth technical and business analyses of IT&C applications and processes designated for cloud migration, ensuring their readiness and compatibility.
- Developing and implementing strategies and policies for the management of government ICT infrastructure
- Reviewing and advising on technical guidelines and documentation
- Ensuring the successful delivery of project milestones in accordance with the Reimbursable Advisory Services agreement, contributing to timely and effective outcomes;
- Assisting in the incorporation of cybersecurity best practices into organizational operations, planning, and procurement for critical infrastructure entities
- Supporting the development and implementation of cybersecurity policies and legislation at both local and regional levels
- Providing advice and guidance to government officials on cybersecurity investment needs, standards, and security controls
- Ensuring compliance with relevant laws, regulations, and industry standards related to IT and cybersecurity

### Andrian Sova – IT Consultant (Smartgov SRL)

**Andrian Sova** has great experience in the information technology field. His experience includes:

- Develop and/or coordinate development concepts, technical specifications, terms of reference
- organizing and directing the activities of the cyber security incident management service
- implementing policies to prevent and counter incidents within cyber infrastructures according to competence
- planning and conducting complex in-country and international procurements
- identifying, recording, classifying and analyzing cyber security incidents
- ensuring the organizational framework and technical support necessary for the exchange of information between various CERT-type teams
- consulting and developing recommendations for solving and preventing cyber security incidents
- consultancy and coordination of the reengineering process for regulatory compliance and evidence management informational systems
- development of the high-level system's architecture
- development of the national regulatory framework of informational systems

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### Dan Sora – IT Senior Consultant (Omega Trust)

**Dan Sora** has been working with us for 13 years, during which he conducted numerous IT audit and consulting projects.

Dan's experience includes consulting projects, in which he was involved, such as:

- feasibility studies;
- analysis of business requirements and definition of functional specifications for information systems,
- consultancy for the development of documentation for the acquisition of IT solutions from various industries, including at the public and governmental level
- post-development revisions of information systems,
- development and review of operational and IT security procedures for compliance with international standards such as ISO 27001 or COBIT,
- development of Business Continuity and Disaster Recovery Plans,
- development and review of documentation necessary to obtain accreditation for the provision of certification services,
- Review of ICT Systems;
- Evaluation of IT networks;
- Review database management practices for optimization, security, and support of operations;
- Evaluate the Beneficiary's development of current and future IT infrastructure needs,
- Identify inefficiencies or gaps,
- Audit the visions and identify gaps in current capacity planning and hardware resourcing strategies,
- analysis and optimization of business processes, etc..
- security audits for IT infrastructure,
- process reviews and IT controls in line with industry best practices or functionality audits for Enterprise Resource Management (ERP) systems.

Dan is certified in:

- CISA (Certified Information Systems Auditor);
- CEH v10 (Certified Ethical Hacker);
- CompTIA Security+;
- Cyber security auditor, certificate issued by Romanian National Cyber Security Directorate;
- ISO 27001 Lead Auditor;
- ISO 27001 Lead Implementer;
- CIPM (Certified Information Privacy Manager)

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- Data Protection Officer.

### Nona Gorgos – Senior IT Consultant  (Omega Trust)

Auditor and process designer with more than 12 years of experience in software development and IT services management companies, Nona has gained significant experience in auditing processes across a wide range of areas (IT, Human Resources, Purchasing, Logistics, Security, Project Management, etc.) and various ISO standards, including ISO 27001, ISO 20000, ISO 14001, ISO 9001, SA 8000, OHSAS 18001, CMMI Dev.

Relevant Experience:

- Carrying out business requirements analysis activities

- Development and implementation of crisis and business continuity management documentation;

- consultancy for the development of documentation for the acquisition of IT solutions from various industries, including at the public and governmental level

- Implementation of Quality Management System (QMS) according to the ISO 9001 standard;

- Review of ICT Systems;

- Evaluation of IT networks;

- Review database management practices for optimization, security, and support of operations;

- Evaluate the Beneficiary's development of current and future IT infrastructure needs

- Identify inefficiencies or gaps

- Audit the visions and identify gaps in current capacity planning and hardware resourcing strategies

- Suggest improvements for enhancing agility, efficiency, and responsiveness

- Review of the back-up planning strategies;

- Implementation of Information Security Management Systems (ISMS) according to the ISO 27001 standard;

- Maintenance and improvement of Service Management System (SMS) according to ISO 20000-1 and ITIL framework;

- Maintenance and improvement of other management systems according to ISO 14001, SA 8000, OHSAS 18001 standards;

- Implementation of software development and support processes according to CMMI Dev.;

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- Consultancy on national / international standards and internal regulations and procedures;

- Internal audits according to various ISO standards;

- Supplier audits according to various ISO standards;

- Process and methodologies training;

- Consultancy in GDPR implementation.

Nona holds certifications such as:

- ISO / IEC 27001: 2022 – Lead Auditor;

- Internal Auditor for Quality Management Systems according to ISO 9001: 2015;

- ISO/IEC 20000 Lead Auditor;

- ITIL Foundation Certificate in IT Service Management;

- VDA 6.3 Process Auditor)

- Data Protection Officer

### Vadim Vintila – Legal Consultant (Smartgov SRL)

Vadim will act within th team as Legal Consultant. He has over 12 years of experience in legal expertize and public procurement.

He was involved in a large number of projects, within which he carried out activities such as:

- analyze in detail the existing primary and secondary legislation related to the government cloud and the provisions of Component 7 (Digital Transformation) of Romania's National Recovery and Resilience Plan (NRRP);

- conduct a gap analysis of the existing cloud-related legislation and advise on the need for development of other relevant subsidiary legislation and/or amendment of existing legislation;

- requirements and technical measures to ensure the performance and cybersecurity of the government cloud platform;
- provide recommendations on international good practices on the aspects related to subsidiary legislation;
- develop draft normative acts in the field of modernization of public services and digital transformation;
- ensure the coordination of the activity of other Legal Specialists acting in the Department of IT Project Implementation;

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- develop the documentation for the award of the public procurement (Notice of Intent, Participation, Documentation standard, DUAE), publication in the RSAP SIA, ensuring effective communication with tenderers in the procedure, draft contracts, preparation of reporting documents and their publication in the BAP (report,award notice);
- support in the process of organizing and conducting public procurement procedures, in accordance with the provisions of Law no. 131/2015 on public procurement
- expertise of draft policy documents / normative acts / methodological documents / technical concepts in the fields of modernizing government services, electronic governance and related information technologies, developed by ministries and other central administrative authorities.

### Non-key experts

### Vlad Domnica – IT Consultant 1 (Omega Trust)

**Vlad Domnica** will act within the team as an IT Consultant.

Vlad has carried out numerous IT consulting and audit projects in order to align clients with certain standards or laws from local or international legislation, such as:

- Review of ICT Systems;
- Drafting functional and non functional specifications for IT systems
- Analyze the business continuity planning process;
- Review database management practices for optimization, security, and support of operations;
- Evaluate the Beneficiary's development of current and future IT infrastructure needs
- Identify inefficiencies or gaps
- Audit the visions and identify gaps in current capacity planning and hardware resourcing strategies
- Evaluation of IT networks;
- IT Audits of the banking systems;
- IT Audits for the compliance with the European NIS Directive;
- IT Audits for the electronic payment systems (SEP);
- IT Audits for the data center authorization requirements;
- Technical audits for IT systems financed by European funds;
- Development of operational procedures according to the ISO 27001:2013 standard,

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- Implementation of information security management systems according to the ISO 27001:2013 standard;

## Vlad Nita – IT Consultant 2 (Omega Trust)

**Vlad** will act within the team as an IT Consultant.

Vlad has carried more than 80 projects, in order to align clients with certain standards or laws from local or international legislation, such as:

- analyze the business continuity planning process;

- drafting functional and non functional specifications for IT systems;

- testing functional and non functional specifications for IT systems;
- review database management practices for optimization, security, and support of operations;
- evaluate the Beneficiary's development of current and future IT infrastructure needs

- identify inefficiencies or gaps

- audit the visions and identify gaps in current capacity planning and hardware resourcing strategies

- auditing of Internet banking and mobile banking systems;

- auditing the requirements regarding the authorization of data centers and the approval of payment instruments with remote access;

- technical audits for IT systems financed by European funds;

- functional and performance tests;

- development of operational procedures according to the ISO 27001:2013 standard, implementation of information security management systems according to the ISO 27001:2013 standard;

- development of risk registers;

Within the projects, Vlad gained experience in auditing IT systems such as: internet banking systems, Core-Banking systems, electronic archiving systems, electronic signature supply systems, management systems and issuing insurance policies.

Vlad has provided IT audit services for more than 60 companies from several industries, such as: Financial Services Industry, Insurance Industry, Banking Industry, IT Industry, Public Institutions, Telecommunications, etc.

Also, Vlad holds the ISTQB Foundation Level certification.

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### Irina Rusu – Economic-financial expert (Omega Trust)

Irina Rusu has over 20 years of experience in consultancy activities for financial advisory, feasibility studies and consulting, accessing non-reimbursable funds.

She was involved in a large number of projects, that included:

- Developing business plans, feasibility studies, conducting technical-economic analyses, market studies, and investment opportunity analyses for business development purposes
- Preparation of acquisition documentation for public and private institutions;
- Consulting for accessing non-reimbursable funds by defining the Client's financing needs and targeted business investment, identifying the financing program, verifying the eligibility of the client and investment in accordance with the requirements of the recommended financing program considered optimal for financing the investment in order to access non-reimbursable funds.;
- Preparing the necessary documentation for obtaining non-reimbursable funds in accordance with the provisions of the Financing Guide and the specific standard forms of the financing program such as: Business Plan, Feasibility Studies, Investment Opportunity Analyses, and Market Studies, etc.
- Providing technical-economic assistance to the client throughout the entire development of the fund access file until the actual submission of the financing file to the Funding Authority
- Providing technical assistance and support to the Client during the administrative verification of project eligibility and the technical-economic stage, assisting in the preparation of responses to clarification requests received during these two project evaluation stages;
- Implementing, monitoring, and coordinating projects financed by European and governmental funds;
- Analyzing the evolution of financial data to assess the economic and financial impact and strategic implications in the context of different investments

We have an extended pool of more than 20 similar experts which may be involved in the project if necessary.

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# 4  References

In order to carry out the proposed services, we set up a team with extensive experience in the field of IT audit and Consul So far, the members of this team have provided this type of services for more than 700 clients. Please find, below, a selection of the most representative projects carried out and information about clients:

- Development of a Concept for a New e-Integrity information system for the Moldovan Courts, including architecture, functional and non functional specifications, evaluating the financial costs, etc - **Checchi and Company Consulting for the final beneficiary the National Ministry of Justice of Republic of Moldova;**

- Analysis of the infrastructure of the e-Integrity system used within the Judiciary System of Moldova. The project included analysis of aspects relevant for the quality and usability of the system and provide technical recommendations - **Checchi and Company Consulting for the final beneficiary the National Ministry of Justice of Republic of Moldova;**

- Analysis of the existing system and Development of the functional and technical requirements and the RFQ documentation for the new integrated document management system to be acquired by the **National Bank of Romania;**

- Analysis of the existing system and Development of the functional, architectural and technical requirements and the RFQ documentation for the new integrated management system to be aquired (Prisoner Management System on Web – PMS Web) - **National Administration of Penitentiaries;**

- Carrying out feasibility studies for all projects managed by the IT Department, including a component of performing a cost-benefit calculation based on a cost-benefit analysis study in internal and inter-institutional context, within the project of consulting services related to ISO 27001 and ISO 20000 standards for **Agency for the Financing of Rural Investments (AFIR) – 4 projects;**

- Feasibility study for a 112 Emergency Solution in Moldova in line with European best practice implementations, including legal requirements and business requirements analysis, preparation of technical specifications for the technical solution based on the legal requirements analysis. Project done as subcontractor

- Consultancy services for preparation and drafting of a feasibility study for ADREM **AUTOMATION SRL**

- Consultancy services for preparation and drafting of a feasibility opportunity study for the investment foreseen by **CAFEA FORTUNA SRL**

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- Consultancy services for preparation and submission of the funding application, the feasibility study, and the supporting documentation prepared for obtaining non-reimbursable funding for **FLORANEL SRL**

- Consultancy services for preparation and submission of the funding application, the feasibility study, and the supporting documentation prepared for obtaining non-reimbursable funding under PNRR C6 Programme for **URLEASCA WIND FARM SRL, part of Big Energia Holdings Kft**

- Integrated Case Management System (ICMS) quality analysis services from governance, functional, security, technological, data and usage perspectives for the **Ministry of Justice, Republic of Moldova (World Bank Project);**

- e-Integrity system quality analysis services from governance, functional, security, technological, data and usage perspectives for the **National Integrity Authority, Republic of Moldova (World Bank Project)**;

- Consulting services to assess the quality and the security of the information systems deployed within MCloud environment, for **P.I. e-Governance Agency, Republic of Moldova.** The services included functional and non-functional testing, load and stress testing, penetration testing, security code review etc.

- Security advisory services for the e-Integrity system, including vulnerabilities assessment, penetration testing and audit of controls **(Milennium DPI Partners SRL Moldova for the final beneficiary: Ministry of Justice);**

- Consulting services to develop standards and procedures related to cyber security for Government Private Cloud Computing Platform and IT Management of the Government IT Infrastructure for **E-government Center of the Republic of Moldova, Chisinau;**

- IT security audit for new implemented IT applications, including penetration testing and security code review for **E-government Center of the Republic of Moldova, Chisinau;**

- Consulting services for implementing the ISMS and QMS according to ISO 27001 and ISO 9001 standards for **E-government Center of the Republic of Moldova, Chisinau;**

- IT security audit including security vulnerability assessment and penetration tests for **Moldova AgroindBank**, **Chisinau (2 projects);**

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- Security vulnerability assessment and penetration tests for the **National Bank of Moldova (2 projects);**

- Analysis of the IT environment and the provision of improvement recommendations and the development of specific documentation to improve data security and the IT function in general for **Altex Romania;**

- Consulting and assistance services in the analysis of existing IT systems, including the development of IT operational procedures for recertification according to ISO 27001: 2013 for **Romanian Agency for Payments in Agriculture (APIA) (5 projects);**

- Consulting and assistance services in the analysis of existing IT systems, including the development of IT operational procedures for recertification according to ISO 27001 for **DocProcess** - **4 projects;**

- Consulting and assistance services in the analysis of existing IT systems, including the development of IT operational procedures for recertification according to ISO 27001, for **Arnia Software;**

- Consulting services for the recertifications of ISO 27001, ISO 9001, ISO 14001 and ISO 45001 standards, for **Total Soft SA (3 projects);**

- Consulting services for enhancing the ISMS to the 2013 version of the ISO 27001 standard, including the development of IT operational procedures and development of the BCMS improvement plan for **Huawei Technologies Switzerland**;

- Consulting services for assessment risks and defining controls for suppliers for **Huawei Technologies Switzerland**;

- Consulting services for monitoring and preparing the ISMS for the certification audit, including including the development of IT operational procedures and development of the BCMS improvement plan for **Huawei Technologies Switzerland - 2 different projects**

- Consulting services for the implementation of the ISMS, including the development of IT operational procedures and development of the BCMS improvement plan for **Huawei Technologies Switzerland**

- Consulting services for the implementation and maintenance of the ISMS, including the development of IT operational procedures and development of the BCMS improvement plan for **Sunrise communications AG - 3 different projects**

- Consulting services of the IT systems and procedures for **Business Software Group** following a methodology based on ISO 27001;

**More than 900 similar projects.**

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# 5    Conclusion

We believe that the present proposal meets your requirements and we are waiting for your response. Should you need any further information or clarifications regarding this proposal, please do not hesitate to contact us.

This proposal is valid untill October 31, 2024.