

TRIGAVA

Name of Proposer:	SC Trigava SRL	Date:	24 August 2026
Tender:	Servicii de dezvoltare a softului "EVIDENCE"		

Company overview

SC Trigava SRL is **founded in 2006** by a group of specialists in the field of information technologies, having years of experience in the field.

Our programmers do more than write code in dark rooms - they solve problems with attention to detail. Our managers not only send the paper to customers - but they also build the bridge between the customer and the work team so that it can later develop into a fruitful long-term collaboration.

We are the emissaries of our customers' brand and our brand - we defend the ideas that make your brand stronger.

We have experience working with **state institutions**:

- National Accreditation Council of Social Service Providers website;
- IT Platform for the State Labour Inspection;
- Medicines and Medical Devices file submission system;
- Invest Moldova Agency websites.

We have experience working with **international organizations**:

- Chemonics International
- ILO (International Labour Organization)
- GIZ (Deutsche Gesellschaft für Internationale Zusammenarbeit)
- UNDP (United Nations Development Programme)

- CEP UIPAC (The Competitiveness Enhancement Project)
- Council of Europe

We understand the complexity of the current project. Our team is involved in planning and developing the **Credit History Bureau** Infodebit DataBase, where security has high priority and ensuring **compliance with national personal data protection** regulations is a must. Most of our project imply **User/Roles management**; Payment processor integration, reports and data visualization.

Project management controls

For projects there is a focus on choosing methods that clearly define the plans and project goals and require that everything is documented. However, times are changing. As software continues to play an increasingly important role in hardware products, agile methods – with their iterative processes and shifting objectives from sprint to sprint – have become increasingly popular.

Combining traditional methods for some of the subprojects with elements of the agile methodology lets organizations take advantage of the best of both worlds to find the solutions best suited to their individual needs. This enhances the project's benefits by achieving better results, reaching the goals faster, minimizing expenses.

Therefore, it has become prevalent, as in agile approaches, for a fixed team to develop iterative versions of a product while the users are already using the product on a daily basis. After all, the users also want to see ongoing progress.

Agile methods offer an advantage in resource planning: their fixed product and project teams, as well as the fixed cadence, make overall planning and the shifting of staff between projects much easier, as agile teams are mostly self-organized and have the experience necessary to estimate the effort involved. This starts with a rough estimate that becomes more detailed in the course of the project. The teams report when something has been completed and give feedback in reviews and retrospectives.

SC Trigava SRL is using Hybrid Project Management: Optimally Combining the Two Methods.

Consulting use traditional methods, but development mostly use agile methods. Some parts of a project are implemented in a traditional way, other parts using agile methods: high-level planning employs a traditional approach, detailed planning an agile one. Combining Traditional and Agile Methods in a Single Project achieves:

- Closer coordination with users and more frequent, implementable intermediate results
- Regular meetings to discuss progress
- Retrospectives after each status update meeting, not just at the end
- Project planning is synchronized with the sprint lengths

There are status reports and milestone trend analyses for management and for the stakeholders

We gather and analyze project data to keep costs and schedules on track including initiating, planning, monitoring and controlling, communicating, and closing out project costs and schedule, iterative measuring project status, forecasting likely outcomes based on those measurements and then improving project performance:

- Aligning projects with portfolio/organization goals and objectives
- Developing a work-breakdown structure (WBS)
- Collaborating on initial project schedules
- Developing a risk management plan
- Project budgeting and forecasting
- Monitoring project costs
- Feedback and reporting
- Optimizing project strategies to enable better outcomes in the future

The technical team of specialists from Trigava can deliver complex IT projects respecting industry best practices:

- Assurance of Web Content Accessibility Guidelines compliance
- Responsive design and programming
- Mobile first design implementation
- Displaying of Key figures on homepages
- User oriented navigation and ease of use of the interface
- Design and integration of data visualizations
- Design type: user friendly, based on accessibility guidelines and latest design trends
- Providing documentation and trainings



Quality assurance procedures and risk mitigation measures.

In the process of implementation of development projects, we are applying following risk mitigation measure:

- Allocation of the resources optimized for project implementation and backing up with additional specialists within company for implication in case of development bottlenecks.
- Coordination and approval of the major design and development phases with approval with key personnel of the beneficiary.
- Reserve resources allocation for project testing and optimizations.

Progress reporting:

- Follow-up meetings reports with details on identified problems/issues, proposed solutions, possible alternatives, updated implementation plan.
- Monthly report on with the description of the planned, executed, and uncompleted task during the implementation period with the details.

- End of delivery Phase reports – presentation of proposed, modified and approved for implementation deliverables with confirmation of delivery.
- End of the project report including – executive summary of results, a summary with main issues and challenges, proposed maintenance measures, actions implemented for project handover.

Project implementation meetings

Will take place offline or online and will involve project specialists as parts of the development team and beneficiary project implementation team and other specialists when required. The project team leader will be responsible for meetings agenda and follow-up reporting.

Executive committee meetings

For monitoring the general progress, solving the strategic issues or managerial problems the communication manager of the beneficiary and the team leader of the implementation team may initiate (if required) once in 3 months executive committee meetings with preventive approval of at least 7 days before. The initiator of the meeting will prepare the agenda and will be coordinated with all involved parties. The results of the meeting will be documented and reported.

Implementation monitoring

The team leader will be responsible for supervising the project implementation progress, will check the implementation of the mandatory tasks, will coordinate approbation of the tasks that have several implementation variants and will keep up to date the project status including the resources, contents, and progress of the implementation of project phases.

Escalation procedures

For assuring high project implementation satisfaction and providing delivering intime of the planned websites both parties will have the opportunity of escalation process for ensuring efficient and timely solving of the problems and maintaining both teams' high engagement. As the escalation procedure will be a procedure of notification of critical issues requiring involvement of top management implication the procedure will be upscaled from bottom to top, at first the

issues to be reported to the team leader and beneficiary project manager, if the problems will not be solved or if they are out of the competence or control of the project managers, they will be upscaled to the executive committee for undertaking.

The quality assurance measures

Typically, in the process of software development elaboration the quality control measures are activities being performed constantly by each of the team members and by the team lead, especially effective being the testing procedures that are implemented at key project stages and, for the website are involving the beneficiary project team members too.

Potential risks and management:

- Slow interaction with clients' team – as required we plan to establish weekly meetings in order to assure high implication of team from early stages of project development.
- Lack of project specialists – in case if any of the IT team members will not be capable to be involved in the project, the company is available to offer instantly other available fully employed staff.
- IT Security issues – In our team we have 2 master degree security engineers, this is why we are ready to research potential vulnerabilities and avoid them

Long term maintenance services

The implemented measures for monitoring in the warranty period will be valid and available after the mandatory maintenance period will expire. Considering that these measures of maintenance are industry common, these will be helpful for tracking, monitoring, and keeping the record of the performed technical activities.

Continuing delivery of monthly maintenance activities will be provided contract based being updated annually.

Beside delivering the standard maintenance services for assuring the good functionality we will be offering on request assistance with evaluation per task in dependence of the involved specialists and required time for implementation (on a standard market hourly rate for development, design, maintenance services), such activities may be proposed or delivered on request of the beneficiary (not limited to):

- Implementation of new compartments

- Design of data visualization
- API and third-party services integration
- Launch of additional languages
- Custom functionalities developed for specific pages
- Urgent restoration services
- Hardware migration
- Custom modules and plugins development
- Trainings