TECHNICAL PROPOSAL

DEVELOPMENT AND IMPLEMENTATION OF THE URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

SENDER:
ENTERPRISE BUSINESS SOLUTIONS SRL
ADDRESS: 170C, COLUMNA ST., FLOOR 4, CHISINAU MD2004,
REPUBLIC OF MOLDOVA
WWW.EBS-INTEGRATOR.COM
CONTACT PERSON:
LUDMILA GIRLEA – PUBLIC AFFAIRS MANAGER
PHONE: +373 60 335 640 | +373 22 022 096
E-MAIL: LUDMILA.GIRLEA@EBS-INTEGRATOR.COM

RECEIVER:
EDINET CITY HALL
ADDRESS: 30 OCTAVIAN CIRIMPEI STR., EDINET DISTRICT, EDINEŢ
MUNICIPALITY MD-4601, REPUBLIC OF MOLDOVA
WWW.PRIMARIAEDINET.MD
CONTACT PERSON:
CONSTANTIN COJOCARI
PHONE: +373 246 22 849| +373 246 22 930
E-MAIL: LILIA.STRIMBANU@MAIL.RU

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1   ABOUT EBS

1.1   BRIEF DESCRIPTION OF THE COMPANY

IM Enterprise Business Solutions SRL (hereinafter EBS Integrator) is a software technology company with limited liability, established on **11 October 2010** in the Republic of Moldova, with INDO #1010607002906 (a copy of the Extract from State Registry of Juridical Persons is provided in Annex 6.1 of this document).

EBS Integrator is a software development company that focuses its efforts on delivering high-quality services, and exceptional digital experiences for startups and/or enterprises, ambitious growing/scaling companies, and public institutions worldwide.

The company is represented by a highly skilled team, with vast experience in both local and international projects. The EBS Integrator team consists of over 70 employees, specialists in various fields ranging from web development: System Architects, Front-End Developers, Back-End Developers, Mobile Team (Android, iOS, and Flutter), Web Designers (UI/UX designers), DevOps Engineers, QA Testers, to operational managers: business analysts, project managers, finance, human resources, marketing, and sales.

Below you can see the division of the team into different segments:
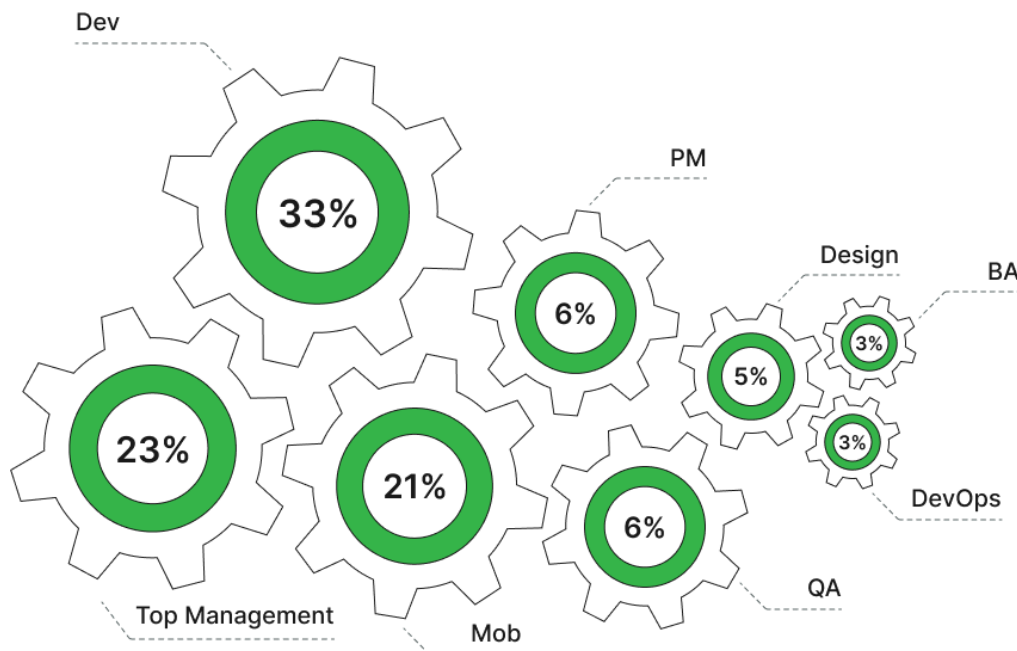
Therefore, the company ensures the provision of a wide range of services: EBS is currently delivering the following services:

- **Consulting** (Digital Transformation, Business Analysis, CTO as a Service);
- **Software Development** (Software Product Design and Development, Application Modernization (refactoring and redesign), Web Application Development, Mobile

Application Development, Custom Development (including refactoring and redesign), Support and Maintenance, IT Service Management);

- **Cloud Engineering** (Continuous Delivery, DevSecOps, Cloud Migration);
- **Data Engineering & AI** (Analysis Platform, Data Science, Big Data, Artificial Intelligence);
- **Agile Development Teams**;
- **Team Augmentation**.

We ensure the delivery of quality services with maximum efficiency, based on well-crafted and structured internal procedures: risk management; quality control; communication; change management; resource management: training and integration. In addition, EBS Integrator operates based on **ISO/IEC 27001:2018** (Annex 6.2), relying on the following principles defining information security: confidentiality, integrity, and availability of information. The approach to this standard ensures long-term security based on the implementation of security policies, procedures, and methods designed to protect the information and resources of organizations. Minimizing risks guarantees that the management system is functional, meets the company's operational requirements, adapts to customers' expectations, and complies with current legislation.

For 13 years, EBS Integrator has positively responded to various technological and business needs with a strong commitment to innovation, efficiency, and customized solutions. The company is well prepared and equipped to support enterprises in navigating the digital world, turning challenges into growth opportunities and accelerating success for the business.

1.2 COMPANY HISTORY

Digital Transformation Journey
2010 marked the beginning of our journey at EBS Integrator when we delivered comprehensive digital transformation services for a significant healthcare service provider facing a lack of network connections.

Pioneering FinTech and E-Learning
By 2012, our dedicated team of 20 individuals made strides in the FinTech and E-Learning sector. We developed the first finance management system for microfinance enterprises, significantly easing their operational burden. Additionally, we pioneered the first college management system in Moldova for secondary and vocational schools.

Promoting Transparency and Crowdfunding
In 2014, we partnered with USAID to launch WEB APL, promoting transparency for public authorities. In the same year, we expanded our reach beyond Moldova and introduced one of the inaugural crowdfunding platforms in North America.

Embracing Agile and Flutter
Fast-forward to 2017, we embraced Agile methodologies and focused on delivering customer-centric experiences to foster trusted partnerships. Using the Flutter platform, we transitioned from an MVP to a comprehensive IT solution which now manages 90% of our business operations.

170 Columna St. Suite C, 4th Floor, Chişinău, MD2004, R. of Moldova

+373 22 022 096
+373 22 022 097

contact@ebs-integrator.com
www.ebs-integrator.com

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Digital Transformation with EBS.IO

In 2020, we further engaged in digital transformation with EBS.IO. We digitized client operations, expanded our portfolio with competitive e-commerce solutions, and introduced our customized low-code platform, ebs.io. This new tool enabled the rapid assembly of new processes and application building, saving both development time and our clients' budgets.

Focusing on Outsourcing and Offshoring

By 2023, we shifted our attention to nearshore solutions and the outsourcing of top tech talents. We oriented ourselves towards clients with scalable business models, recording a team growth of over 20% per year and hitting significant turnover thresholds.

1.3   TECHNOLOGIES USED

Our company's goal is to provide you with the tools and knowledge you need to gain a competitive advantage in the ever-changing digital landscape and ensure your growth. Creating quality software solutions using the latest technologies and engineering practices is a priority for us.

EBS Integrator brings you the most advanced range of powerful and efficient technologies at your fingertips:

- Web development (React.js, Laravel, PHP, TypeScript, Next.js, Python, Java, .Net);
- Cloud and DevOps (AWS, Kubernetes, Docker, Microservices);
- Mobile Development (Native iOS (Swift), Native Android (Kotlin), Flutter);
- Database (PostgreSQL, MongoDB).

These technologies are not only about staying up to date with the latest trends but also about being competitive and relevant. Using these advanced tools enables businesses to build scalable, high-quality solutions that meet user expectations. With faster development times, increased flexibility, and better experience, we can improve efficiency, reduce costs and ultimately drive business evolution.

In a world where change is the only constant, EBS Integrator equips your business with the flexibility and responsiveness of agile management. We believe in delivering value faster, with adaptability and responsiveness at our core. EBS Integrator's Agile practices allow us to effectively manage uncertainty, delivering high-quality software that aligns with the dynamic needs of your business.

With EBS Integrator, you can say goodbye to long development cycles and welcome the delivery of usable end-customer-oriented software. Our Agile teams prioritize consistent, early delivery of value, allowing you to see and use the product while it's still in development.

Our commitment to timely communication and close collaboration helps us create strong partnerships with our customers. Through iteration planning and review meetings, we make sure you're part of the process every step of the way. EBS Integrator's Agile practices ensure

constant improvement. Regular retrospectives help us learn and adapt. We don't just deliver services; we build a culture of excellence, fueled by feedback and learning.

1.4 ORGANIZATION CHART

At EBS Integrator, we believe our strength lies in the team behind us and the way we structure our organization. Our robust organization chart is not just a hierarchy, but a network of passionate professionals committed to delivering excellence.

From our high-level decision-makers to our talented professionals working on projects, every level of our organization brings unique value. Our Board of Directors (BoD) team of experienced executives sets the strategic direction and maintains our global vision. They ensure that EBS Integrator stays ahead of industry trends and consistently meets the highest standards of quality, ethics, and professionalism.

Our middle management level, which includes project managers and team managers, translates strategy into action. They manage resources, coordinate teams, and ensure the smooth delivery of projects in line with our client's needs and expectations. They are the dynamic link between the vision of our leaders and the skills of our technical teams.

The heart of the organization chart is our development (technical) team. This is made up of talented software architects and engineers, developers, data scientists and UI/UX designers who bring our projects to life. Supplemented with the input of project managers you get software products and services that take your business to the next level.

Our support staff, including human resources, administration, and customer service professionals, form the backbone of our organization, ensuring smooth internal operations and excellent customer experiences.

With EBS Integrator, you don't just hire a team, you hire an entire organization dedicated to your success. Our well-defined organizational structure allows for effective communication, smooth project management, and quick resolution of impediments as they arise, ensuring fast, on-time and successful delivery of your project.

EBS Integrator is more than just a service provider. We are your partner, dedicated to your vision and success. Let us guide your digital transformation journey with our world-class services, expert teams, and strong organizational framework. Together, we take software development to the next level.

EBS Integrator organization chart:

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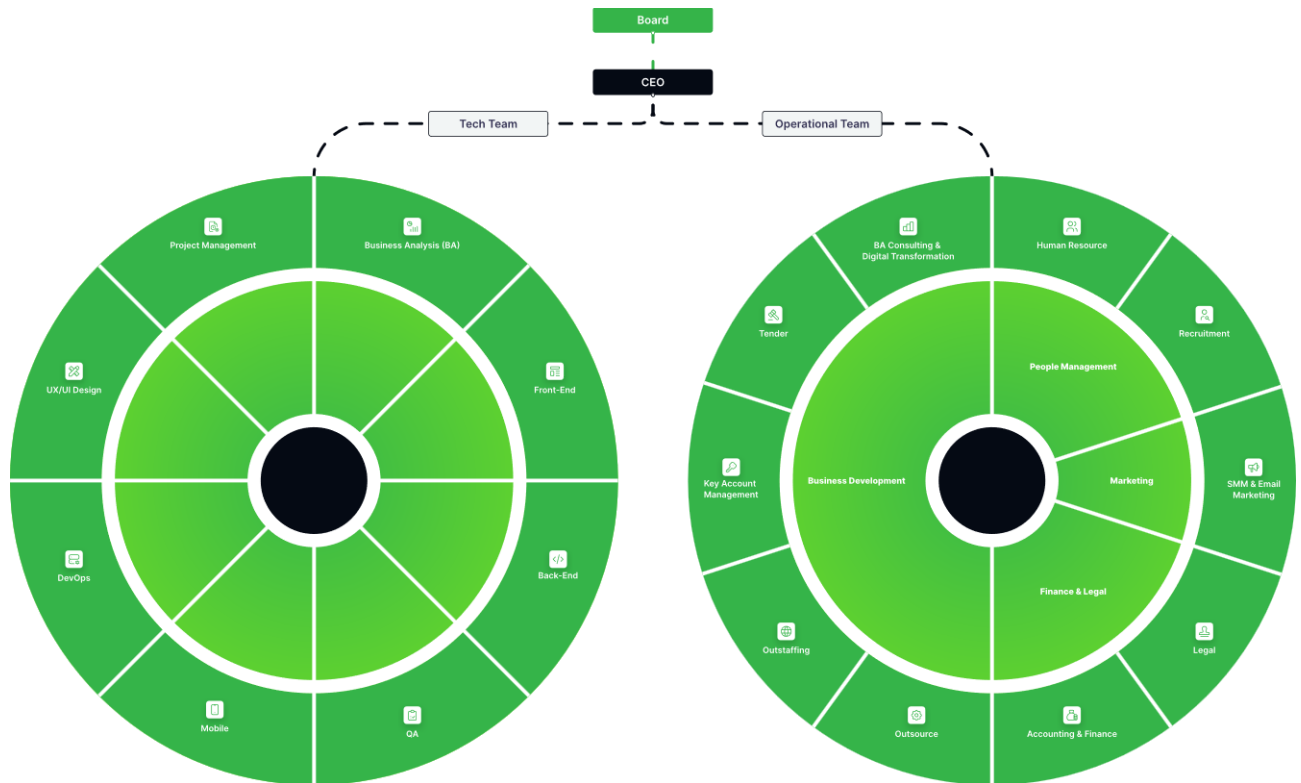
In terms of EBS Integrator infrastructure, it empowers us to provide an environment for development, testing and training environment, compliant with **ISO 27001.**

Our infrastructure consists of:

- Office with 1300 sq.m space;
- Organized in 120+ Workplace, 5 meeting rooms and 3 conference rooms;
- More than 50 engineers;
- Own network (ASN: AS206678).

To ensure a continuous flow of growth and development EBS Integrator regularly organizes internship programs, through which the willing can learn and grow in the areas of engineering and software development. The training is based on well-thought-out and regularly updated programs to provide quality, up-to-date training for future engineers and developers.

EBS Integrator's vision is to take development to new heights, and our strategy is deeply rooted in this vision and focuses on a commitment to being a catalyst for development.

As we look to the future, our goal is to facilitate unimpeded progress for our customers, ensuring their transition to the next desired level. Whether it's infrastructure development, software implementation, system maintenance, integration, or ongoing development.

1.5 PREVIOUS EXPERIENCE

In 12 years of activity, EBS has developed several projects and implemented several web and mobile solutions (over 300). Our work experience is global, below please see on the map the coverage of projects developed by EBS:
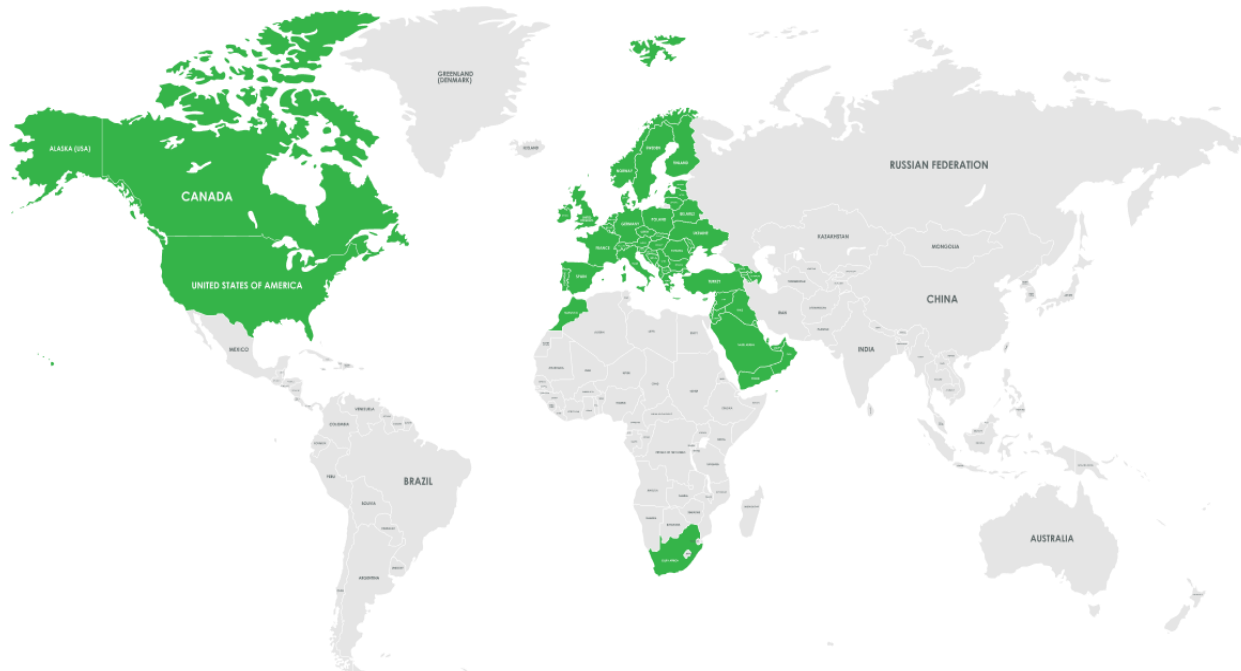
Thus, the company's portfolio includes similar projects, both developed for different governmental structures, as well as similar projects in terms of complexity and functionality. Please find below the list of previous similar projects, and their description can be found in the portfolio.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken
Forensic Case Management System (FCMS)	Ministry of Justice of the Republic of Moldova/ United Nations Development Programme **Victoria Muntean** (Project manager of UNDP) victoria.muntean@undp.org +373 68 567 139	280,828.96 USD	April 2022 – December 2023 Business Analysis finished; the project is ongoing	Business Analysis, trainings and translation. Sub-contractor of Synergy International Systems INC
Development of the Posta Moldovei Portal	Posta Moldovei/Nathan/USAID **Carolina Gargaun** (project Manager of Party Nathan Associates) +37369531870	336000,00 USD	July 2021 – April 2022 Currently in maintenance www.posta.md	Web design/ development, Training and Documentation Delivery.

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170 Columna St. Suite C, 4th Floor, Chișinău, MD2004, R. of Moldova
+373 22 022 096
+373 22 022 097
contact@ebs-integrator.com
www.ebs-integrator.com

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Rep of Moldova				
Development of the Trade Information Portal	Customs Service of the Rep of Moldova / Nathan/ USAID **Radu Vrabie** (Deputy Chief of Party Nathan Associates) rvrabie@nathaninc.com	71000,00 USD	June 2019 – May 2020 Currently in maintenance www.trade.gov.md	Web design/ development, Training and Documentation Delivery.
Rep of Moldova				
Development of the e-AEO	Customs Service of the Rep of Moldova / Nathan/ USAID **Radu Vrabie** (Deputy Chief Of Party Nathan Associates) rvrabie@nathaninc.com	50784,00 USD	June 2021- March 2022 Successfully launched.	Web design/ development, Training and Documentation Delivery.
Rep of Moldova				
Development of CRM solution	Mikro Kapital Company **Sergiu Țurcan** (Administrator) sergiu.turcanu@mikrokapital.md +37379255529	43000,00 EUR	December 2020 - May 2021	Web design/ development, Training and documentation delibery.
Rep of Moldova				
Upgrade of the web platform and mobile development of the eLearning platform for parents	Edu Parenting SRL **Ioan- Stefan Irimia** (CEO) stefan@allaboutparenting.com	450000,00 USD	May 2019 – November 2019 Successfully launched. Currently in development https://allaboutparenting.ro/	Web & mobile design/develop ment
Development of the MeApp	NFO LTD **Itay Naftaly** (CEO) itay83@gmail.com +972522249594	250000,00 USD	June 2020 – continuous development https://me.app/	Mobile development, Documentation Delivery.
Smart Caller ID App				
Israel				
Upgrade of Lensa web platform and mobile development – ecommerce platform	Tensa Art SRL **Daniel Craciun** (CEO) daniel@lensa.ro +40723144599	150000,00 Euro	March 2021 – October 2021 In continuous development www.lensa.ro	Consultancy/ Mobile Design/ development.
Romania				

Development of the e-commerce platform Kupatana – Africa	Euroafrica Digital Ventures AB Sweden **Philip Ebbersten** (CEO) philip.ebbersten@kupatana.com	450000,00 Euro	November 2020 – March 2022 In continuous development www.kupatana.com	Web & mobile design/development.
Development of the web platform for Euroasia Precept, Online Academy	AO" Învăţătura din cuvânt – Precept Ministries Pentru Moldova" **David Filat** (Administrator) david.filat@eurasiaprecept.org	45000,00 USD	July 2020 – December 2020 Successfully launched. Currently in maintenance https://web.eurasiaprecept.org/public	Web design/ development, Documentation Delivery.
Automatization for trading processes Germany	Key Way Group LTD **Tudor Tomescu** (Manager) tudor.tomescu@capex.com	150000,00 Euro	May 2020 – June 2021 Successfully launched. Continuous delivery https://crcr.keyway.tech/	Web design/ development, Documentation Delivery.
Development of YP Tender Platform for online acquisitions Rep of Moldova	Varo Inform SRL **Serghei Hasanov** (Administrator) varo@varo-inform.com	60000,00 Euro	April 2020 – September 2021 Successfully developed. Currently in maintenance www.YPTender.md	Web design/ development, Training and Documentation Delivery.
www.alege2019.md Parliament elections web app	Institute for Public policies Rep of Moldova **Alexandru Platon** (Coordinator of projects) +37369799695 Alexandru_platon@ipp.md	4000,00 USD	October 2018 – February 2019 Successfully launched. www.alege2019.md	Web design/ development, Training and Documentation Delivery.
Stopfals website	Association of Independent Press (AI) Moldova Rep of Moldova **Ion Mazur** (Advocacy, campaigns and publications) +37368983983	5000,00	July 2017 – Sept 2017 Successfully launched. https://stopfals.md/	Web design/ development, Training and Documentation Delivery, Maintenance

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	Ion.mazur@api.md			(up to today's date)
Development of Global Database Business Intelligence Platform	Global Data Intelligence Ltd United Kingdom **Nicolae Buldumac** (CEO) nbudumac@globaldaabase.com	20000, 00 USD	March 2017 – November 2018 Successfully launched. In continuous development	Web design/ development, Training and Documentation Delivery, Maintenance (up to today's date)

*Please find attached the description of these projects in the attached portfolio (Annex 6.6) and letters of recommendation (Annex 6.7).

**In case of necessity the copies and acceptance act will be provided by the Purchaser request.

2   PROPOSED APPROACH FOR CONTRACT IMPLEMENTATION

2.1   GENERAL DESCRIPTION OF THE METHODOLOGY

For 12 years of activity, EBS has implemented projects using different implementation methodologies depending on the client's preferences and the complexity of the project.

At the moment, EBS primarily uses the Agile implementation methodology, but with some things adapted from other methodologies, such as Waterfall, Extreme Programming, Scrum. Below please find the detailed description of the proposed methodology.

We chose the Agile methodology because it allows the correct and efficient allocation of human resources for the realization of a project, timely and frequent delivery, adaptability to changes, the client's needs, and budget.

The first action we take to better understand our client's needs and to identify the correct solution from all points of view is the business analysis. The duration of the business analysis depends on the complexity of the process that needs to be automated and digitized. At this stage, a Business Analyst is responsible for the analysis. The Business Analyst documents all the requirements for the future solution, as well as the time required for implementation, this document being the **Product Backlog**. The Product Backlog is constantly updated during the delivery of the project.

Each distinct aspect of the project - be it a mission, a requirement, or a functionality - is assessed and approached as an individual **User Story/Use case**, this being determined in collaboration with the client or Product Manager. The implementation of each User Story must contribute to the overall value of the product, without being influenced by the order in which it is done.

To confirm a predetermined deadline for the delivery of the project, it is divided into sprints. A **sprint** is a set period in which a certain activity must be completed and ready for review.

The development of the project takes place in iterations, based on the detected requirements and continuous feedback. Each iteration is dependent on each other, complementing and changing each other until the project is finished. As a rule, the duration of an iteration is

170 Columna St. Suite C, 4th Floor,
Chișinău, MD2004, R. of Moldova

+373 22 022 096
+373 22 022 097

contact@ebs-integrator.com
www.ebs-integrator.com

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between one and four weeks. Thus, the implementation of the project is carried out cyclically and not linearly.

Please find below the graphic presentation of our working methodology:

Agile Project Management
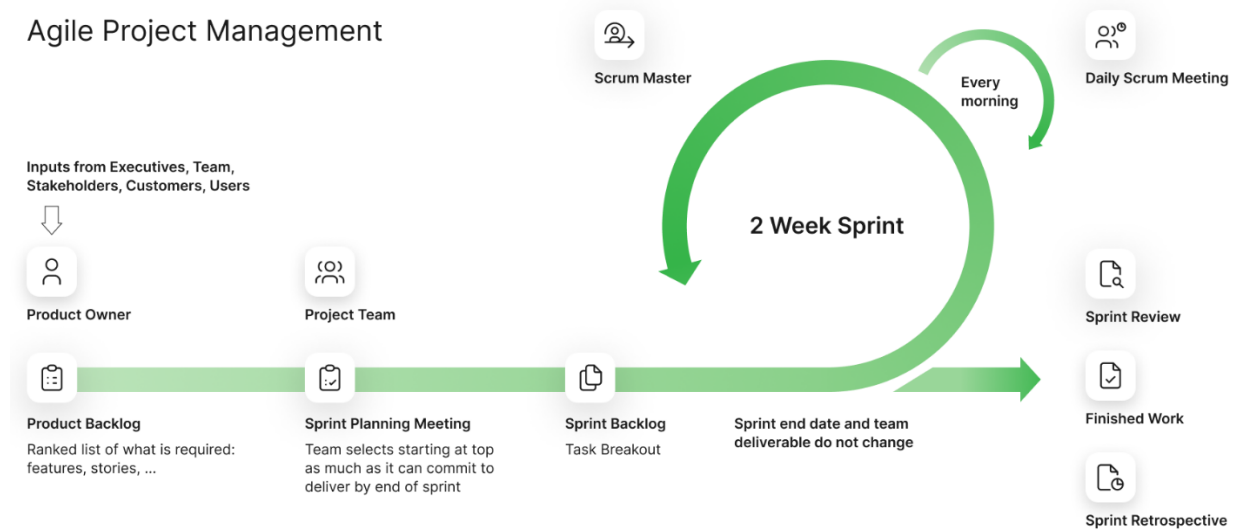
2.2 PROJECT IMPLEMENTATION STAGES

Given the fact that the implementation of IT solutions is an adaptive process, at any moment there may be changes in the project, additional requirements, new functionalities, or even legislative changes, to which the developed solution must be subject, EBS uses the principles of Adaptive SDL (Adaptive Life Cycle of software development).

Adaptive SDL represents a model of development/modification of the Software Solution, focused on a dynamic and variable definition of requirements, to be implemented over certain periods of time called sprints (cycles), without the entire software development process being planned and predefined in advance. Each sprint represents a continuous improvement of the Information System. The quality provision of IT services aimed at achieving the result desired by the client is determined by the active involvement and responsiveness of the client.

Adaptive SDL includes the following steps:

- Sprint Planning
- Sprint Execution
- Sprint Reporting
- Sprint Acceptance.

2.2.1 Sprint Planning

Sprint planning takes place in the form of planning meetings at specific time periods. The Product Manager and the Scrum Master must attend these meetings, and the technical team members, if necessary. Sprint planning aims to establish the following:

- the estimated backlog to be implemented;
- deliverables;
- duration of the sprint;

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170 Columna St. Suite C, 4th Floor,
Chișinău, MD2004, R. of Moldova

+373 22 022 096
+373 22 022 097

contact@ebs-integrator.com
www.ebs-integrator.com

- members of the Technical Team responsible for the development of the current Sprint;
- implementation risks (if any);
- any other information considered relevant by the parties at the time of Sprint planning.

Sprint planning meetings are held at specific times in accordance with the provisions of the "Communication Plan".

To increase transparency in the implementation process, the results obtained from the Sprint Planning meetings are to be documented through the development and signing of the **Sprint Charter**, which is an integral part of this contract. If the Product Manager does not attend or refuses to attend the sprint planning meetings, the Supplier has the following options:

- Unilateral termination of the legal relations arising from this Technical Annex, by sending a Notice of Termination of the Technical Annex to the Client, with or without granting a remedial period.
- Customized sprint planning in all aspects mentioned above, i.e., its execution. The Sprint to be executed by the Supplier will be considered tacitly accepted by the Product Manager, a fact that will be documented in the Sprint Charter, which will be signed only by the Scrum Master.

2.2.2   Sprint Execution

The execution of the Sprint is carried out directly by the members of the Technical Team assigned with the tasks of implementing the planned Sprint. This stage is characterized as a classic consulting and software development process, which refers to the analysis, design, implementation, testing, integration of the tasks in the Sprint Backlog.

In order to effectively deliver the services contracted by the Client, the Scrum Master organizes daily meetings with the Technical Team, with the aim of synchronizing and updating the progress in the execution of the Sprint, planning the execution of the remaining tasks, including the determination of other incidents, challenges and risks identified during the execution of the Sprint. The product manager has the right to attend these meetings.

The execution of the Sprint is a complex process that depends on many third-party processes, which determines an impossibility of implementing some tasks from the Backlog during that Sprint the Parties agree that those tasks are included for development in the next Sprint.

2.2.3   Sprint Reporting

Sprint reporting is done in the form of reporting meetings.

During the Reporting Meeting, the Scrum Master presents the progress achieved in the previously planned execution Sprint at the Planning meeting. During the reporting session, the Scrum Master sends the Product Manager the Sprint Report document containing the following information:

- The tasks performed by the technical team members mentioned in the Backlog.
- Deliverables made and sent to the Client.
- The number of engineering hours spent by each member of the technical team.
- The total amount of IT Services for Sprint to be paid by Customer.
- Any other relevant information related to Sprint Execution.

- Signatures of the parties.

2.2.4 Sprint acceptance

The Customer through the Product Manager is to accept or decline the Sprint during the Sprint evaluation period, which is a maximum of 3 days, calculated from the time of completion of the Reporting Meeting and/or receipt of the Sprint Report.

Acceptance of the Sprint may take the form of an express acceptance by signing the Sprint Report and/or deed acceptance of the respective Sprint, or in the form of a tacit acceptance when the Customer does not express its position regarding the acceptance or refusal of the Sprint during the sprint evaluation period or in other conditions regulated by the framework contract.

The Customer has the right to reject the Sprint by notifying the Supplier, clearly indicating inconsistencies in the development/implementation of tasks in the Sprint Backlog. Customer is prohibited from arbitrarily and unreasonably refusing a Sprint.

3 IMPLEMENTATION PROCEDURE OF THE URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

3.1 TIMETABLE OF WORK

Please find below the Urban Data Platform within the Edinet Municipality implementation plan with the indication of the project implementation stages, the component activities, the estimated delivery time, the resources involved, but also the deliverables expected for each stage.

Description of Activity/Item	Effort(M/H)
Analysis	**80**
Existing requirements analysis	6
Entity base analysis/system actors	6
Mind-map creation	6
Business flow details	8
Functional details	8
Non-functional details	6
Detailed business requirements document	21
Client meetings	8
Feedback	11
Design	**122**
General design	101
Responsive design	21

Technical document	**18**
Description of the technology and methods of realization	2
Description of the software system architecture and its elements (Low level design)	2
Description of the interaction model of the elements	2
Description of data structures, classes, interfaces	2
Description of information processing algorithms	2
Description of user interface structures	2
The technical document	6
Infrastructure	**52**
Infrastructure	31
CI/CD	21
Development	**489**
WEB Portal Smart Edinet: Public Pages	41
WEB Portal Smart Edinet: Participative Budget	64
WEB Portal Smart Edinet: Useful Information	79
Citizens account	54
Back-Office: Content Management	70
Integrations	181
Testing	**75**
Training	**32**
Maintenance	**101**

According to the Agile implementation methodology, the testing of the information system will be carried out at each stage of development and the required effort is 75 man/hrs. And given the fact that Scrum Master is responsible for the development team, for the communication between the development team and Edineț City Hall, there are additional hours of effort of the Scrum Master (56 man/hrs).

Please consult the Technical Annex file attached to this offer, where you will find **detailed functionalities** proposed for development, results from the specifications, the indicative development calendar, but also the **Gantt**. Please consider that the implementation schedule does not directly depend on the required effort, as the Agile methodology provides for the development of functionalities in parallel by different experts, thus saving time.

3.2 COMMUNICATION PLAN

The communication plan establishes a common understanding of the process that will be used for sharing project information, review and control during the project, the format and

frequency of project status reporting and review meetings, follow-up procedures, and the escalation and prompt resolution process of problems.

Communication and feedback are a basic element of the Agile methodology. To ensure frequent and effective communication between the development team and the client, the following ways and types of communication are usually agreed upon:

- Meetings (online and offline);
- Email;
- Microsoft Teams.

The Communication Plan in this project is determined by the stages of the Adaptive Model used by the Parties, as follows:

MEETINGS	PERIOD	COMMUNICATION PLAN	RESULT
Sprint Planning Meeting	Friday	Online Meeting	Sprint Charter
Sprint Reporting Meeting	Thursday	Online Meeting	Sprint Report
Daily Standup	Every weekday	Online Meeting	Jira/Teamwork /Daily Huddle board update
Retrospective	Thursday	Online Meeting	Meeting minutes

All documents, related to the planning and/or reporting meetings, can be physically signed by the Product Manager and/or the Scrum Master, or by the Executive Body of the Parties, as well as by exchanging those documents signed by the appointed persons, by sending them by email to the Product Manager, Scrum Master, or Executive Body of the Parties.

Our daily meetings:
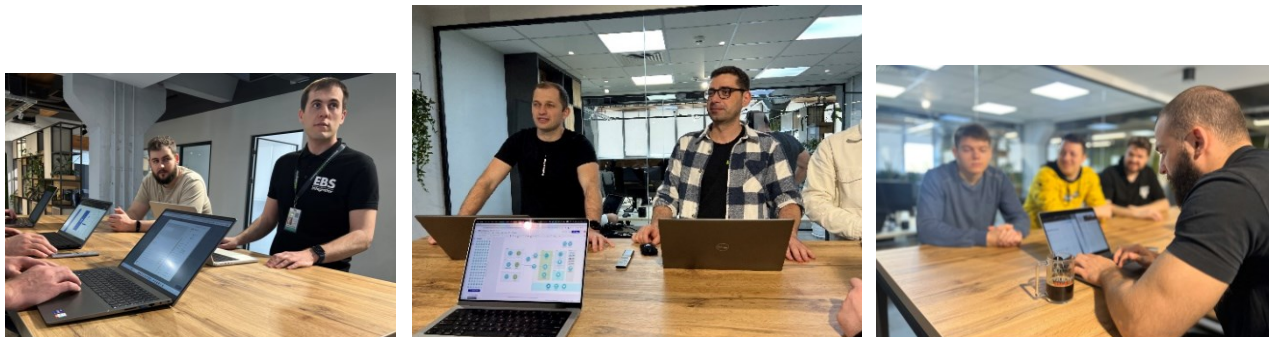
3.3 BUSINESS ANALYSIS

Business analysis in information systems development is a crucial stage that involves studying and assessing the detailed needs and requirements of an organization or project in order to identify an optimal and efficient technological solution.

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This analysis focuses on understanding the business context and objectives, as well as identifying the existing problems and challenges at Edineț City Hall. Through specific methods and techniques, the Business Analyst collects and analyzes relevant data and information, organizes meetings, workshops with stakeholders, and conducts research to gain an overview of the current situation.

The communication process is mutually agreed upon by both parties and can be conducted via email or meetings (online/offline).

The business analysis process includes the following activities:

- Identification and documentation of requirements and objectives: Business analysis helps identify and document the business requirements and objectives, enabling the development team to have a clear understanding of expectations and design an appropriate solution.
- Evaluation of available technologies and solutions: Business analysis involves evaluating different technologies and solutions available in the market to identify the most suitable option based on the specific needs and requirements of the client.
- Definition of processes and workflows: Through business analysis, the way various processes and workflows are carried out in the organization is examined and defined. This helps identify potential improvements and optimizations that the future platform can bring.
- Identification of risks and potential obstacles: Business analysis aims to identify risks and potential obstacles that may arise during software development and implementation. This allows for preventive measures to be taken and an appropriate risk management plan to be developed.
- Development of technical requirements (BRD - Business Requirements Document): Based on the collected and analyzed information, the Business Analyst develops the technical requirements for software development. These detailed requirements serve as a basis for the development process and ensure alignment between business expectations and the final outcome.

The Business Analyst is also involved in other processes throughout the platform development, such as:

- Testing the prototype to verify if requirements have been met.
- Overseeing the implementation of the solution.
- Validating the result to ensure it solves the initial problem.

Business analysis plays an essential role in ensuring the success of a software development project by facilitating a clear understanding of business needs and laying the foundation for designing and implementing an efficient and valuable solution.

3.4   Development and release procedure

The development phase will contain the following activities:

170 Columna St. Suite C, 4th Floor,
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+373 22 022 096
+373 22 022 097

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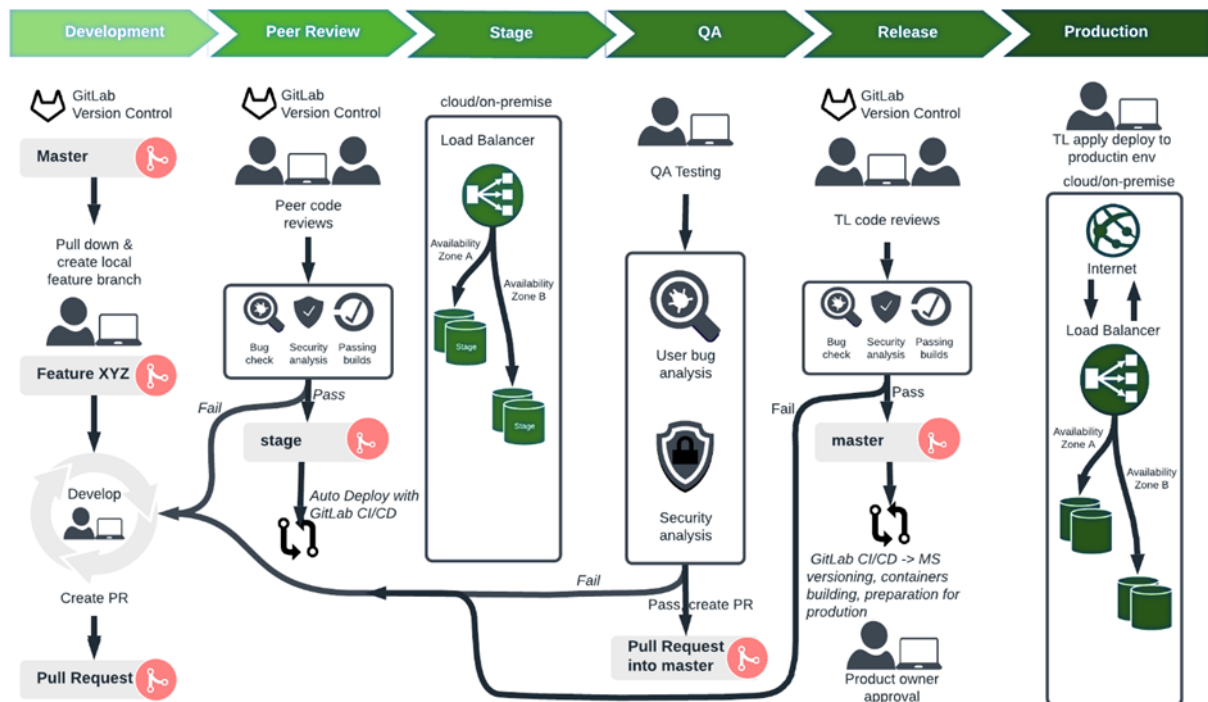
To achieve the scope and objectives of the project the system will integrate 2 parts: front office (accessible for public users) and back office (accessible for Edinet city hall employees after logging into the system).

The **Front office** part will contain the following:

- Public Pages module with Home, About the project, User support section, Institutional, Subscribe to Public Interest Notice.
- Participatory Budgeting module with Home, Submission of project/ideas, Voting project/ideas.
- User public information module with public transport, environmental information, Information on paid parking spaces, Information regarding the general urban plan, Access to video cameras intended for public access.
- Citizen's office with access to a personalized account where they can directly interact with various website functionalities, such as voting on projects and Options to reset the password and manage your profile.

The Back-office part will contain the following:

- User account management,
- Pages management,
- Form management,
- Voting management,
- Management of announcements/alerts,
- Interoperability with the public transport monitoring platform,
- Interoperability with the general urban plan,

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170 Columna St. Suite C, 4th Floor,
Chișinău, MD2004, R. of Moldova

+373 22 022 096
+373 22 022 097

contact@ebs-integrator.com
www.ebs-integrator.com

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- Interoperability with the video surveillance system of public spaces,
- Interoperability with the map of environmental sensors,
- Chat integration for user support.

3.5 Quality assurance and control

Quality assurance is the procedure for ensuring the quality of the development services provided to the client. Quality assurance focuses on improving the software development process and making it more efficient according to defined quality standards for software products.

The quality of the software system development service will be ensured by the following methods, which are included in the price of its development service:

The first type of testing is **Unit Testing** (Unit Testing) which focuses on synthetic data of the system, such as the number of characters required for the login password. The purpose of unit testing is to validate that each unit of the information system functions as intended and meets the predetermined requirements. Unit testing is done by developers and is done in the development process before the code is integrated and tested as a whole system. This testing is done in Python, using Django Unit testing. The results of this testing will be issued in a test report, which will have a minimum of 60% code coverage.

During project implementation, **Integration testing** is applied, during which the various units, modules or components of the software application are tested as a combined entity. It is carried out in accordance with the Integration Test Cases/Scripts that are agreed with Edineț City Hall and its result is documented in the Requirements Traceability Matrix.

Manual testing (Manual testing) is a testing process carried out manually to identify errors without the use of automated tools or scripts. This testing is done by the QA Engineer in the base for the purpose of detecting errors, problems and defects of the developed solution. During manual testing, the test engineer tests the information system from the customer's perspective to develop appropriate test cases and provide appropriate feedback to the developers.

Quality Audits - are used as an approach to determine whether project activities are in line with project quality policies, processes and / or procedures and whether appropriate controls are applied. The Quality Audit is usually carried out at certain intervals of the project (at the end of a project stage, iterations, months, etc.) and are aimed at determining the level of compliance of the project quality with quality indicators and measurements defined in the Quality Management Plan (Quality Management Plan).

Development and implementation of the Test Plan - EBS develops the Test Plan, which includes a variety of cases and testing actions that cover 60% of the System's functionalities. Test cases are applied manually, depending on the functionality and the module of the System. The document keeps the history of the tests through the version of the results. Test cases are written by the QA and the Management Team at the Planning and Development stages. The Scrum Master will approve the test cases together with the Edineț City Hall Project Manager/Product Owner by sending and signing the document.

Schematic flow of quality assurance and control can be viewed below:
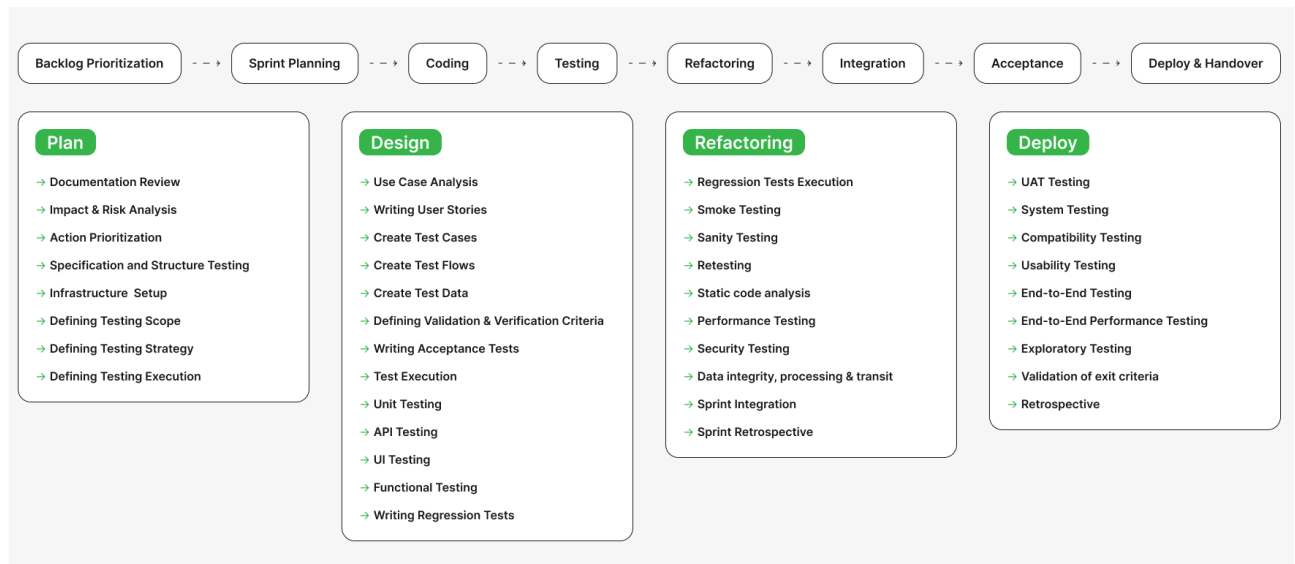
3.6 RISK MANAGEMENT

The purpose of risk management is to identify project risk factors and minimize the likelihood that risky events will occur, and even if they do occur, their impact on the project will be minimal.

Risk management is an iterative process that is initiated at the beginning of the project and will continue throughout the project life cycle. The Scrum Master is responsible for pro-active risk management of the project.

At the start of the project, an initial risk identification will be carried out. This will be done by reviewing risks identified (or encountered but not identified) in other projects and brainstorming with the project team and key stakeholders.

It is important that employees/users/stakeholders are involved in the risk identification process as well as project team members. This will serve to reinforce the concept that risk is inherent in all projects and that proactively identifying and managing potential risks will increase the likelihood of project success.

Risk identification will include two elements: the Risk Condition, the cause of a risk event, and the Risk Consequence, the effect of the risk event on the project.

Risk conditions are defined in three types:

- **Business risks** is a business condition that may occur and may have an impact on the project.
- **Technological risks** represent introducing a new technology into the organization.
- **Project risks** represent all the things that can happen within a project, including such factors as turnover, misunderstood requirements, inadequate project plan, insufficient project budget, working outside the scope of the project, misrepresentation of the scope, etc.

The risk consequence defines the effect, or "impact", on the project in terms of the following three variables:

- **Project Purpose** – the impact on the ability to deliver all or some of the product's functions or features or performance attributes that have been specified, explicitly or implicitly, for the product.
- **Project Cost** - the impact on the ability to deliver the product within the budget specified for the project.
- **Project Schedule** – the impact on the ability to deliver the product within the time frame defined for the project.

3.6.1 Risk analysis

The risk qualification, quantification and analysis process is a continuous one, which evaluates risks to appreciate the range of possible project outcomes. Designated team members may conduct individual assessments with their results presented to the project team and stakeholders for discussion and agreement, or work sessions with key project team members where a joint assessment is recorded.

For each risk, the Project Team must address three risk factors:

- Identification of impact risk areas;
- Calculation of risk exposure;
- Risk prioritization.

3.6.2 Risk monitoring and control

The Scrum Master will implement and guide mitigation actions, monitor mitigation actions to determine their effectiveness, and review mitigation strategies as necessary.

The Scrum Master will address the likelihood of risks occurring and the impact of changes, as well as newly identified risks. The newly identified risks must be subjected to the same risk assessment and management process.

3.6.3 Risk response planning

The risk mitigation response aims to eliminate, reduce or minimize the likelihood of a risk event occurring and/or the impact of a risk event on the project should it occur.

The result of this activity is a Risk Mitigation Plan that includes a set of actions to minimize the possibility of occurrence or impact of risks on a project and a contingency plan, which must be activated if the risk event occurs. For low-impact, low-probability risks, it is not necessary to develop a mitigation plan, these risk elements will be monitored to ensure that they do not occur or evolve into greater risks.

3.6.4 Risk Review and Reporting

New risks identified and old risks that have changed during the reporting period should be communicated in project team meetings and should be included in all project status reports.

Considering the Adaptive SDLC, EBS establishes and informs the Client about the General Risks characteristic of the entire project, as follows:

#	RISK	LEVEL OF THE RISK	CORRECTIVE ACTION	IMPACT
1	The client states his position vaguely	Medium	Additional information will be requested to clarify these aspects, with the possibility of requesting additional examples and information in this regard, which will have the effect of extending the implementation period;	Delays in the project schedule, it will not be possible to start on time certain stages.
2	Loss of a member of the technical team	High	Recruitment activities will be carried out for a new member of the Technical Team with technical-professional capabilities like the departed team member;	Delay in delivery
3	Failure to meet acceptance tests	Medium	Rigorous QA and QC	Deadline extensions, additional resource usage

3.7 USER TRAINING

To ensure a smooth transition and efficient utilization of the platform developed by EBS, we have established a training process for users and system administrators. The training is conducted in Romanian and/or English (as agreed upon by both parties), depending on the audience/users.

Firstly, the type and number of participants are determined, followed by the selection of the training language. The next step involves creating user documentation and guides that are easy to understand and follow. These documents will serve as a reference for users and administrators when they need assistance in using or managing the platform.

The documentation is written in a clear and concise manner, avoiding overly technical definitions. It is organized into sections that offer easy navigation and includes screenshots and diagrams where necessary. The user guides also include step-by-step instructions for common tasks, such as authentication, account creation, and performing specific functions within the system.

In addition to written documentation, the training process includes interactive training sessions using online tools. This allows users to interact with the material and receive feedback on their progress. The training system may also include tests and quizzes to assess users' understanding of the material (if agreed upon by the stakeholders).

We employ a combination of training delivery methods to accommodate different learning preferences and maximize knowledge retention:

a. Trainer-led instruction: Trainers conduct live training sessions, either in-person or remotely, to provide comprehensive instructions and promote direct interaction with participants. These sessions offer opportunities for participants to ask questions, receive immediate feedback, and gain hands-on experience.

b. Hands-on workshops: To reinforce theoretical knowledge, we organize hands-on workshops where users can apply the skills they have acquired in a simulated environment. These workshops encourage active learning and build confidence in the efficient use of the system.

During the training sessions, experienced trainers are assigned to answer questions and provide guidance. Trainers have knowledge of the system and can explain concepts clearly and easily. The Project Manager/Scrum Master serves as the trainer to cover all these aspects, supported by the Technical Team Leader during training sessions and the preparation of technical documentation and guides.

Training reports presented after each training session include:

- List of participants
- Training agenda
- Training materials (presentations, labs, etc.)
- Participants' test results

Additionally, the Project Team will inform the Product Manager of any requirements such as:

- Equipment requirements: Material resources needed to support the training session, including but not limited to hardware, software, networking, etc.
- Environment requirements: Conditions and facilities needed, location, etc.
- Personnel requirements: Human resources needed to support the training program.
- Dependencies and limitations, if any.

Our commitment to customer satisfaction extends beyond the training period. We provide ongoing support and assistance to users and system administrators, promptly addressing their questions and concerns.

Overall, the training process is designed to ensure that users and administrators have a solid understanding of the system and the ability to use it effectively. By providing clear documentation, interactive training sessions, and knowledgeable trainers, users and administrators will be well-prepared to derive maximum benefits from the system.

3.8 MAINTENANCE SERVICES

3.8.1 General description of the maintenance services

Maintenance represents the services we offer after the launch of the information system, to ensure the correction, adjustment and expansion of the functionalities of the software solution. We focus on improving the customer experience and making sure that the web application is working at full capacity.

Maintenance services for Urban Data Platform within the Edinet Municipality will be provided for a period of **12 calendar months** from the moment of delivery and acceptance of the platform.

After implementing our solutions, the technical team provides **corrective maintenance** services. These services are provided by Customers request regarding any problem, defect or error (BUG) that is identified in the delivered web application. To inform us about the existence

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of a BUG, a ticket is created in the project management system, **SEM - Teamwork**. The EBS team will promptly resolve the Customer's ticket regarding a BUG in the operation of the information system. We will allocate the necessary resources to solve the problem and ensure that the application works correctly.

If the development of functionalities that do not fall within the scope of corrective maintenance services is requested, they will be considered change requests (Change Requests) and will be documented and accumulated in the list of tasks, with a view to possible subsequent implementation. To resolve such requests, we will assess the resources required for implementation, if they do not exceed 50% of the total number of hours available in the subscription.

Corrective maintenance services are available weekdays from 9:00 a.m. to 6:00 p.m. The period for resolving the Customer's ticket will not exceed 5 working days. Communication related to solving the ticket will be carried out exclusively through the SEM - Teamwork system. The EBS team will document and time the number of hours required to solve the ticket, including any additional hours, within the SEM - Teamwork system, from the assignment of the "Bug" TAG to the transfer of the ticket to the "Done" column in the Kanban Board. The time allocated for expressing the Customer's consent or for other actions related to the resolution of the ticket will not be included in the time required for its resolution.

3.8.2 Ticket Flow in SEM-Teamwork

In accordance with those listed above, each resolution ticket will have following flow in the SEM - Teamwork system:

NR	PROCESS	ACTIONS AND RESPONSIBILITIES		PROGRESS STATUS
		PROVIDER	**CLIENT**	
1.	**Creating Ticket**	/-----------------//----------------/	**The Client** will create and place the **ticket** only in SEM – Teamwork in the list of tickets **"Backlog"** or **"Maintenance".**	/------------/
			The **ticket** should contain a detailed description which characterizes the problem, defect, or error in relation to the Software Solution	
			The **ticket** that has been placed in the **"Maintenance"** to-do list does not require the approval of the estimated hours from the Customer, these types of requests will be executed without the approval of the	

			estimated hours, only if the estimated number of **M/H** does not exceed the number of hours included in the subscription.		
			The Ticket placed in the **"Backlog"** list will be analyzed and approved by the Client. The Client has the exclusive right to move the Ticket from the **"Backlog"** ticket list in the **"Maintenance"** ticket list.		
2.	**Ticket Analysis**	**The Provider** will start the process of **Analysis of the Ticket** within the reaction term**,** in order to:	/--------------------//-----------------–/	/------------/	
		Get input on uncertain aspects related to the resolution of the Ticket by requesting further confirmations and/or information in this regard, using the functional **Comment** from **SEM-Teamwork**.	**The Client**, will react and respond to the Provider's requests arising in the Ticket Analysis process, within a reasonable time, through the functional **Comment** of **SEM-Teamwork**.	/------------/	
		Estimate the Ticket, in the light of determining the estimated number of **M/H** required to resolve it, if applicable, the Provider has the absolute right to resort to the settlement of the Ticket without the consent or permission of the Client to do so.		/------------/	
		If the estimated number of **M/H** estimated for the settlement of the Ticket exceeds the number of hours included in the Subscription, the **Provider** will seek **Client's**	**The Client** is to react to that **Comment** in the light of the fact that he is obliged **to accept/do not accept** the estimate of the Ticket, made by the Provider, through the	/----------/	

		approval for the respective **overtime** hours through the functional **Comment** in **SEM-Teamwork.**	functional **Comment** in **SEM-Teamwork.**	
		The Provider, following the completion of the Ticket Analysis process, will plan the ticket's resolution from the "Maintenance" ticket list and place the Ticket in the **"To Do"** column.	/--------------------//-----------------/	*To Do*
3.	**Planning the Execution of the Ticket**	**The Provider,** according to the Ticket's execution schedule, initiates the process of the actual settlement of the Ticket in order to identify solutions to remove or remedy the Ticket in question, and places the Ticket in the column **"In Progress"**	/--------------------//-----------------/	*In Progress*
4.	**Ticket Settlement**	**The Provider**, as a result of completing the actual work related to the identification and implementation of the solutions to settle the Ticket, respectively places the Ticket in the column **"Dev Env"** to be verified by the Technical Team if the identified solution works.	/--------------------//-----------------/	*Dev Env*
		The Provider, following the completion of the testing/verification process of the remedial solution or removal of the Ticket, places the software solution in the **Testing Environment** and transfers the Ticket to the **"Test Env"** column, for	/--------------------//-----------------/	*Test Env*

		internal testing and verification by a Tester.		
5.	**Internal Testing**	**The Provider** starts the process of verifying the settlement of the Ticket, thus, depending on the results of that verification shall place, as appropriate, the Ticket in question in the Column.	/--------------------//-----------------/	/------------/
		"To Do" if applicable, processes mentioned in point 4-5 repeat accordingly.	/--------------------//-----------------/	*To do*
		"Approved by Tester"	/--------------------//-----------------/	*Approved by Tester*
6.	**Acceptance of Ticket Execution**	**The Provider**, at the time of placing the Ticket in the **"Approved by Tester"** column, informs the Client, in SEM-Teamwork, of the necessity for the Client to verify and review the solved Ticket.	**The Client**, from the moment the Provider places the Ticket in the **"Approved by Tester"** column, is to *accept* or *not accept* the Provider's solution, as follows: • **Accepts:** Client will place the task in the "Done" column of Kanban Board • **Does not Accept:** The Client will place a comment describing the reason for non-acceptance and transfer the Ticket to the **"To Do"** column. • Acceptance of the execution of the Ticket by the Client presumes that it has been properly executed without being able to make any claims on this subject, including any problems that may arise in the Production Environment.	*Done or To Do*

7.	Placement in the Production Environment	**The Provider** will place all solved Tickets in the "Done" column of the Kanban Board, in the production environment with the interval of once per week, except for "Friday".		*Closed*

3.8.3   Reporting and acceptance plan

We want to provide a pleasant and transparent experience regarding our maintenance services for the delivered information system. In this sense, we use a modern and efficient approach through our SEM-Teamwork platform.

We assure you that any action taken by either party within SEM-Teamwork is electronically documented. However, in addition to the electronic documentation, we also propose to use a traditional method of documentation, by drawing up and sending the **Monthly Maintenance Report**. This report, prepared by the Scrum Master, is based on information from SEM-Teamwork and is sent monthly to the Edinet City Hall electronic address (agreed by the parties) for information and acceptance.

The Monthly Maintenance Report is intended to provide additional information regarding the status of all Maintenance Services related activities for the previous calendar month. It also includes the details necessary for drawing up the invoice or payment account, such as:

a. The total number of hours actually consumed from the subscription in the previous month, including overtime;
b. The total number of hours actually consumed under the conditions of Express Maintenance in the previous month;
c. The total cost of Corrective Maintenance Services for the previous month.

The Monthly Maintenance Report confirms all actions or inactions electronically documented in SEM-Teamwork regarding Corrective Maintenance Services and establishes the Client's payment obligation in accordance with the regulations specified in our technical offer. This applies even if the Monthly Maintenance Report is not explicitly accepted, except in situations where it contains data inconsistent with SEM-Teamwork.

In the case of objections from the Client regarding the fact that the Monthly Maintenance Report contains data inconsistent with SEM-Teamwork, the Client has the right to expose them within the period of acceptance of the respective report, including for each Weekly Maintenance Report separately. We ask customers to respect this term to allow us to clarify and resolve any inconsistencies. Otherwise, the Maintenance Report is considered tacitly accepted.

Acceptance of the Maintenance Report will be achieved by signing a Receipt-Handover Act within 3 days.

We want to have a transparent and efficient collaboration within our maintenance services, and our monthly reports aim to ensure maximum transparency regarding the activities carried out and the costs involved.

3.8.4 SLA

Troubleshooting will begin after the bug is reported, according to the following severity table:

Severity Level	Description	Initial Response by Provider (Hours)	Maximum Deadline for online intervention (Hours)	Time To Solve the Problem (Hours)
1	Critical system error, system is not functional.	1	1	4
2	Some features or system components are not functional.	2	2	8
3	Some functions are limited but operational.	4	2	24
4	Minor issues, system is operational.	6	3	48

4 PROJECT TEAM

The Agile methodology also requires the formation of the team in a more special, more flexible way. The team structure chosen by EBS creates clarity so that everyone knows what their responsibilities are. Agile methodology ensures that the team is flexible and can respond quickly and efficiently to changes.

Features of Agile team structure:

- Cross-functionality: in the formed team each member has his own set of specific skills, but all work towards a common goal: producing deliverables on time to satisfy the customer.
- Collaboration: There is a lot of collaboration and open communication within the team.
- Non-hierarchy: the team is built in such a way that it favors a linear structure where team members have the autonomy to work independently and organize themselves. Each team member has a defined role and responsibility, but unnecessary layers of management are removed, allowing people to effectively self-manage.

Thus, for the development and implementation of the Urban Data Platform within the Edinet Municipality we formed an optimal, capable and professional team. The team will consist of 6 experts from the EBS side, which will be led by the Scrum Master, who will communicate with the technical team and the client-side team. Below please see the team structure presented graphically:

Project Team Structure
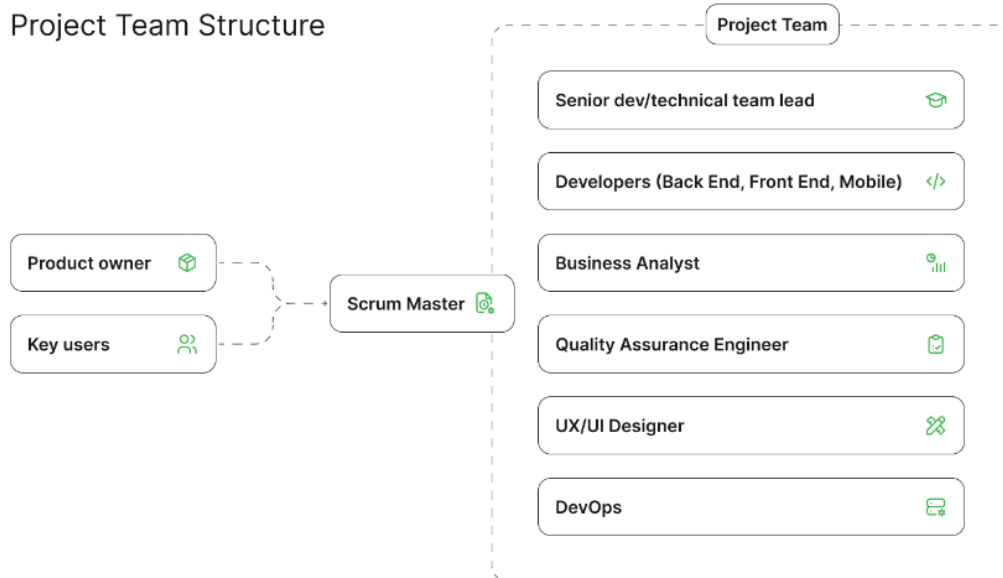
Here are the key members of the team that will be involved in this engagement.

As was mentioned above, the key to success is communication, both within the development team and between the development team and the client-side team. As a rule, a Product Owner/Manager is appointed by the client.

The **Product Owner** will provide and communicate the broad vision of Edinet City Hall regarding the long-term objectives and provide general support to the Management Team from EBS. In addition, the management team will facilitate in the process of solving problems, which cannot be solved within the project team.

The Product Owner of Edinet City Hall will regularly receive progress reports and is involved in determining the strategic direction of the project. The Product Owner will also play an important role in training, driving adoption and promoting the benefits of the software system to the End User community.

The Product Owner is responsible for providing prompt feedback, asking clarification questions, and providing EBS management support. The Product Owner is the main contact person at the company level.

EBS will appoint a **Scrum Master/Project Manager** and will inform, in writing, the Edinet City Hall about this. The main role of the Scrum Master at EBS is to manage the project and deliver deliverables and services according to contractual obligations. Other activities such as scope management, risk management, communication management, reporting, time and quality management. This designation in no way excludes the need to appoint a Product Owner from Edinet City Hall.

The Scrum Master is responsible for ensuring that all aspects of the project are planned and carried out in a manner that will result in the achievement of implementation objectives within the established time and budget and to a high level of satisfaction of the Edinet City Hall.

The Scrum Master and EBS team members will work closely with the Product Owner, acting under their own authority to successfully complete the implementation process.

The Scrum Master has a technical project team under his authority. The EBS project team members are responsible for developing and facilitating new Urban Data Platform within the Edinet Municipality users to run the new business processes at a high level of quality, understanding and accountability. They will provide quality assurance and expertise in system functionality, processes and integration.

The technical team will include the following experts:

EXPERT	NAME
Project Manager	Cristian Zagornii
Senior Software Developer	Serghei Ivanov
Software Developer	Artiom Rotari
Software Analyst	Iulian Ciobanu
Software Tester	Natalia Cioban
DevOps	Ion Coada

Please find attached the CVs of the experts in Annex 6.5

5   PROPOSED TECHNOLOGY STACK

IDENTIFIER	DESCRIPTION
Infrastructure:	**Hybrid microservices**
	Container platform : **Docker**
	Container orchestration: Kubernetes
	Code versioning : **GIT**
	CI/CD : **GItLab CI/CD**
	Deployment Automation: Ansible
	Log system : **Graylog**
	Docker Imgae Repository: **Gitlab repository**
	Error tracking : **Sentry**
	Monitoring tool: monit daemon
	Webserver: NGINX
	Rsync internal data copy
	AZ copy for azure files backup

Backend (API microservices)	The main programing language used to deliver the final product is **Python3** (https://www.python.org/), Using **Django DRF** (Django Rest Framework) https://www.django-rest-framework.org/ API Communication: JSON
Database	*Data Base* **MongoDB - NoSQL**, (logs, user access ets) **PostgrSQL**- the main SQL type of data base Search Engine: **Elasticsearch** Login and Authorisation: **Json Web Tokens** (JWT)
Frontend	Programming language: **javascript** Framework : **Reactjs** SEO : **nextjs** pentru Server Side Rendering (SSR) UI Framework : **Ant Design** (AntD)

5.1 TECHNOLOGY STACK'S DESCRIPTION

5.1.1   Infrastructure: Hybrid Microservices

This architecture was selected as it provides a lot of benefits suitable for this type of platform:

- Many small services with specific functionality;
- More than one codebase;
- Every microservice is a separate deployment;
- Every microservice has its own database;
- Communication between microservices trough Rest API or messages (RabbitMQ);
- Ensures module independences;
- Possibility of "zero downtime" deployment;
- Scalability, reliability;
- Highly maintainable and testable collection of services;
- Flexible and seamless migration.

5.1.2   Container Management: Kubernetes (On-premise infrastructure)

With Kubernetes, enterprises deploy and operate cloud-native applications, regardless of the environment and underlying infrastructure. It is the ideal solution for all stages of the integrated software industry: developments, tests and production. Kubernetes gives the ability to tailor application resources to a much lighter and more powerful system than virtual machines.

For each microservice, development teams can confidently use container images on their own machines and the main benefits are:

- speed: ability to provide new code to the apps depends only on one's ability to think it.
- efficiency: associated with the deep nature of the containers (portability, immutability, resilience, decoupling); the file management provided by Kubernetes makes it possible to densify the population of your machines (On premise and Cloud) without impact for the applications which cohabit there.
- lower budget: with an equal number of applications, you operate (and finance) less machines.

5.1.3 Programming Language: Python, Django Framework

Benefits of programming in Python include:

- Presence of Third-Party Modules:

The Python Package Index (PyPI) contains numerous third-party modules that make Python capable of interacting with most of the other languages and platforms.

- Extensive Support Libraries:

Python provides a large standard library which includes areas like internet protocols, string operations, web services tools and operating system interfaces. Many high use programming tasks have already been scripted into the standard library which reduces the length of code to be written significantly.

- Open Source and Community Development:

Python language is developed under an OSI-approved open-source license, which makes it free to use and distribute, including for commercial purposes.

Further, its development is driven by the community which collaborates for its code through hosting conferences and mailing lists and provides for its numerous modules.

- Learning Ease and Support Available:

Python offers excellent readability and uncluttered simple-to-learn syntax which helps beginners to utilize this programming language. The code style guidelines, PEP 8, provide a set of rules to facilitate the formatting of code. Additionally, the wide base of users and active developers has resulted in a rich internet resource bank to encourage development and the continued adoption of the language.

- User-friendly Data Structures:

Python has built-in list and dictionary data structures which can be used to construct fast runtime data structures. Further, Python also provides the option of dynamic high-level data typing which reduces the length of support code that is needed.

- Productivity and Speed:

Python has clean object-oriented design, provides enhanced process control capabilities, and possesses strong integration and text processing capabilities and its own unit testing

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framework, all of which contribute to the increase in its speed and productivity. Python is considered a viable option for building complex multi-protocol network applications.

5.1.4   Front-end: JavaScript + React + AntD UI Framework

Reactjs advantages over the other frontend solutions are:

- Notable Boost-In Performance

The Virtual DOM mentioned earlier emphatically increases speed of modern web applications because it eliminates the usage of code heavy frameworks such as Jquery and other bootstrapping libraries. React itself is sufficient in creating awesome looking front-end designs and combined with its super-fast rendering capabilities is a natural fit for companies to utilize it in their services.

- Improved Code Stability with Tests

The component creation aspect of this library allows developers to efficiently perform unit testing, making sure no system crashes occur. Code reuse enables curtailing time performing redundant tests. Adding such tests improves standards in code quality; hence, platform stability.

- Modularity and code reusability

Allows for efficient reuse by developing components for common functionality, employing object-oriented paradigms, commenting code, and where appropriate documenting code to describe higher-level operations. Also, Duplication of code is avoided by reusing existing modules.

6   ANNEXES

6.1   EXTRACT FROM THE STATE REGISTRY OF JURIDICAL PERSONS

I.P. "AGENȚIA SERVICII PUBLICE"
Departamentul înregistrare și licențiere a unităților de drept

Extras
din Registrul de stat al persoanelor juridice
nr. 118506 din 06.10.2023

Denumirea completă: **Societatea cu Răspundere Limitată "ENTERPRISE BUSINESS SOLUTIONS"**

Denumirea prescurtată: **"ENTERPRISE BUSINESS SOLUTIONS" S.R.L.**

Forma juridică de organizare: **Societate cu răspundere limitată**

Numărul de identificare de stat și codul fiscal: **1010607002906**

Data înregistrării de stat: **11.10.2010**

Sediu: **MD-2001, strada Ion Inculeț 33, mun. Chișinău, Republica Moldova**

Genurile de activitate:
1. Activități de realizare a soft-ului la comandă (software orientat client);
2. Activități de editare a jocurilor de calculator;
3. Activități de editare a altor produse software;
4. Activități de management (gestiune și exploatare) a mijloacelor de calcul;
5. Prelucrarea datelor, administrarea paginilor web și activități conexe;
6. Activități ale portalurilor web;
7. Activități de consultanță în tehnologia informației;
8. Alte activități de servicii privind tehnologia informației;
9. Activități de consultanță pentru afaceri și management;
10. Activități de contabilitate și audit financiar; consultanță în domeniul fiscal;

Capitalul social: **5400 Lei**

Administrator(i): **ȚUGUI MIHAIL**

Asociați:
1. **AREMESCU VITALIE, partea socială 5400 Lei, ce constituie 100%**

Beneficiari efectivi: **AREMESCU VITALIE**

Prezentul extras este eliberat în temeiul art. 34 al Legii nr.220/2007 privind înregistrarea de stat a persoanelor juridice și a întreprinzătorilor individuali și confirmă datele din Registrul de stat la data de 06.10.2023

Specialist coordonator
Elena Clichici
tel. 022-207832

📍 170 Columna St. Suite C, 4th Floor,
Chișinău, MD2004, R. of Moldova

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EBSintegrator Enterprise Business Solutions

6.2 ISO 27001 CERTIFICATE

acreditat pentru
CERTIFICARE

ROMANIA
RENAR

SR EN ISO/CEI 17021-1:2015
CERTIFICAT DE ACREDITARE
SM 004

SRAC

C E R T I F I C A T

SRAC certifică organizaţia/ certifies the organisation

IM "Enterprise Business Solutions" S.R.L.

Sediul social: Str. Ion Inculeţ, 33, municipiul Chişinău, Republica Moldova

Sediul de lucru: Str. Columna, 170, municipiul Chişinău, Republica Moldova
pentru următoarele activităţi/
for the following fields of activities

Realizarea de programe şi consultanţă în domeniul aplicaţiilor informatice. Activităţi de realizare a soft - lui la comandă (software orientat client). Activităţi de consultanţă în tehnologia informaţiei. Prelucrarea, administrarea paginilor web şi activităţi conexe

Development of software and consultancy in the field of computer applications. Activities to perform software - to order (client-oriented software). Information technology consultancy activities. Processing, managing web pages and related activities

versiunea declaraţiei de aplicabilitate/ version of the statement of applicability: 1/2020

că are implementat şi menţine un
sistem de management al securităţii informaţiilor
conform condiţiilor din standardul

which has implemented and maintains a
information security management system
which fulfils the requirements of the standard

EN ISO/IEC 27001:2017

IQNet
THE INTERNATIONAL CERTIFICATION NETWORK

Valabilitatea certificatului este condiţionată de
efectuarea supravegherilor anuale până la data de:

nr. certificat/ certificate registration no. **350**
data iniţială a certificării/ initial certification date **11 decembrie 2020**
data recertificării/ reissuing date -
data ultimei actualizări/ last update -
valabil până la/ valid until **10 decembrie 2023** (cu condiţia vizării anuale)
SRAC CERT SRL, Str. Vasile Pârvan Nr. 14, Sector 1, Bucureşti www.srac.ro

Director General
Ing. Mihaela Cristea

Enterprise Business Solutions

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SOFTWARE DEVELOPMENT
DATE: NOVEMBER 30, 2023

TECHNICAL PROPOSAL
URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

6.3 CERTIFICATE REGARDING THE TAXPAYER'S SITUATION

CERTIFICAT
privind lipsa sau existența restanțelor față de bugetul public național

Nr.
№ **A2319802**

din
от **27.11.2023**

1. Destinația / Назначение

Pentru a fi prezentat la Primăria mun. Edineț.

2. Date despre contribuabil / Информация о налогоплательщике

Denumirea Наименование	Codul fiscal / Numărul de identificare Фискальный код / Идентификационный номер
ENTERPRISE BUSINESS SOLUTIONS S.R.L.	1010607002906
Adresa sediului de bază (strada, numărul) Адрес основного месторасположения (улица, номер)	Codul - Denumirea localității Код - Наименование населенного пункта
Ion Inculet nr.33	0130-SEC.CENTRU

3. Atestarea lipsei sau existenței restanțelor conform datelor Sistemului Informațional Automatizat /
Подтверждение отсутствия или наличия недоимки согласно данных Информационной автоматизированной системы

La data emiterii prezentului certificat restanța față de bugetul public național constituie/ На дату выдачи данной справки недоимка перед национальным публичным бюджетом составляет:
0,00 lei/лей.

4. Valabil pînă la / Действителен до 12.12.2023

5. Autentificarea Serviciului Fiscal de Stat / Подтверждение Государственной налоговой службы

Șef Direcție

Digitally signed by Tirsina Elena
Date: 2023.11.27 10:22:12 EET
Reason: MoldSign Signature
Location: Moldova

Elena TÎRSÎNĂ

Funcția/Должность   Semnătura/Подпись   Numele și prenumele/Фамилия и имя

L.Ș/ М.П.

Executor: Galina CHIRUNET
Numele și prenumele/Фамилия и имя

Este extras din Sistemul Informațional al SFS SIA „Contul curent al contribuabilului"// 27.11.2023 ora 8:00:14 cu aplicarea prevederilor pct. 82-83 Ordin IFPS nr.400 din 14.03.2014 (Monitorul Oficial 72-77/399, 28.03.2014)

NOTA (0,00)

170 Columna St. Suite C, 4th Floor,
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+373 22 022 097

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SOFTWARE DEVELOPMENT
DATE: NOVEMBER 30, 2023

TECHNICAL PROPOSAL

URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

6.4 CERTIFICATE OF ASSIGNMENT/ EXISTENCE OF BANK ACCOUNT

otpbank

F/COM/CC/23/02

Nr. CIF26-20794.2023

Data: 23.05.2023

CERTIFICAT
PRIVIND EXISTENTA CONTURILOR CURENTE

Prin prezentul, **OTP Bank S.A.**, codul băncii (BIC): **MOBBMD22**, confirmă că compania ENTERPRISE BUSINESS SOLUTIONS SRL cod fiscal (IDNO) 1010607002906, deține următoarele conturi curente la OTP Bank S.A., Sucursala. 26 Negruzzi :

1. MDL - MD60MO2224ASV33636237100
2. MDL - MD71MO222405759757100002
3. MDL - MD44MO222405759757100003
4. MDL - MD98MO222405759757100001
5. MDL - MD72MO2258ASV38198627100
6. USD - MD71MO2224ASV38198897100
7. USD - MD17MO222405759757100004
8. EUR - MD03MO2224ASV33636407100
9. EUR - MD87MO222405759757100005

Certificatul este emis în baza solicitării dumneavoastră prin telefon din 23.05.2023

Mocanu Gheorghe
Director sucursalei 26 Negruzzi"

Executor: Meaun Iulian
Tel: 022 81 21 50

OTP Bank S.A. • Capital Social: 100 000 000 MDL • Număr de înregistrare de stat - 1002600006089
bd. Ştefan cel Mare şi Sfînt 81A • MD-2012 Chişinău, Moldova • telefon: +373 22 256 456 • e-mail: info@otpbank.md • www.otpbank.md

170 Columna St. Suite C, 4th Floor,
Chişinău, MD2004, R. of Moldova

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SOFTWARE DEVELOPMENT
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TECHNICAL PROPOSAL

URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

6.5   CVS

6.5.1   Project Manager CV

Cristian Zagornii

Project Manager/ Trainer

PROFESSIONAL EXPERIENCE

ENTERPRISE BUSINESS SOLUTIONS, Chisinau, MD

Project Manager/Trainer, July 2016–Present
- Define project scope, objectives, staffing, resources and deliverables
- Develop project plans that identify key issues, approaches and performance metrics
- Plan and schedule project timelines and milestones
- Formulate risk management plans
- Ensure communication with project partners and compliance with contractual obligations arising from partnership agreements
- Administrate the project budget in accordance with applicable internal procedures and with the conditions of the financier
- Coordinate the activities within the projects, directly supervising the technical teams, consultants, and other collaborators involved
- Monitor in time the progress achieved towards the proposed objectives and draw up monthly reports to the financiers, partners, and beneficiaries in compliance with the data provided in the contracts
- User Guides drafting.
- E-learning materials development
- Training of the system users

EDUCATION

Licentiate Engineer, speciality Systems and Computer Engineering, Technical University of Moldova

September 2016 – May 2020

TECHNICAL BACKROUND

- Adobe XD
- WEB/Mobile Application Development
- UML
- SQL
- HTML & CSS
- Linux
- Teamwork
- Jira
- Microsoft Projects

MAIN PROJECTS

Posta Moldovei is online platform that allows users access to information on the services offered by the postal company, access to the electronic services provided, online payment of invoices, the possibility of purchasing Moldovan Post products, etc.

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TECHNICAL PROPOSAL

URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

KWG the aim of the project is to develop a call recording and reporting solution that allows for extensive integration and iterative development of new features and modules. The system should be implemented in five independent instances.

Lensa app is here for those who want to literally transform the way they see things and be seen. Refining the senses, contouring, and brightening the natural hue of the eyes, accentuating the gaze with vibrant colors, any transformation is possible with us. 'Any' is not too big a word for our ever-growing stock; we are constantly adding new products, carefully selected from the most trusted suppliers around the world.

AEO is a stable and reliable record-keeping, management, and traceability system for AEO applicants and holders, and to optimize and automate the processes associated with consultation, application, examination, management, audit, monitoring, re-evaluation, issuance, suspension, etc. relevant to the AEO institution.
AEO will allow automated management of all legal and administrative relations arising from the national and international regulations of the AEO as a legal institution and will facilitate the exchange of information between customs authorities for the purpose of mutual recognition of AEO programs.

e-Customs is an automated system that enables decentralization of tasks from central to local customs, covering customs duties, and customs valuation processes, applied to import-export goods. The multi-sided platform is sponsored by USAID within its Structural Reforms Program in Moldova and managed by the Moldovan Customs Service.

Euroasia Precept - the primary purpose is to automate the processes of keeping track of students' academic progress; to provide a common space for storing and accessing static materials and resources (curriculums, evaluation forms, guides, suggestions for teaching) necessary for teachers' teaching as well as for students' studies.

Informer is an online platform dedicated to entrepreneurs, containing accurate and comprehensive data about companies in the Republic of Moldova, which comes only from official and secure sources. Users can search and obtain valuable information that can help them in the process of making important decisions related to their own business, can prospect the entire B2B sphere of the Republic of Moldova, monitor specific companies, or economic segments. Similarly, the platform aims to mitigate all risks that may affect the user's business by notifying users about disconnections from the utility, planned checks by state bodies and legislative changes related to the sector of their business.

LANGUAGES

English *upper intermediate*   **Romanian** *native*   **Russian** *advanced*

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URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

6.5.2   Senior Software Developer CV

Sergei Ivanov

Senior Software Developer

PROFESSIONAL EXPERIENCE

ENTERPRISE BUSINESS SOLUTIONS, Chisinau, MD

Python developer, September 2017–Present
- Develop high-quality software design and architecture
- Help design and implement functional requirements of the web solution, including server-side components, database management
- Develop back-end components to improve responsiveness and overall performance
- Collaborate with the UX Designer to ensure that the developed application is user-friendly and intuitive
- Test and debug programs
- Reviews and repairs legacy code
- Assess and prioritize feature requests

SIMPRAX SRL, Chisinau, MD
CEO, March 2015–November 2017
- Creating CRM for mobile services
- Developing high quality business strategies and plans ensuring their alignment with short-term and long-term objectives
- Leading and motivating subordinates to advance employee engagement develop a high performing managerial team
- Overseeing all operations and business activities to ensure they produce the desired results and are consistent with the overall strategy and mission
- Make high-quality investing decisions to advance the business and increase profits
- Build trust relations with key partners and stakeholders and act as a point of contact for important shareholders

SITS SRL, Chisinau, MD
Project Manager, June 2013–January 2015
- Ensuring that all projects are delivered on-time, within scope and within budget
- Ensure resource availability and allocation
- Develop a detailed project plan to track progress
- Measure project performance using appropriate systems, tools and techniques
- Create and maintain comprehensive project documentation

EDUCATION

Higher education in Radioelectronics, specialization Computers, Computer Systems and Networks, Technical University of Moldova
September 1990 – May 1996

URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

TECHNICAL SKILLS

- Skills: Database, Algorithms, Calculating, Data mining, Database Management, Database design
- Project Management: Task delegation, Budget Planning, Project Planning, Following Specification
- Cybersecurity: Application security, Identity Management and Data Security, Network security, Disaster recovery and Business Continuity Planning
- Cloud/ SaaS Services: Assemble cloud services (from internal and external sources), Automation across diverse systems, Service performance assurance
- Technical writing: Technical documentation, Requirements gathering
- Social media platforms: Content Management Systems (CMS), Automated Marketing Software, Web analytics
- Main technologies: Docker, Django
- Programming languages: JavaScript, Python

MAIN PROJECTS

Parents is a social media network developed by and for those who are or are about to become parents with integrated AI chatbot. Sophie Bot immediate answers to your questions about children's behavior, through the All About Parenting lens. The platform is delivered as a multi-sided system available on Web, Android and iOS.

Bizon factoring is a Web Application type Software solution, whose basic purpose is to automate and digitize the processes related to Factoring reports. And the Chatbot integrated on the platform helps customers to receive a faster answer to the questions that arise.

Rocket APP is a tool designed to automate business processes via no/low code, that slashes digital transformation efforts in half. As a result, you can power high-productivity apps, with minimum or no development effort, to accelerate collaboration and get outstanding digital experiences, with a click of a mouse.

Posta Moldovei is online platform that allows users access to information on the services offered by the postal company, access to the electronic services provided, online payment of invoices, the possibility of purchasing Moldovan Post products, etc.

AEO creates a stable and reliable record-keeping, management, and traceability system for AEO applicants and holders, and to optimize and automate the processes associated with consultation, application, examination, management, audit, monitoring, re-evaluation, issuance, suspension, etc. relevant to the AEO institution.

YpTender is an e-procurement platform that is the imperative of the time, based on long-term contacts with thousands of enterprises. By using the YpTender companies minimizes the costs of maintaining the sales department, establishes unique rules for tenders, according to the Platform Regulation, creates fair competition by publishing all the offers of the Suppliers and the Buyer's decision after the tender is completed, which allows to verify who won and under what conditions.

LANGUAGES

English *intermediate*   **Romanian** *native*   **Russian** *advanced*

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TECHNICAL PROPOSAL
URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

6.5.3   Software developer CV

Artiom Rotari

Software developer

PROFESSIONAL EXPERIENCE

ENTERPRISE BUSINESS SOLUTIONS, Chisinau, MD

Software Developer, October 2020–Present
  - Coordinating with development teams to determine application requirements
  - Writing scalable code using Python programming language
  - Testing and debugging applications
  - Developing back-end components
  - Integrating user-facing element using server-side logic
  - Assessing and prioritizing client feature requests
  - Integrating data storage solutions
  - Coordinating with front-end developers
  - Reprogramming existing database to improve functionality
  - Developing digital tools to monitor online traffic

DRAEXLMAER, Chisinau, MD

Production System Instructor, October 2016–November 2019
  - Training operators in the production
  - Production segment monitoring

EDUCATION

Licentiate in Informatics, field of training Informatics, Academy of Transport, Informatics and Communication

September 2014 – May 2019

Computer Exploitation and Servicing, College of Microelectronics and Computer Technology
September 2010 – May 2014

TECHNICAL SKILLS

Project types: API Development, SaaS Development, Infrastructure Blueprinting
Programming languages: .Net, JavaScript, TypeScript
Main technologies: CSS3, HTML5, Django, Docker, Kubernetes, Kafka
Skills: Database, Algorithms, Compiling statistics, Calculating, Data mining, Database management, Quantitative research, Database design
Project management: Task delegation, Following specification
Technical writing: Technical documentation, Instruction manuals, Requirements gathering, Research
Cybersecurity: Application security

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170 Columna St. Suite C, 4th Floor,
Chişinău, MD2004, R. of Moldova
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TECHNICAL PROPOSAL

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Cloud/SaaS Service: Access and identity control, Assemble cloud services (from internal and external sources), Automation across diverse systems

MAIN PROJECTS

Postal platform online platform that allows users access to information on the services offered by the postal company, access to the electronic services provided, online payment of invoices, the possibility of purchasing Moldovan Post products, etc.

Lensa is biggest e-commerce for glasses in Romania. Lensa allows its users to purchase products such as contact lenses, eyeglasses, and accessories. The apps allow to obtain discounts and keep up with stock availability.

KWG- The aim of the project is to develop a call recording and reporting solution that allows for extensive integration and iterative development of new features and modules. The system should be implemented in five independent instances.

Gorgias is on a mission to empower ecommerce businesses to deliver a top-notch customer experience. By understanding customers' needs, we educate businesses the best way to address them. That's why we have built a multi-channel helpdesk software with the sole purpose of helping ecommerce businesses level up their customer support and deliver an exceptional customer experience to leverage inquiries into sales.

e-AEO allows the automated management of all legal and administrative relations deriving from the national and international regulations of AEO as a legal institution and will facilitate the exchange of information between customs authorities for the purpose of mutual recognition of AEO programs.

Euroasia Precept - the primary purpose is to automate the processes of keeping track of students' academic progress; to provide a common space for storing and accessing static materials and resources (curriculums, evaluation forms, guides, suggestions for teaching) necessary for teachers' teaching as well as for students' studies.

Informer is an online platform dedicated to entrepreneurs, containing accurate and comprehensive data about companies in the Republic of Moldova, which comes only from official and secure sources. Users can search and obtain valuable information that can help them in the process of making important decisions related to their own business, can prospect the entire B2B sphere of the Republic of Moldova, monitor specific companies, or economic segments. Similarly, the platform aims to mitigate all risks that may affect the user's business by notifying users about disconnections from the utility, planned checks by state bodies and legislative changes related to the sector of their business.

LANGUAGES

English *intermediate*   **Romanian** *native*   **Russian** *advanced*

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SOFTWARE DEVELOPMENT
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TECHNICAL PROPOSAL
URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

6.5.4   Software Analyst CV

Iulian Ciobanu

Data Analyst

PROFESSIONAL EXPERIENCE

ENTERPRISE BUSINESS SOLUTIONS, Chisinau, MD

Business Analyst, January 2011–Present
- Building relationships with stakeholders through strategic thinking and deep dives into business goals
- Understanding client business flows by running client workshops to discover the core business processes, bottlenecks, and potential back stoppers
- Perform exact RnD sessions to find viable solutions
- Gathering and analyzing business requirements
- Providing solution directions and recommendations based on the client's needs, environment specifics, and industry trends
- Documenting business requirements
- Staying up-to-date on emerging technologies;
- Collaboration with multiple departments of different disciplines
- Work with other departments to ensure that everyone understands business requirements
- Finding new business channels and methods
- Collect the necessary information from the client, organizes and participates at interviews, meetings, focus groups to determine the needed requirements related to the project
- Analyzes users' business requirements and provides consulting for transposition into system requirements ensures that he understands and validates them with all members of the project team
- Validates user requirements with members of the development and project management department
- Provides support to allocated resources, in all phases of the project, including the testing period

EDUCATION

Licentiate in Informatics, speciality Cybernetics and Economic Informatics, Academy of Economic Studies of Moldova

September 2004 – May 2008

TECHNICAL SKILLS

Development
- C++
- Java
- MySQL
- PHP
- HTML

Project management
- TeamWork
- Jira

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MAIN PROJECTS

FCMS is an integral part of the justice system. FCMS contributes to the improvement of the processes management and keeping of records of data, information and documents related to the field of judicial expertise , as well as to ensure the custody of evidence.

Posta Moldovei is online platform that allows users access to information on the services offered by the postal company, access to the electronic services provided, online payment of invoices, the possibility of purchasing Moldovan Post products, etc.

Energbank is a commercial bank that provides a mix of services. The page of this bank has been updated, a user-friendly design has been created, and the chatbot on the website helps the bank's customers to receive answers about the information they did not find on the website.

E-Customs is an automated system that enables decentralization of tasks from central to local customs, covering customs duties, and customs valuation processes, applied to import-export goods. The multi-sided platform is sponsored by USAID within its Structural Reforms Program in Moldova and managed by the Moldovan Customs Service.

AEO is a stable and reliable record-keeping, management, and traceability system for AEO applicants and holders, and to optimize and automate the processes associated with consultation, application, examination, management, audit, monitoring, re-evaluation, issuance, suspension, etc. relevant to the AEO institution.
AEO will allow automated management of all legal and administrative relations arising from the national and international regulations of the AEO as a legal institution and will facilitate the exchange of information between customs authorities for the purpose of mutual recognition of AEO programs.

Euroasia Precept - the primary purpose is to automate the processes of keeping track of students' academic progress; to provide a common space for storing and accessing static materials and resources (curriculums, evaluation forms, guides, suggestions for teaching) necessary for teachers' teaching as well as for students' studies.

SIMC represents a solution for automating the processes and activities within the colleges, by extending access to real-time information.

YpTender is an e-procurement platform that is the imperative of the time, based on long-term contacts with thousands of enterprises. By using the YpTender companies minimizes the costs of maintaining the sales department, establishes unique rules for tenders, according to the Platform Regulation, creates fair competition by publishing all the offers of the Suppliers and the Buyer's decision after the tender is completed, which allows to verify who won and under what conditions.

LANGUAGES

English *advanced*   **Romanian** *native*   **Russian** *advanced*

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TECHNICAL PROPOSAL
URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

6.5.5   Software Tester CV

Natalia Cioban

Software Tester

PROFESSIONAL EXPERIENCE

ENTERPRISE BUSINESS SOLUTIONS, Chisinau, MD

QA Engineer, September 2022–Present
- Create Test Plans and Test Protocols for software applications, based on business and software design requirements
- Work closely with Development teams to recognize the potential operational issues in software, user flows, assess risks, and communicate defects resolution
- Identify any problems, prioritize tasks, and run debugging programs to fix issues
- Document and record defects details
- Create or maintain documentation, such as change logs, test documentation, test installation, user guides, administration guides, quick start guide, while working closely with Engineering team
- Provide continued feedback throughout all stages of testing
- Staying up to date on emerging technologies
- Collaboration with multiple departments of different disciplines

3SS, Chisinau, MD

Senior QA Engineer, March 2017-May 2022
- Worked with Agile and Scrum methodologies to accomplish project milestones and meet demanding timelines.
- Wrote and updated manual test cases for team use, maintaining optimal organization for maximum productivity.
- Tested functionality, performance and compliance of each product against design specifications to maintain strong development standards and high customer satisfaction.
- Worked with off-site teams to complete timely tests and facilitate smooth product releases.
- Met project scope and delivery dates by planning optimal testing schedules and realistic estimation on the tasks.
- Improve the testing process.
- Ensure the project's quality through the daily activities and in accordance with the client needs and expectations
- Created detailed and well-structured test plans
- Report issues using clear steps, description, print screen and logs
- Ensure that the test cases from the sanity-check list is updated in Zephyr
- Lead the testing process and make sure that the priorities are respected
- Assign tasks to other QA engineers based on the software testing plan.
- Assure a smooth integration and guide the new team members during the trial period.
- Validating the results of the practical tests of candidates applying for a job in our department.

Sepia Solutions GmbH, Chisinau, MD

IT Analyst, December 2015 – March 2017

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- Collaborated with infrastructure personnel and departmental managers to identify, develop and implement cost-saving technologies.
- Prepared flow charts and models and conducted feasibility studies to design system solutions.
- Reviewed technology update proposals and status reports to address company challenges.

EDUCATION

Licentiate in Exact Sciences, speciality Computer Science, Academy of Economic Studies of Moldova

September 2004 – June 2008

Automation Testing, Teqwill Academy

August 2023 - present

SAFe5 Certified Agile Practitioner, Scaled Agile

November 2020

Skills

- Test Plan Development
- Manual Testing
- Regression Testing
- User Acceptance testing
- Testing Analytics
- Test Scheduling
- Scenarios and Use Cases

- Test Procedure Documentation
- Defect Tracking and Reporting
- Test Plans and Test Methodologies
- Cross-Functional Team Collaboration
- Process Control Documentation
- Quality Improvement Strategy
- Root Cause Identification

MAIN PROJECTS

Posta Moldovei is online platform that allows users access to information on the services offered by the postal company, access to the electronic services provided, online payment of invoices, the possibility of purchasing Moldovan Post products, etc.

Parents is a social media network developed by and for those who are or are about to become parents with integrated AI chatbot. Sophie Bot immediate answers to your questions about children's behavior, through the All About Parenting lens. The platform is delivered as a multi-sided system available on Web, Android and iOS.

AEO creates a stable and reliable record-keeping, management, and traceability system for AEO applicants and holders, and to optimise and automate the processes associated with consultation, application, examination, management, audit, monitoring, re-evaluation, issuance, suspension, etc. relevant to the AEO institution.

LANGUAGES

English *advanced*   **Romanian** *native*   **Russian** *advanced*

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TECHNICAL PROPOSAL
URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

6.5.6 DevOps CV

Ion Coada

DevOps Engineer

PROFESSIONAL EXPERIENCE

ENTERPRISE BUSINESS SOLUTIONS, Chisinau, MD

DevOps Engineer, August 2022–Present
- Managing and creating Kubernetes clusters. Configure and maintain deployments on Kubernetes clusters.
- Automate build & deployment with GitLab ci/cd, which increase speed of development and decrease human errors
- Deploying, configuration & maintaining databases servers (MySQL, Maria DB, PostgreSQL, MongoDB)
- Work on most popular cloud providers: AWS, Azure, GCP, OCI, also providing cost optimization on them, removing or decreasing excess resources
- Provisioning infrastructure on cloud providers with Terraform and Ansible for automatic deployments of services on self-hosted infrastructure
- Improve monitoring performance with Zabbix, open-source software tool
- Deploy, configure & debug API Microservices

KIVORK SRL, Chisinau, MD

DevOps Engineer, February 2021–July 2022
- Provisioning, maintenance and monitoring of infrastructure
- Build and maintain CI/CD
- Help junior DevOps with onboarding
- Review and distribute Jira tasks & plan feature workload
- Provide infrastructure support to achieve business goals

ORANGE MOLDOVA SRL, Chisinau, MD

VoIP and Integration Engineer, December 2012–February 2021
- Call Center Systems Administration & Support (inbound and outbound campaigns, interactions including: Voice-Calls, Messaging, Chatbot, SMS/USSD and Web)
- PBX Administration & Support
- IVR Development
- Performance & Reliability Monitoring
- Coordinate vendor upgrades with IT groups; document HLD; applies system upgrades and patches
- Evaluate and consult projects on business requirements
- Contribute to software development & deployment of applications
- Document Digitalization Process
- Processes Automatization
- Traffic analysis and reporting
- L3 support for: Workforce Management & Knowledge Management & People Counting
- & Queue Management Systems

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URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

- Help junior DevOps with onboarding

INSTITUTE OF GEOLOGY & SEISMOLOGY, Chisinau, MD
IT Support Engineer, March 2012–December 2012
- Maintenance and troubleshooting for:
- DNS and DHCP service
- LAN & WLAN access
- Computers and peripherals

INFORMATION SOCIETY DEVELOPMENT INSTITUTE, Chisinau, MD
Network Engineer, August 2009–October 2011

- Planning & Installing network equipment
- Maintenance & Troubleshooting Layer 2 network, based on Cisco switches
- Support for local users

EDUCATION

Licentiate Engineer, speciality Information Technology, Technical University of Moldova

September 2009 – May 2014

Angular Orange System Academy certificate, 2020

VMware vSphere Install, Configure, Manage [V5.5], 2014

TECHNICAL SKILLS

Skills: Database, Database management
Project Management: Quality assurance, Task delegation, Following specification, Project planning
Technical writing: Technical documentation, Requirements gathering, Research, Instruction manuals, Client communication
Cybersecurity: Cloud Security, Disaster recovery and Business Continuity planning.
Cloud / SaaS Service: Automation across diverse systems, Model and simulate cloud services, Assemble cloud services (from internal and external sources, Service performance assurance, Access and identity control
Main technologies: Docker, Kubernetes
Project types: Web Development, API Development

LANGUAGES

English *advanced*   **Romanian** *native*   **Russian** *advanced*

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SOFTWARE DEVELOPMENT
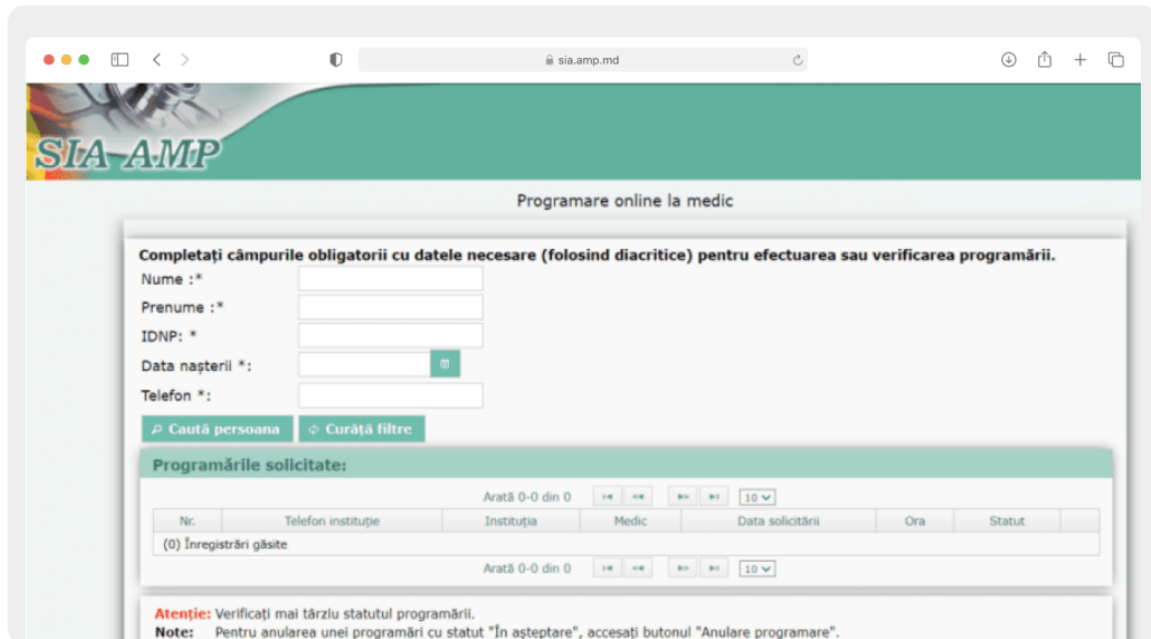DATE: **NOVEMBER 30, 2023**

TECHNICAL PROPOSAL
URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

6.6   PORTOFOLIO

6.6.1   Maintenance and Support Services of the "Primary Medical Assistance" Automated Information System
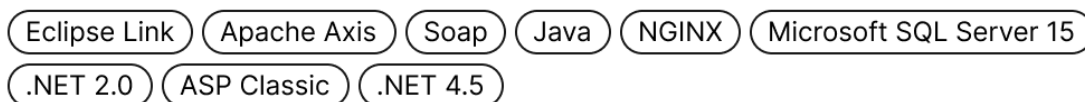
`Ongoing`

The Automated Information System "Primary Medical Care" (SIA AMP) is intended for the computerization of the main flows of medical personnel within the Medical Service Providers of the Republic of Moldova (Providers). At the same time, SIA AMP ensures the automated recording, control and coordination of the activity of the basic subdivisions of the Providers, as well as the accumulation of the necessary information to maintain the record of patient data, the formation and automated extraction of reports, the completion and issuance of electronic forms, making appointments, etc.

Among the services provided are the following:

- creating new reports according to CNAM's needs
- development of automated interfaces for data exchange with other information systems through the MConnect interoperability platform
- SIA AMP integration with the government electronic service MNotify, MLog, etc.
- permanent assurance of incident control, error control, incident prevention
- resolving errors related to viewing, searching, recording, processing, editing, saving, generating and extracting data by users
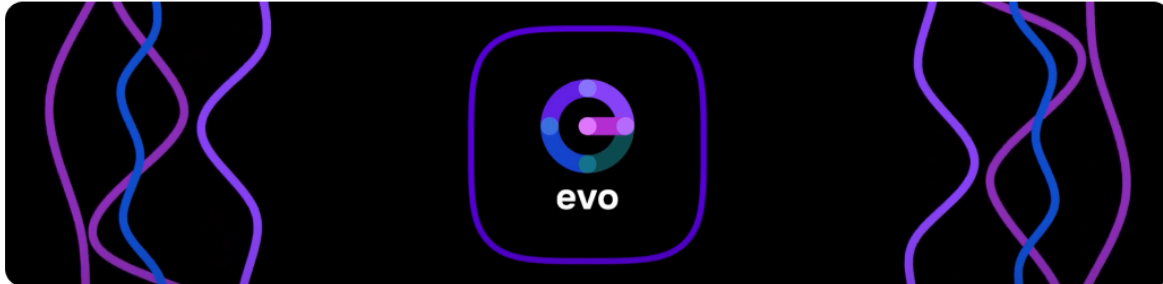- database administration and maintenance activities, etc.

Used technologies:

`Eclipse Link`   `Apache Axis`   `Soap`   `Java`   `NGINX`   `Microsoft SQL Server 15`

`.NET 2.0`   `ASP Classic`   `.NET 4.5`

6.6.2 Design, development, and deployment of the mobile application for citizen's interactions with Government and Governmental Agencies -EVO

Ongoing

As part of e-Transformation program the Government of the Republic of Moldova decided to develop an accessible, user-friendly and efficient mobile application to provide government services to citizens.

Through this mobile app, citizens will be able to access various government services, operations, and documents. Along with the information of public interest, the app will also provide access to data from different state registers, allowing users to take actions related to this data or public services.

Functionalities/modules developed:

- Notifications (email, SMS, or in-app notification)
- Profile (view and update information, language preferences, account settings, etc.)
- QR Codes (generate, scan, and validate QR codes)
- Payments (view own MPay account operation history, filter transactions and search)
- Search for Services (by name, description, category, or keyword)
- Quick Invoice Search and View (by ID, QR)
- Enroll for Payouts (using International Bank Account Number)
- Public Services (view, search, redirect to Provider's Application Forms, track service request, give feedback)
- eHealth (management of the health care needs, view medical healthcare data, including contact details for family doctor and medical insurance details)
- ePowers (browse and view the different types of power of attorney available, authorizing another person to act on your behalf, verify ePowers)
- eAppointments (search for contact data of public institutions, make appointment)

Main integrations: MNotify, MPay, MPass, MSign, MLog, MPower, MConnect, MDelivery, MWallet.

Used technologies:

C# | Entity Framework Core | ASP.NET MVC Core | Bootstrap | Blazor
.Net MAUI | NuGet | SQL Server | Kubernetes

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TECHNICAL PROPOSAL
URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

6.6.3 Development of Informational System "Posta Moldovei Portal"
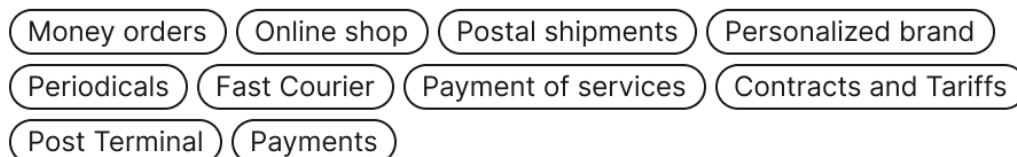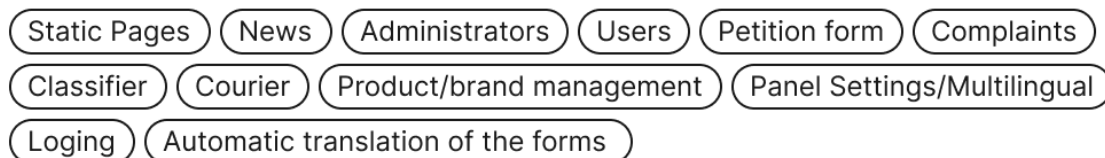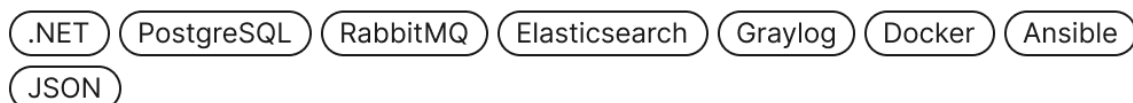
`9000 hours / 8 = 1125 man / days`   `10 thousand monthly active users`

Posta Moldovei is the largest profile operator in Moldova, the company offers a wide range of postal and financial services throughout the country, with a territorial network of almost 1,200 offices and postal agencies providing postal services to citizens in more than 1,500 localities of the country.

The Posta Moldovei (PPM) portal ensures the access of interested persons to information on the services offered by Posta Moldovei (PM), the purchase of PM products through the eShop platform, the online ordering of personalized postage stamps, the online payment of invoices. PPM offers its users the possibility of online ordering of both national and international postal items (letters, parcels, etc.), but also the opportunity to track the shipment.

Main integrations: MPay, Delivery services, Payment services, Interconnection with MDelivery, Hosted on MCloud
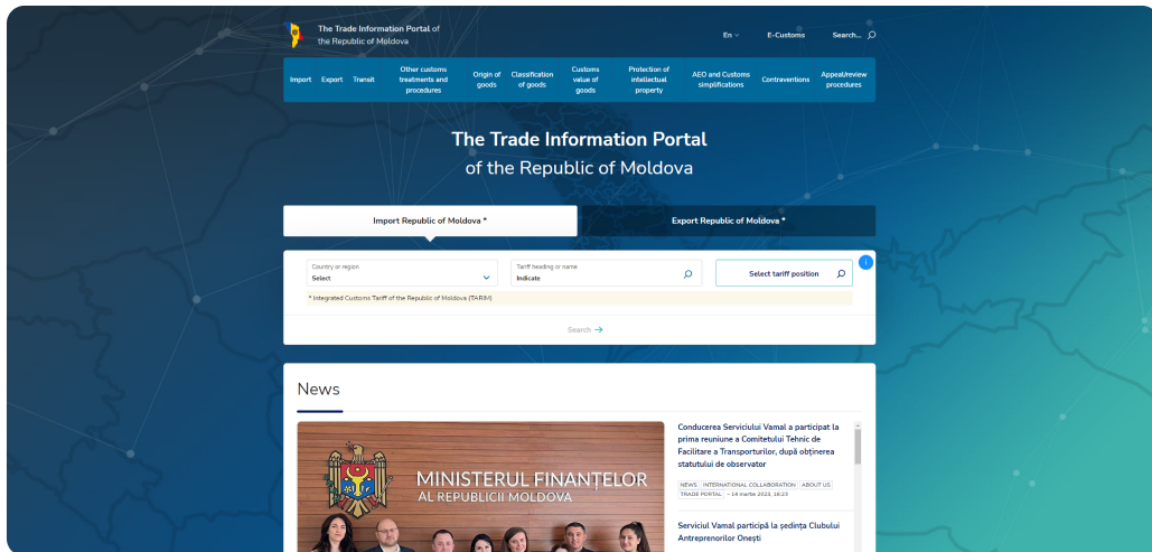
The user dashboard contains the following modules:

`Money orders` `Online shop` `Postal shipments` `Personalized brand` `Periodicals` `Fast Courier` `Payment of services` `Contracts and Tariffs` `Post Terminal` `Payments`

The administrators' panel contains the following modules:

`Static Pages` `News` `Administrators` `Users` `Petition form` `Complaints` `Classifier` `Courier` `Product/brand management` `Panel Settings/Multilingual` `Loging` `Automatic translation of the forms`

Used technologies:

`.NET` `PostgreSQL` `RabbitMQ` `Elasticsearch` `Graylog` `Docker` `Ansible` `JSON`

www.posta.md

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170 Columna St. Suite C, 4th Floor,
Chișinău, MD2004, R. of Moldova

+373 22 022 096
+373 22 022 097

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www.ebs-integrator.com

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6.6.4   Web development of the Trade Information Portal ff Moldova (SI TIP)

`1500 hours`

The basic objective of the Trade Information Portal (SI TIP) is to increase the level of transparency and accessibility of information to improve the customs administration and the level of customer service.
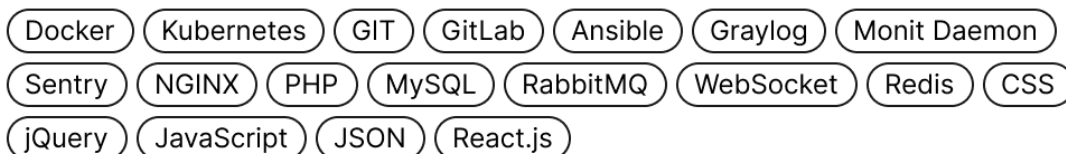
From a functional point of view, SI TIP represents a web portal with 2 basic interfaces: a public interface for online querying of the system in order to search for information and view it, and a secure interface for system administration.

The Integrated Customs Tariff of the Republic of Moldova (hereinafter - TARIM) - is the basic information resource of SI TIP, in which information is stored regarding tariff measures and economic policy measures applicable to goods imported into the Republic of Moldova/exported from the Republic of Moldova.

The combined nomenclature of goods (NCM) represents the main informational catalog of TARIM, which includes the codes, names and description of the goods corresponding to the classification systems applied in international practice, introduced on, or removed from the customs territory of the Republic of Moldova, as well as the amount of the customs tax at these goods.

Main integrations: Asycuda, Hosted on MCloud

Used technologies:

(Docker) (Kubernetes) (GIT) (GitLab) (Ansible) (Graylog) (Monit Daemon)
(Sentry) (NGINX) (PHP) (MySQL) (RabbitMQ) (WebSocket) (Redis) (CSS)
(jQuery) (JavaScript) (JSON) (React.js)

www.trade.gov.m

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170 Columna St. Suite C, 4th Floor,
Chişinău, MD2004, R. of Moldova

+373 22 022 096
+373 22 022 097

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6.6.5 Development of an Information System for AEO Moldova Programme of the Customs Service of Republic of Moldova

6596 hours

The AEO (Authorized Economic Operator) program is based on the partnership between the customs authority and the economic operators who voluntarily comply with customs regulations, ensure the security of goods in the international traffic, cooperate with the customs authority and therefore benefit from customs facilities and simplifications.

The main purpose of e-AEO is to create a stable and reliable record keeping, management and traceability system for AEO applicants and holders, as well as to optimize and automate the processes associated with consultation, application, examination, management, auditing, monitoring, reassessment , issuance, suspension, etc. relevant to the AEO institution.

Main integrations: MConnect, MSign, Hosted on MCloud, Third party integration with IS "Antifrauda"

System Features and/or Modules:

- Registration/authorization by FEA participants in AEO system;
- Automation of applications, approval (validation), signing and issuance of electronic certification for "Authorized Economic Operator";
- Monitoring and risk management, selectivity, etc.;
- Maintaining regulatory information (company lists, product items, etc.) and electronic certification for "Authorized Economic Operator", supporting documents, etc.;
- The electronical applications for "Authorized Economic Operator" by a FEA participant, full tracking of the history of applications;
- Electronic payment of certification for "Authorized Economic Operator" participant fees;
- Interaction between the individual components of the AEO system and ASYCUDA, electronic certification for "Authorized Economic Operator" and electronic customs declarations, automatic cross-checking, quota management, write-offs, etc.

Used technologies:

Docker · Kubernetes · GIT · GitLab · Ansible · Graylog · GitLab repository · Sentry · Monit Daemon · NGINX · Python3 · Django DRF · JSON · PostgreSQL · JSON Web Tokens · JavaScript · React.js · Ant Design

www.trade.gov.md/aeo

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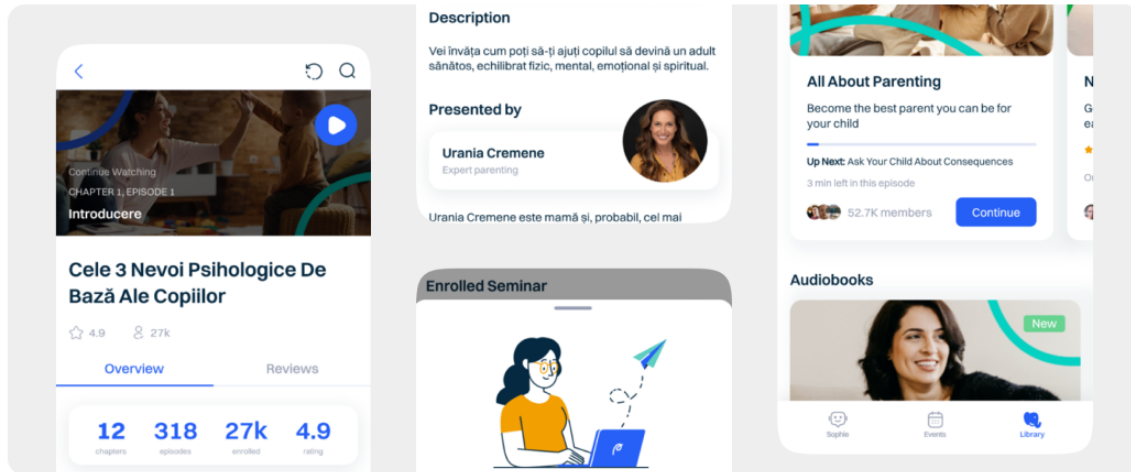SOFTWARE DEVELOPMENT
DATE: NOVEMBER 30, 2023

TECHNICAL PROPOSAL
URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

6.6.6 Upgrade of the web platform and mobile development of the eLearning platform for parents

22000 hours (continuous maintenance and development for 2 years)   100 thousand of system users

Edu Parenting is the leading company in the field of education for parents both on the Romanian market and in the USA, UK and other countries. Multi-Sided Social Media Platform "Parents" is a social medial network developed by and for those who are or are about to become parents. Network users can build private family groups, share pictures and video of their meaningful moments with life parents, develop event timelines or media mock-ups for their circle and keep an experience journal. Users can also join various communities for parenting guidance, whilst exploring educational libraries on how to become a better parent and nurture more meaningful events within their family.

The platform is delivered as a multi-sided system available on Web, Android and iOS.

Funcționalități/module dezvoltate:

Authentication   Main APP   Home page   Post detail screen

Episode of day screen/popup (with video player and comments cells)

Create post   Events   User Profile   My family member

The application is currently under maintenance and continuous development. The last future developed is the GPI Chat integration.

Used technologies:

Docker   Kubernetes   GIT   GitLab   Sentry   NGINX   Django   Celery

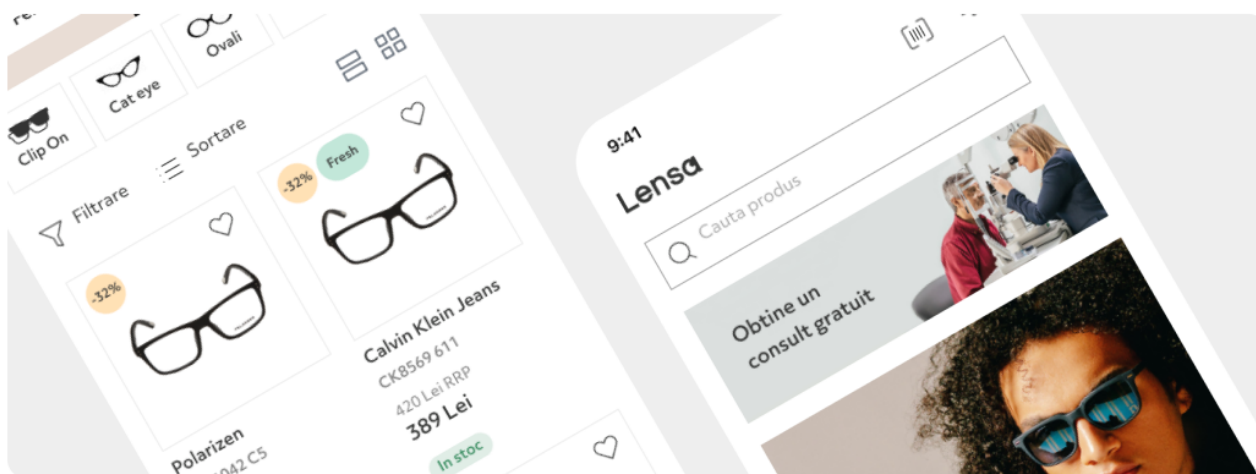PostgreSQL   SSO Powered by Django & MongoDB   RabbitMQ Acuity Scheduling

MobilPay   Flutter

www.parents.app

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SOFTWARE DEVELOPMENT
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TECHNICAL PROPOSAL

URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

6.6.7   Upgrade of Lensa web platform and mobile development – ecommerce platform

`5500 hours`

Lensa.ro has the largest selection of contact lenses in Romania - over 460 models of colored and diopter contact lenses and several thousand pairs of frames and sunglasses.

The developed solution works as an e-commerce platform where users can access a catalog of products that can be found by applying different filters or manual search according to different criteria.

Modules and functionalities of the platform:

- Authentication with email, Facebook, Google, Apple sign-in/iOS or registration
- Account management: name, address, order history, loyalty points, etc.
- Favorite products
- Administrator module
- Marketing Module
- Product catalog with categories, filters, feeds, product details, lens configurator, etc.
- Shopping basket with voucher application, calculation of the cost for delivery
- Placing the order
- The notifications module
- Reporting module

Used technologies:

(HTML5) (CSS3) (Flutter) (React.js) (Phyton) (Django)

www.lensa.ro

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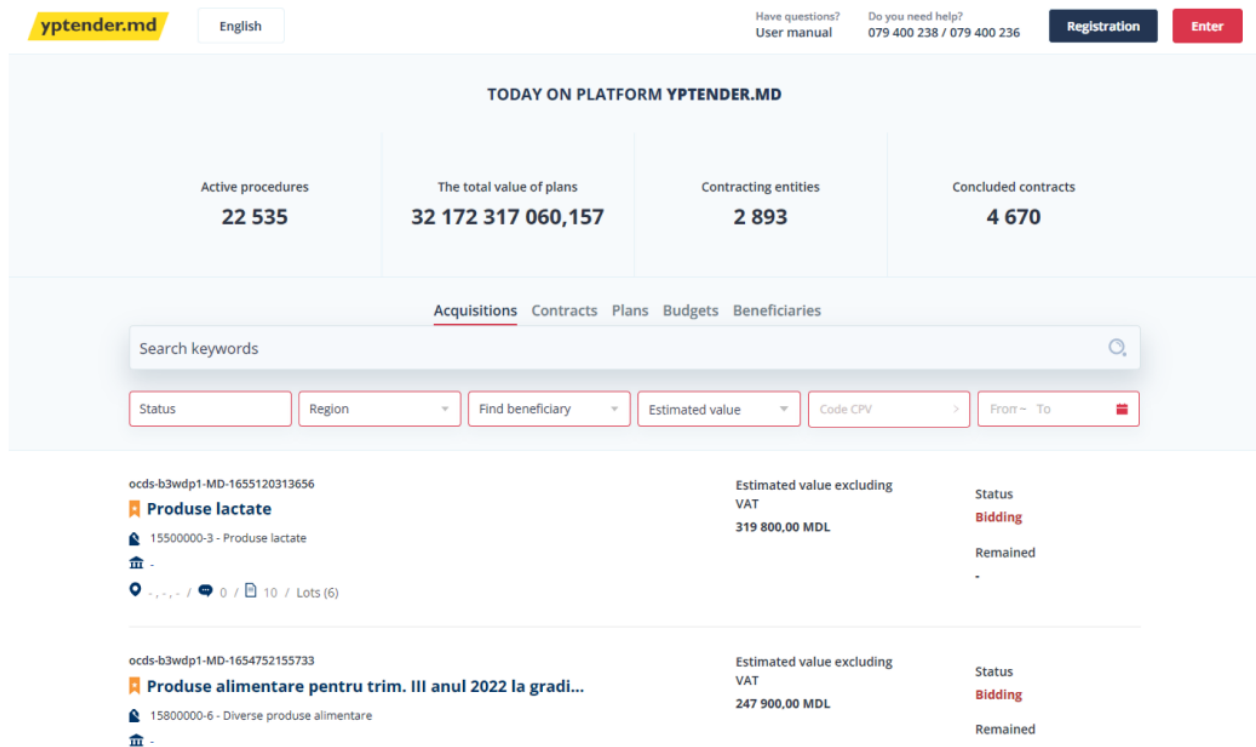
SOFTWARE DEVELOPMENT
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TECHNICAL PROPOSAL
URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

6.6.8 Design, development and implementing of the Achizition platform YPtender

6720 hours

YPtender is a multi-tier bid and auctioning platform that enables transparency across government and public acquisition process. Its engine is designed to work with the official Mtender.gov.md bidding service and is build according to public procurement reform guidelines. As a service, YPTender aims to eliminate corruption within public acquisition structures and determine true costs regards service provisioning.

The Supplier will be in charge of the following activities:

(Buyer request) (Publishing FA) (Send supplier's request)

(Approving supplier's request) (Clarification) (Send supplier's price request)

(Approving supplier's price request) (Conclusion of FA (notify Buyer and Supplier))

Used technologies:

(HTML5) (CSS3) (PostgreSQL) (Elasticsearch) (RabbitMQ) (Celery) (Docker)

(React.js) (Next.js) (Redux) (Sass) (AntD) (Python) (Django) (Kafka)

www.yptender.md

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URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

6.6.9 Development of an international informational database „Global database"

40 thousand hours

Global Database is a business intelligence platform that provides company information within a convergent environment with integrated workflow solutions. The platform operates with billions of records delivering data enrichment, business development, credit checking and other niched insights for marketing, sales and financial executives. This information is stored in the database from over 80 million comprehensive business profiles from 195 countries. The platform is automatically updated on a daily basis.

Functionalities of the platform are following:

Accounts management   Google Authenticator   MS dynamics integration

Company and employee filters   Subscription   Save list/search

Export xls/pdf/ in sales force or dynamics   Support management

Used technologies:

.NET   React   Spring   Java   C#   Bootstrap   SQL Server
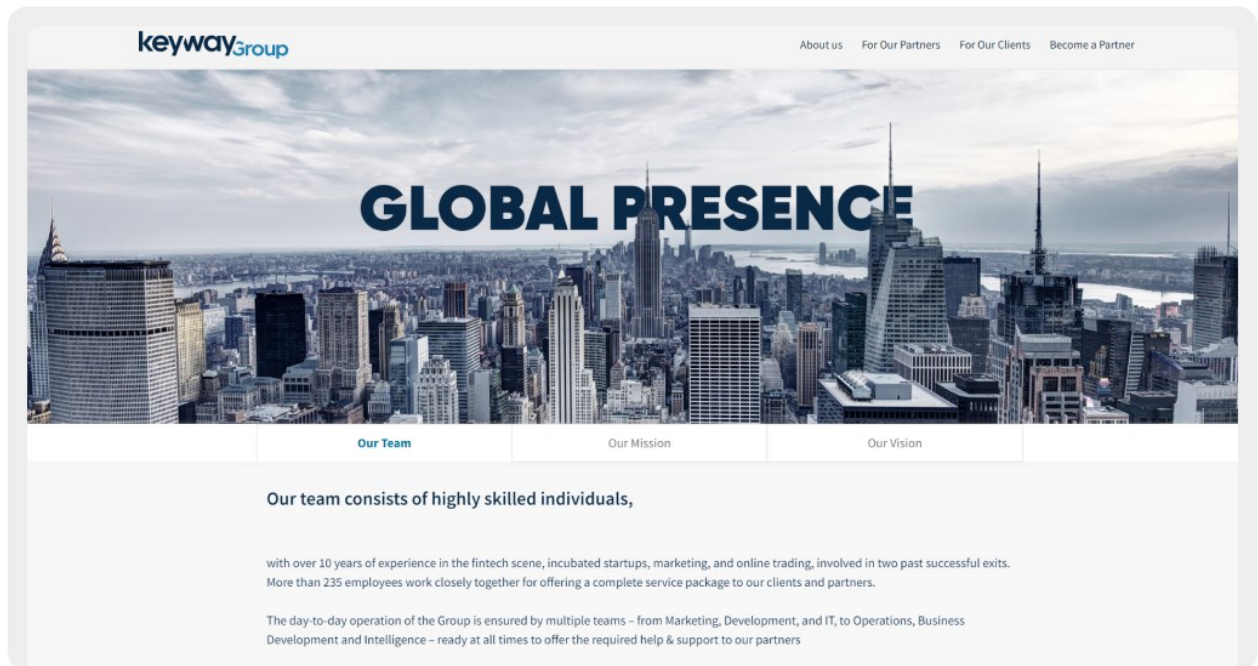
www.globaldatabase.com

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TECHNICAL PROPOSAL

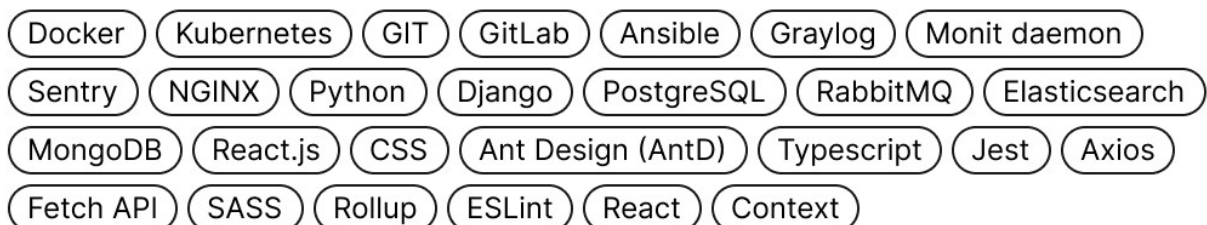**URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY**

6.6.10 Automatization of trading processes – KWG

4917 hours (development from scratch plus maintenance)

Key Way Group is a team that generates game-changing ideas and aims for exceptional setup and growth options, delivered to their FinTech partners and stakeholders. As a company, KWG blends technology with a customer-centred and education-oriented approach to create true one-of-a-kind trading experiences. One of their golden contributions is delivering an out-of-the-box quality assurance and control solution for dedicated call-centre support lines, as well as content flow management and sentiment analysis of any given conversation, to keep an eye on NPS metrics. This is yet another, out of many, first leaps ahead powered by EBS. An extended Digital Transformation chain is currently ongoing, to supply true automation among setting-up operations in FinTech environments.

Used technologies:

Docker Kubernetes GIT GitLab Ansible Graylog Monit daemon
Sentry NGINX Python Django PostgreSQL RabbitMQ Elasticsearch
MongoDB React.js CSS Ant Design (AntD) Typescript Jest Axios
Fetch API SASS Rollup ESLint React Context

170 Columna St. Suite C, 4th Floor,
Chișinău, MD2004, R. of Moldova

+373 22 022 096
+373 22 022 097

contact@ebs-integrator.com
www.ebs-integrator.com

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6.6.11 Design and development of the College Management Information System (SIMC)

5000 hours

SIMC (College Management Information System) is a complex software, with multiple possibilities, intended for management, execution control, management and recording of activities undertaken within a college during the study process. This system can be easily implemented in any college, due to its flexibility and universality level.

The general interface of the application is grouped on six pages: Admission, Student, House, Evaluations, Dormitories, System settings.

SIMC offers the following facilities:

- Administration of student admission to studies;
- Management of activities strictly related to students;
- Creating and assigning the study plan at the specialty level and at the group, student level;
- Administration of fees in the study process (receipt plan, payments, refunds);
- Registration and control of evaluations, creation of examination slips, assignment to practice, conduct of BAC and graduation exams, issuance of supplements to the graduation diploma;
- Management of student dormitories and accommodation;
- Extract reports of any data managed by the program

Used technologies:

Delphy

www.simc.ebs.md

6.7 LETTERS OF RECOMMENDATION

6.7.1 Posta Moldovei – Poralul Posta Moldovei

POȘTA MOLDOVEI

06.03.2023 nr. 20727

Letter of Recommendation

I am pleased to provide a strong recommendation for IM "Enterprise Business Solutions" SRL, doing business as EBS Integrator. They have provided an invaluable service to our organization by developing a new online platform that has greatly improved the customer experience.

The new platform provides users with electronic access to our postal services, an enhanced website, and the ability to purchase Moldovan Post products online. It has allowed us to better serve our customers and streamline our operations.

EBS Integrator worked closely with us throughout the project, providing input that delivered value. They were not afraid to get involved in operational procedures to provide a lucrative technical workaround to achieve the final business objective. Their communication was excellent and very fast. They were always available and responsive to our needs.

Overall, we could not be happier with the service we received from EBS Integrator. They really felt like an internal IT delivery department rather than an outsourcing team. We highly recommend their services and would not hesitate to work with them again in the future.

Best regards,

Digitally signed by Cojuhari Roman
Date: 2023.03.06 17:21:04 EET
Reason: MoldSign Signature
Location: Moldova

Acting Administrator

Roman COJUHARI

S.E. Posta Moldovei, IDNO: 1002600023242, 134, Stefan cel Mare si Sfint av., MD-2012, Chisinau, Republic of Moldova
Tel.: +373 22 251 200; Fax: +373 22 224 290; e-mail: anticamera@posta.md; web: www.posta.md

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URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

6.7.2   All About Parenting – parents application

All About Parenting
OP 9, CP 577, 400840
Cluj-Napoca, Romania

May 22, 2020

To whom it might concern,

We highly recommend considering IM "Enterprise Business Solutions" SRL, doing business as EBS Integrator, when you're in need of an experienced software development team that delivers.

As one of our provisioning partners, EBS Integrator does not disappoint. Our Deliverables are packed in time, on budget and we never had to sweat for getting insights regards execution.

Their input delivers added value, specifically because EBS Integrator is not afraid to push back on technical changes that would cripple our service, while delivering lucrative technical workarounds to reach the end business objective.

They're always online, at one chat or call away and we have never been put on hold.

To conclude, EBS Integrator feels rather as an internal IT Provisioning department than a nearshoring team.

Stefan Irimia

Co-Founder and CEO
All About Parenting

170 Columna St. Suite C, 4th Floor,
Chişinău, MD2004, R. of Moldova

+373 22 022 096
+373 22 022 097

contact@ebs-integrator.com
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TECHNICAL PROPOSAL
URBAN DATA PLATFORM WITHIN THE EDINET MUNICIPALITY

6.7.3 Nathan Associates – Trade Information Portal

NATHAN
Trusted for Excellence

USAID Moldova Structural Reform Program

To whom it may concern:

I would like to take an opportunity to offer a recommendation for ENTERPRISE BUSINESS SOLUTIONS SRL (EBS - Integrator). I couldn't think of any better partner to work with on development and implementation of complex IT systems and solutions.

USAID Moldova Structural Reform Program collaborated with EBS - Integrator on implementation and development of The Trade Information Portal (www.trade.gov.md) and Moldova Customs Service official website (www.customs.gov.md).

Throughout the collaboration, EBS - Integrator proved that it has a team of professionals, able to understand and intuit the client's needs and to come up with proper, innovative, user-friendly ideas and solutions.

When it comes to handling pressure situations EBS - Integrator has always proven their deftness in managing tough situations as well as respecting all the established deadlines.

I am confident about the services provided by EBS - Integrator and I can surely recommend them. Feel free to contact me for any questions you might have.

Regards,

Douglas MUIR

Chief of Party, USAID Moldova Structural Reform Program

Implemented by Nathan Associates Inc.

dmuir@nathaninc.com

170 Columna St. Suite C, 4th Floor,   ☎ +373 22 022 096   🌐 contact@ebs-integrator.com
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6.7.4 AEO

I am honored to provide a glowing recommendation for EBS Integrator. Our organization faced a significant challenge in managing the legal and administrative relationships arising from national and international regulations of AEO, but EBS Integrator provided a solution that completely exceeded our expectations. Their e-AEO platform allowed for automated management of all aspects of AEO programs and facilitated the exchange of information between customs authorities. The new system has greatly improved our efficiency and has allowed for seamless mutual recognition of AEO programs.

From the start, the team at EBS Integrator provided unparalleled service, working closely with us to understand our needs and goals. They quickly developed a prototype for our new system architecture and provided us with a well-designed data paradigm and measurable outcomes. We were impressed by their industry knowledge and their ability to meet our tight timelines.

Throughout the project, we were assigned a dedicated project manager, the team worked diligently to completely redesign our system's architecture and overhaul our UX and platform interface. The result has been astounding - our site's response time has decreased, and we have achieved significant cost savings on our server resources.

EBS Integrator's communication was top-notch, with daily meetings and weekly activity reports. Their feedback times were incredibly fast, and we always felt like a top priority. They truly felt like an extension of our team and delivered beyond our expectations. We would highly recommend EBS Integrator for their expertise and quality of service, and we would not hesitate to work with them again in the future.

Tatiana Moraru,

Head of AEO and

Simplified Procedures Unit

Digitally signed by Moraru Tatiana
Date: 2023.03.06 16:42:51 EET
Reason: MoldSign Signature
Location: Moldova

6.7.5   EnergBank

DocuSign Envelope ID: 63CD8C9E-FCB8-4F52-BF70-D559CD257196

ENERGBANK

September 5, 2023

Letter of Recommendation

Our partnership with EBS Integrator Software Development Company was a remarkable success. Their team of developers demonstrated exceptional professionalism and expertise, ensuring timely delivery of the project to the highest quality standards.

Energbank's website, developed by EBS Integrator, is a testament to their meticulous attention to detail and ability to incorporate new features. The website is user-friendly and accessible in three languages - Romanian, Russian, and English - catering to a broad audience.

With its new features such as KYC online form completion, relevant document links, internet banking access, loan and deposit calculators, exchange rate display, and realtime chat integration, the website has significantly improved the user experience.

The real-time chat integration, in particular, is an impressive feature that provides clients with prompt and efficient assistance. The website's design is visually appealing, and the information is presented in a clear and concise manner.

We highly recommend EBS Integrator Software Development Company for any software development project. Their unwavering commitment to customer satisfaction and technical expertise is unmatched.

Best regards,

Manager de proiect, Energbank

Zorina Elmuradova

DocuSigned by:

Zorina Elmuradova

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