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INDUSTRIEI ALIMENTARE  
AL REPUBLICII MOLDOVA

MINISTRY OF AGRICULTURE AND  
FOOD INDUSTRY OF THE  
REPUBLIC OF MOLDOVA

UNITATEA CONSOLIDATĂ PENTRU IMPLEMENTAREA PROGRAMELOR IFAD  
THE CONSOLIDATED UNIT FOR THE IMPLEMENTATION OF IFAD PROGRAMMES



Investing in rural people

**TERMS OF REFERENCE**  
**FOR**  
**DESIGN AND DEVELOPEMNT OF**  
**INTEGRATED IT MANAGEMENT SYSTEM SOFTWARE FOR CPIU-IFAD**

**A. BACKGROUND**

Since 2000, IFAD financed five projects for a total loan amount of US\$ 71 million. In February 2014 GoM and IFAD have signed Financial Agreement for implementation of Inclusive Rural Economic and Climate Resilience Programme. The mainstay activity of IFAD programs is the funding of credit lines for medium-term investment credit for small rural enterprises through participating commercial banks, providing matching grants for infrastructure projects, and technical assistance to IFAD loan beneficiaries and agriculture producer groups for business development. Since the start of IFAD programs in Moldova, CPIU-IFAD has provided investment loans to over 2700 agriculture enterprises. Over 15 thousands of persons have benefited from technical assistance. The “Snow bowl” of information on program implementation, monitoring and evaluation, impact analyses it is increasing rapidly year by year, due to an increase of numbers of beneficiaries and diversification of program activities. In this circumstances the CPIU-IFAD, with out of an IT solution, face with difficulties in management of the information and operational analyses of the current situation and future prognoses. Due to this the reports, information notes and analyses are provided very slowly, in most cases with big physical efforts of the staff and with delays. The supervision mission and evaluation missions are missing complete information, in time allocated for mission, for detailed evaluation and reporting.

The CPIU-IFAD in 2012-2013, on bases of accounting standard software 1C used in Moldova, has developed and customized system to generate reports in the formats requested by IFAD, classifying the payments and expenditures by category, component and sources of financing. The system also produces Withdrawal Applications (WAs) in the formats requested by IFAD. Currently, the Rural Financial\Investment Capital component is fully integrated into the system, while for the Monitoring and Evaluation, Procurement, TA component and the Market Derived Infrastructure components, still need development and to input the data related to each contract\client\business plan manually. The 1C based software has a single interface for all components which make the operation very difficult, the reports are generated on formats which require additional formatting in Excel, Word, and it is less adapted to changes and restructuring.

Republic of Moldova has adopted a Strategic Program for Governance Technological Modernization sets the basis for a coordinated approach regarding the intelligent investments in IT and increases IT capacities in the public sector. In 2013 more and more authorized public institution asks from CPIU-IFAD periodical information and report on implemented and ongoing programs, information which is further on incorporated in the overall monitoring database and used for public information. Manual processing of information and generating reports takes a lot of time and efforts of the staff.

This generates a strong necessity for design and development of a modern integrated IT management software solution management system. With launching the upcoming Inclusive Rural Economic and Climate Resilience Programme this issue become even more strong, as the program will be financed from three international donor sources, and three local sources which will require detailed evidence, monitoring and management per sources, component, category, beneficiary etc. From this point of view the CPIU-IFAD intends to select and hire a specialized software development company to design and implement the IT document management system.

## **B. OBJECTIVES OF THE ASSIGNMENT**

This ToR it is developed to specify requirements and condition for design and implement the IT management system at CPIU-IFAD and conditions for selection of an IT company to be hired to carry our this task.

The CPIU-IFAD intends to manage the funds through integrated software that it will improves annually and it will integrates it with other databases of the state and E-governing system. The large number of files received and processed by IFAD, as well as their permanent transporting from PFIs implies considerable expenditures related to courier services and time consuming, thus the new soft will allow on-line applications and submission on the documents.

CPIU-IFAD's integrated IT management system, which the institution aims to develop and to implement, will include several sub-systems of major importance to the efficient and easily accessible operation, not only for CPIU Staff, but also for producers and all partner public institutions.

The above-mentioned subsystems will be integrated and interrelated through specific procedures, so that the flow of information will be bidirectional and effectively reduce the time allocated to the internal management of resources.

## **C. SPECIFIC TASKS**

### **Internal Documents Management**

CPIU-IFAD has 14 employees, 13 of which are involved in document management processes.

The purpose of implementation of internal management solution is enhancing document security, improving access to information, reducing the time required for execution of tasks and generating analytic reports, based on the information stoked in the data base.

IT Management System it is plan to cover entire CPIU-IFAD activity, structured within several independent components and structural unites. The architecture of the IT Management System shall be modular and extensible, that will ensure a maximum flexibility and adaptation to the business processes of CPIU-IFAD.

Implementation of internal IT management solution also aims to allow the authorized personnel to manage the electronic records.

Currently there are two main separate business components within the CPIU-IFAD: Front Office and Back Office. The Front Office represent management of the main operational components and sub-structural unites: Rural Finance services, Infrastructure Development, Value chain Development, Climate change resilience, M&E, Procurement, Programme office.

The Back Office represents accounting component/department which currently uses standard IT soft 1C. The new IT management system will be designed and developed to ensure a smooth business running in the Front Office, with a synchronized connection to the Back Office.

The IT Management System will provide:

- Centralized storage of information in the data base and documents
- Distribution of information per each program, component and activity
- Registering the primary information
- Workflows, modeling and control
- Versioning and tracking
- Generate statistical, financial and monitoring reports
- Automation of work processes
- Setting access to the IT database per category of uses and rights for access
- Data catching
- On-line submission of documents/information.

#### **General requirements for the IT Management System**

- The IT management system should be a turnkey, customizable solution, mature in terms of its development.
- The system must be an internal one. Thus, developments, configurations or customizations at the level of the software product are accepted.
- The IT management system should be client/server type.
- The solution must be developed based on client needs.
- The interface must be user-friendly, contain contextual help facilities. Depending on the type of user, its configuration should be adjustable as required, offering facilities for adding or removing some buttons.
- To have administrative interface for users with unlimited access to the resources of the system.
- The operating interface must be developed for each of sub-structural units.
- The requested system should be modular and function as a whole.
- The system must allow access to its functions for making additional customizations directly in the interface, but also through external link within an advanced development solution and through web services.
- For the performed customizations, the system must allow adding specific buttons, with related developed functions, and should also allow adding new features under the context menu (when clicking right on an item in the archive)
- The system must provide an easy to use administration interface.
- The system must allow functions of electronic archiving, document management and workflow in its basic module.
- The system must provide facilities for replication between client and server and server - server.
- The system should allow the definition of backup profiles.
- The system must use minimal resources to run in optimal conditions.

- The contractor should include all costs related to licenses when using commercial software
- The contractor should specify the technical parameters of the hardware and software needed to run the system

#### **Technical Requirements for IT management system development**

- The system must allow creating a number of levels in the hierarchy of the classification scheme without any limitations.
- The system must allow orderly viewing the elements of a structure: manual sorting, alphabetically ascending, alphabetically descending, by the date of archiving, etc.
- The system should prevent duplication, providing the possibility to create a shortcut.
- The system must allow automatic generation of reports.
- The system should allow simple and predefined flows start-up. Flows must be created directly from the system interface without requiring programming skills.
- Workflow functionalities should be extendable by using scripts.
- The system should allow monitoring the development of flows and execution of activity reports.
- Interaction in the workflow should be possible both from the Windows client, and from the Web and Java interface.
- The solution should allow versioning of the workflows.
- The solution allows delegation of tasks in workflows even if the workflow is already running.
- The system must allow allocation of tasks between users and their classification by levels of priority, as well as filtering of tasks by time or by the nature of the task.
- In terms of flows that may occur outside the standard process of document circulation, the system should allow automatic generation of flows of different type by simply selecting the users in the system.
- The system must allow the exchange of files and communication between users.
- The system must allow instant reporting on active, expired and the successfully completed workflows.
- The system will allow a workload to be submitted by multiple users or multiple groups of users.
- The system should allow setting tasks outside the processes of mailing within the CPIU-IFAD.
- Users shall be required to change their password on first login and be able to change the password later whenever they want it.
- Users will be automatically disconnected from the system after a specific period of time when the system is not used.
- To ensure traceability of any changes of security permissions in the system.
- Each user has a defined set of access rights at the application functionality level (depending on the role assigned).

- The system should allow providing of multiple access rights under the solution, adding of new users, inheritance rights, grouping users into groups, assigning administrators and user groups.
- The system must allow users import from the local workstation, server or LDAP/Active Directory.
- **The system should allow for simultaneous access of 25 persons**

### Information of structural unites, document flow and specific tasks

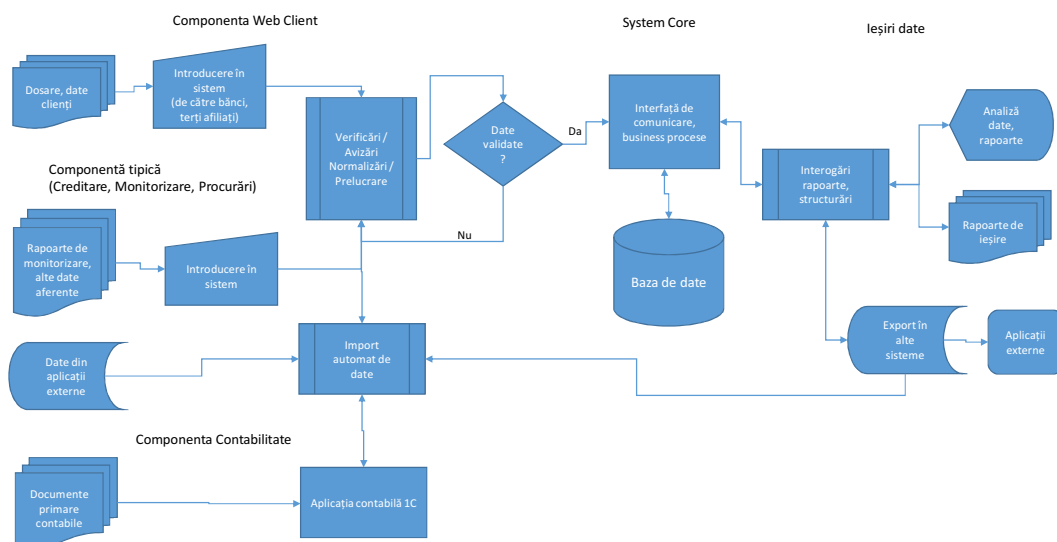
**Rural Finance services.** On this component soft should ensure qualified monitoring of whole process for provisions of loans to agriculture producers, including application, provision of loan, post finance activities. Loan provision is done via commercial banks(PFAs) of Moldova, which are partners for implementation of the CPIU-IFAD programmers. Application for loans is coming from commercial banks. For simplification of procedures for loan application and eliminating errors in data information, the new soft must ensure on-line application through INTERNET, using technology ExtJS. The PFAs will sign in the system, and will step-by-step fill-in the application form. To the application will be attached electronically 7-9 required documents. Received On-line information will stored in the CPIU-IFAD data base.

Quarterly the PFIs will update the information per each loan application.

After loan provision, credit department will monitor destination of the loan, by filling in on-line a report.

Additionally to the loan provision, in the Credit Department will be provided Technical Assistance to PFIs, Apex organizations, etc. information which will be stored in special registers for further analysis.

Visualization of the data, analyses and generating of the reports will be done by CPIU\_IFAD through the desktop application, which will have access in real time to the common data base with other structural components or subdivisions. Below scheme represent flow of information accumulated, stored and process by the soft.



### Infrastructure Development.

Under this component IFAD programme award competitive contributory grants for investment in public infrastructure for group of agriculture producers in partnership with local Primaria. Process of financing includes the following stages: Information and Awareness, application, two-step selection process, approval of grants by the Selection Committee, approval of the grants by IFAD, technical design, selection of construction company, construction of infrastructure, final reception of construction, transmission to infrastructure to the beneficiary and monitoring. The new soft should allow collection of the information on each of the described stage, per each infrastructure project, per each sources of financing, storage of information, analyses and generation of reports. Under this component will be applicable on-line applications.

#### **Value chain Development.**

Within the IFAD programmes it is provided Technical Assistance(TA) for loan beneficiaries, Producers groups, stockholders. Technical Assistance includes trainings, consultancy services, field days, seminars, conferences, study tours. The new soft should track information on all events and activities carried out under this component, including impact and results of Technical Assistance provided. Request for Technical Assistance may come from potential beneficiaries On-line.

#### **Climate change resilience.**

In the climate change resilience sub-component will be provided TA and matching grants to enhance the resilience and adaptive capacity of farmers to climate change to ensure higher and more stable incomes and to improve beneficiaries' productivity and competitiveness, increase investment and business opportunities, and improve market access and resilience against economic and climate shocks. Under this sub-component will provided support for the following activities: establishment of 12 Farm Field schools with demonstration sites; provision of Start-up subsidies for equipment for No-till technology for 100 beneficiaries; will be established Protective shelterbelts on at least 200 hectares; two privately owned nurseries for the production of native trees, shrubs and herbs set up and upgraded with equipment for production of planting material; at least 200 hectares of grass cover in orchards, vineyards strips, of pastures will be rehabilitated; small-scale value chains for the production and marketing of shelterbelt plant products will be supported under this sub-component. The new soft should ensured capturing and processing of all information on activities, payments, transactions, achievements.

#### **M&E component.**

This structural component it is interlinked with all other components. The software will be developed for data processing that would allow on an annual or periodical basis to introduce collected data from program beneficiaries and generate reports. The software must be able to process a large set of data from questionnaires, and transform them into useful information for decision makers. It should allow extensive data segregation per activities, domains, components and regional distribution and have a user friendly interface. The software must provide required functionality of storage and data processing according to the project needs. The program must be flexible to the changes in case of user needs. In addition, the software must be able to perform the following actions:

- ✓ Speed data processing
- ✓ Centralization of data
- ✓ Variables and data manipulation: sorting, calculating, adding, share data, splitting database for comparative analysis
- ✓ Data archiving and export formatted in tabular form, clipboard or other software applications;
- ✓ Report / Print in Word or Excel;
- ✓ Eliminate repetitive manual tasks, time-consuming and error-prone

- ✓ Detailed reporting of activity and performance on indicators

### **Procurement.**

The procurement of goods, works and consulting services under given CPIU-IFAD projects is undertaken in accordance to the IFAD Procurement Guidelines and Procurement Plan. Soft should ensure capturing information following various stages of procurement procedures: bid advertising, procurement method applied, open competition, public bid opening, examination and evaluation of bids, award of the contract, information on bidding documents, minute notes of the Selections Committee, register of the contracts, information on amendments, etc. All evidence should be kept the each line from Procurement Plan in real time.

### **Programme office.**

Under this compartment soft should store and generate information related to administration of the program, including in-coming and out-going document flow, registration of documents, correspondence evidence, registers of correspondence, registers for administrative decisions, staff files, staff knowledge management, library, archive etc.

## **D. TRAINING AND SERVICES**

Under the project, training activities of end users of the IT system envisage training of **13 users**, respectively **3 people for IT system administration**, and **10 people who will follow the "train the trainers" principle**. The training sessions will have duration of at least 10 days, with training sessions of 3-6 hours/session.

The training will aim at achieving at least the following objectives:

- Knowledge of the integrated system as a whole;
- Learning how the system operates;
- Learning how to solve problems using the current system;
- Understanding the implications of the system and its advantages on how to solve the current problems;
- Knowledge of preparing reports.
- System administration

The training sessions will be conducted in accordance with the contract provisions. Also, user manuals and course materials in Romanian language will be developed and made available to CPIU-IFAD, for the use of functionalities of the integrated system.

The training will be followed by the assessment of knowledge and skills acquired by the users. Also, the training will be conducted in Romanian.

On completion of the course, the trainees will receive individual training certificates. There will be models of such training certificates for the main categories of users:

- Key users;
- Software administrators.

Upon completion of the training session, the following documents will be developed:

- Course attendants;
- Schooling report prepared by the trainer;
- Course Evaluation (to be completed by the trainees).

Services delivered should also include the following:

- 12 months maintenance free of charge for all basic functionalities, according to minimal compulsory requirements contained in the current documentation

- 12 months technical support free of charge of 40 hours per month for implementation for new functions.

#### **E. TIMEFRAME**

The duration of CPIU-IFAD's software implementation, as described above, will be ~~6 months from the launch of the implementation process~~ **specified by the company in the technical offer**. It shall have the following compulsory stages:

Stage 1: **Architectural Analysis and Fine-tuning**

Stage 2: **Development and Implementation of IT management solution**

Stage 3: **Development and Implementation of the soft**

Stage 4: **Testing, Acceptance and Final Installation**

Stage 5: **Staff training and know-how transfer**

#### **F. REQUIREMENTS FOR EXPERIENCE and QUALIFICATIONS**

The Bidder shall meet the following minimum qualification criteria:

- a) Bidder shall have at least 3 years experience in provision of Information Technology(IT) System and services;
- b) The Bidder should provide financial statement and balance sheet for the last year;
- c) The Bidder must have demonstrated experience in conducting at least one successful contract similar by nature, and size;
- d) The Bidder shall demonstrate the team of professionals(experienced project manager, specialist in software, etc.) necessary for implementation of such projects;
- e) Bidder should demonstrate practical level of experience with web base applications;
- f) Experience in development multiuser software systems would be an asset;
- g) Experience in development similar software for financial institutions would be an asset.
- h) Practical level experience with AJAX, HTML, JavaScript, JQuery, CSS, Log4net, SQL Server Reporting services;
- i) Experience in software development services for centralized integrated software system, with web services based integration with other soft ware systems.
- j) The proposed Project Manager and at least one alternative team member nominated by Bidder must have experience in managing IT projects for at least three(3) years, and experience in at least 1 similar project;
- k) The Bidder should have legally binding commitment (subject to award of contract) to put in place, to fulfill its maintenance and technical support performed by a service center located within Chisinau.

#### **G. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING OFFERS**

Interested Bidders should submit their applications, consisting of Technical Proposal and Financial offer.

1. Technical Proposal should include documents/information to demonstrate bidder qualifications:

- Motivation explaining why bidder is the most suitable for this kind of work;



- Company profile;
- List of similar assignments, contracts, projects implemented in the past three years, indicating name of the beneficiary, year of implementation, value of the contract;
- Financial statement and balance sheet for the last year
- CVs of the personnel, which will be working on this task;
- At least 3 references;
- **Specification of the hardware and software needed to run the system**
- Timeframe proposed.

## 2. Detailed financial proposal:

The financial proposal shall be expressed in USD as integral cost for task and disaggregated per each stage service provided. **The service cost shall be presented in US Dollars.** Companies that **do not meet** this condition will **be excluded from competition.**

## **H. THE EVALUATION CRITERIA**

- The suppliers will be selected in accordance with the procedures set out in the current edition of IFAD Procurement Guidelines.
- Evaluating Proposals for the services described above will be carried out by using the "Least Cost Selection" method, only companies that will acquire minimum qualifying score of 60% will be eligible for financial bid opening.
- For the financial evaluation determines the evaluated price of each proposal and the lowest priced proposal it awarded the contract.
- The technical evaluation of services will be reviewed based on the following criteria:
  - Specific experience of the Bidder relevant to the assignment -max.20 Points
  - Experience in software development for Financial Institutions -max.10 Points
  - Adequacy of the proposed methodology, approach, timeframe in responding to the Terms of Reference -max.30 Points
  - Key personal staff qualifications and competence for the assignment -max. 40 Points

## **I. CONDITION FOR OFFER'S SUBMISSION**

To be considered interested companies should submit their proposal (financial offer) in original and a copy in separate sealed envelopes. Offers should to be submitted to the following address: CPIU-IFAD, 162, Stefan cel Mare si Sfint blvd., office 1303, MD-2004 Chisinau, Republic of Moldova no later than **January 12 2015, 15:00**. Electronic bidding will be not permitted. Late bids will be rejected.

Any request for clarification must be sent in writing by standard electronic communication to [office@ifad.md](mailto:office@ifad.md).