

TERMS OF REFERENCE
Ministry of Education, Culture and Research
Moldova Education Reform Project (MERP)

Reference No. (as per Procurement Plan): MERP/AF/CS/CQS-10

Consultant Company
to develop and implement the Grievance Redress Mechanism (GRM) platform

1. Background information on the project

The „Moldova Education Reform” Project (MERP) is a World Bank-financed Project, to be implemented over eight years, between April 2013 and April 2022.

The total cost of original credit is SDR 26.1 million (USD 40 million equivalent) and the Additional Financing (AF) in the amount of SDR 7.1 million (US\$ 10 million equivalent) is provided to the Republic of Moldova in support of Moldova Education Reform Project.

The MERP supports the Government of Moldova (GoM) reform program by financing activities that will strengthen the quality of education and lead to a more efficient education sector. Through this Project, the World Bank supports the GoM in implementing the needed reforms, which include initiatives for:

- Improving learning conditions in targeted schools;
- Strengthen the education monitoring systems;
- Promoting efficiency reforms in the education sector.

The objective of the Project is to improve learning conditions in targeted schools and strengthen the Recipient’s education monitoring systems, while promoting efficiency reforms in the education sector.

MERP’s focus is to support interventions that would lead to improvements in the quality and efficiency of primary and general secondary education. Specifically, the AF would allow the Ministry of Education, Culture and Research (MoECR) to expand the coverage and depth of selected activities already initiated under MERP, such as teacher and school managers’ training, participation in Programme for International Student Assessment (PISA), and development of an additional module to Education Management Information System (EMIS) (Technical and Vocational Education and Training (TVET) module) and roll-out of the preschool module

The MERP has three components:

- A. “Strengthening the Quality of Education”,
- B. “Improving the Efficiency of the Education Sector”
- C. “Improving the Ministry of Education, Culture and Research’s Capacity to Monitor the Reform”.

One of the Project activities financed by the Component A is **to develop and implement the Grievance Redress Mechanism (GRM) platform**.

Grievance Redress Mechanism for Moldova Education Reform Project is managed by the MERP’s Project Management Team, under the direct responsibility of MERP’s Executive Director.

Transparency and accountability are core elements of the Moldova Education Reform Project (MERP). For this purpose, the project will include a Grievance Redress Mechanism (GRM) platform. The goal of

the GRM is to strengthen accountability to beneficiaries and to provide channels for project stakeholders to provide feedback and/or express grievances related to project supported activities. The GRM is a mechanism that allows for the identification and resolution of issues affecting the project. By increasing transparency and accountability, the GRM aims to reduce the risk of the project inadvertently affecting citizens/beneficiaries and serves as an important feedback and learning mechanism that can help improve project impact.

The mechanism focuses not only on receiving and recording complaints but also on resolving them. The Grievance Redress Mechanism is a process for receiving, evaluating, and addressing complaints related to project and to the MoECR's activities, received from citizens and affected communities at the level of the project and the MoECR.

Scope: The Grievance Redress Mechanism will be available for stakeholders of the MERP project, MoECR, MSIF and for other interested parties to submit questions, comments, suggestions and/or complaints, or provide any form of feedback on all activities carried out by the MoECR.

GRM's users: Project beneficiaries - i.e. those who will be and/or are likely to be directly or indirectly affected, positively or negatively, by the MERP project -, as well as the broader citizenry can use the GRM.

GRM's management: The GRM for the MoECR will be managed by the Document Management Section of the MoECR and for the MERP Project by the MERP responsible staff who is a member of the Project Management Team. The Mechanism will be interconnected with the electronic document management system that now is functioning under the MoECR. The electronic document management system provides records, control of the document execution, storage and retrieval of documents, complaints in any electronic format, including copy scans of the paper documents.

The GRM platform, being interconnected with the electronic document management system, will have automatically assigned the e-mail accounts of the responsible specialists within the Moldova Education Reform Project (MERP), Ministry of Education, Culture and Research (MoECR) and Moldova Social Investment Fund (MSIF).

Submission of complaints: The GRM platform will be accessible directly or using a link placed on the MoECR's web page. Complaints can be submitted online by completing the online form, sending e-mails, calling the GRM call center or by registering paper based complaint at the Ministry's office. If the complaint is not submitted online, then the GRM specialists will register the complaint (filling the online form) with the necessary data based on received paper-based complaint.

2. Objective of the Assignment

The objective of the proposed assignment is to develop the GRM platform for the Moldova Education Reform Project.

3. Scope of Services

The scope of services of this assignment is to design, develop, configure, and deploy the GRM platform as a fully functional product with all functionalities in place, according to the requirements defined by the MoECR in Annex 1.

4. Deliverables

The Consultant shall submit the following deliverables as set in the table below:

Type of report	Contents	Format/ Language	Submission Deadline	Approval by
System analysis and architecture documentation (SRS, SDD, STD)	Coordinate and approve with the MERP and MoECR the following documents: 1. Software Requirements Specifications (SRS); 2. Software Design Description (SDD); 3. Software Test Document (SDT).	Language: Romanian Format: electronic and hard copies	6 weeks from starting the contract	MoECR (Information Technologies Service) and MERP Team
GRM platform development and testing report	Organizing the meeting with the representatives of the MoECR and MERP team, where the final version of the GRM platform will be presented.	Source code on any data storage device. Reports Language: Romanian Format: electronic and hard copies	15 weeks from starting the contract	MoECR (Information Technologies Service) and MERP Team
User guides and Technical documentation		Language: User guides: Romanian, Russian Technical documentation: Romanian or English Format: electronic	17 weeks from starting the contract	MoECR (Information Technologies Service) and MERP Team
Course support for platform users of the GRM Course support for administrators		Courses support in Romanian, Russian	19 weeks from starting the contract	MoECR (Information Technologies Service) and MERP Team
Report on training of administrators and users	The report should include information about the number of participants, the course support followed by the training, the participants' feedback	Format: free Language: Romanian	20 weeks from starting the contract	MoECR (Information Technologies Service) and MERP Team

	on the training and solving of all requirements of participants			
Warranty and support report	The report must contain the detailed activities carried out, progress and problems faced in the implementation of the assignment	Language: Romanian. Format: electronic	At the end of maintenance period	MoECR (Information Technologies Service) and MERP Team

5. Qualification requirements and basis for evaluation (evaluation criteria)

The consultant company shall have proven experience in:

(i) General experience (20 points):

- Minimum five years of work experience in software development;
- Minimum three years of experience in web-application;
- Experience of working with international organizations and/or national agencies implementing externally funded programs and projects would be an asset;

(ii) Specific experience (20 points):

- Experience in development of Web-Applications integrated with governmental platforms (such as MPass, MSign, MLog, MNotify). At least 2 Web-Applications in the last three years shall be considered;
- Experience in development and implementation of similar GRM platforms would be an asset.

(iii) Professional experience of key personnel (60 points):

The Consulting team shall include at least three key members: a team leader, a web developer and an integration system specialist:

Team Leader

- University degree in Computer Science or another relevant domain;
- At least five years of experience in leading and management of software development projects;
- Proven knowledge of e-Governance policies and regulatory framework of the Republic of Moldova;
- Experience in developing and implementing web-platforms by using the live cycle processes of the system of state importance.
- Experience in developing at least two web-platforms in the last three years;
- Experience in implementing projects containing personal data in the last three years;
- Ability to communicate in Romanian.

Web Developer:

- University degree in Computer Science or another relevant domain;
- At least five years of experience in software development;

- Proven experience in web UI design and development using responsive frameworks;
- Certification in any technology from the required technology stack is an asset;
- Ability to communicate in Romanian.

Integration System Specialist

- University degree in Computer Science or another relevant domain;
- At least five years of experience in software development;
- Proven experience in systems' integration with e-Governance platforms, API design and development;
- Ability to communicate in Romanian or English.

6. Duration of the assignment and estimated time input

The Assignment is expected to be carried out from January 2020 to March 2021, including 12 (twelve) months of warranty for the GRM platform.

7. Institutional Arrangements

The consultant company is expected to work in close cooperation with the MoECR (Information Technologies Service) and MERP Team.

Confidentiality statement: All data and information received from MoECR for the purpose of this assignment is to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference. All intellectual property rights arising from the execution of these Terms of Reference are assigned to MoECR. The contents of written materials obtained and used in this assignment may not be disclosed to any third parties without the expressed advance written authorization of the PAS Centre.

Annex 1.

Functional Requirements

GRM Actors

- User – any user accessing GRM
- Complainant – any authenticated user with possibility to submit complaints
- Specialist – authenticated user, representative of MoECR or MERP or other relevant departments, who will analyse and solve the complaints.
- Supervisor – authenticated user, representative of MoECR or MERP or other relevant departments, supervising the process of complaints receiving and solving.
- GRM Administrator – authenticated user with administrator rights

User requirements:

- FR 01. GRM Home page and public information, such as news, contact information, complaints categories, terms and references, anonymous complaints solutions, etc. will be accessible to any User.
- FR 02. The User can fill in and submit anonymous complaints. Captchas will be used to submit to avoid spams and abuses.
- FR 03. At least the following **Complaints categories** will be available in GRM platform:

ID	Description	Brief description of Grievance or Inquiry
Category 1	Social Safeguards	
Category 2	Environmental Safeguards	
Category 3	Grievances regarding violations of policies, guidelines and procedures	
Category 4	Grievances regarding contract violations	
Category 5	Grievances regarding the misuse of funds/lack of transparency, or other financial management concerns	
Category 6	Grievances regarding abuse of power/intervention by project or government officials	
Category 7	Grievances regarding MERP staff performance	
Category 8	Reports of force majeure	
Category 9	Grievance about project interventions	
Category 10	Other	

Complainant requirements:

- FR 04. The Complainant will need to authenticate using MPass in order to apply a complaint. If Complainant does not have an electronic signature, then he or she will provide personal and contact details in order to be identified or contacted by Specialist.
- FR 05. The Complainant will be able to select the Complaint category
- FR 06. The Complainant will fill in the electronic form¹ in order to submit a complaint.
- FR 07. The Complainant will be able to mark his/her complaint and/or provided response as public (could be seen by any user). By default, this option will be off.

¹ The form structure will be defined during the analysis stage of the project and approved by the Client.

- FR 08. The Complainant will receive e-mail confirmation that the complaint was received (the confirmation could be generated automatically by GRM).
- FR 09. The Complainant will be notified through e-mail if the complaint status is changed (for ex. Received->Assigned->Under examination->Solved). At least the following complaint statuses will be available in GRM:
- Received (the complaint was received and registered in GRM. The notification to Complainant was sent. This status is generated by GRM after complaint is received).
 - Assigned (Status indicating that the complaint was assigned to a Specialist).
 - Under examination (the complaint is under examination by Specialist or other relevant representatives).
 - Resolved (the complaint was solved).
 - Responded (the response to the Complainant was sent).
 - Closed (a complaint will be considered closed if it is confirmed by Complainant or there is no any feedback from Complainant during 10 working days (duration will be configurable by GRM Administrator) after Response was sent).
- FR 10. The Complainant will be able to attach files to complaint (the type, number and size of files will be configurable and configured by GRM Administrator).
- FR 11. The Complainant will be able to indicate the channel he/she would like to receive the response to complaint (online, e-mail, post mail, phone, etc). The list of channels will be configured by GRM Administrator.
- FR 12. The Complainant will be able to visualize in the system the response(s) to his/her complaints.

Specialist requirements

- FR 13. The Specialist shall be able to visualize, search by applying filters the submitted complaints she or he is assigned.
- FR 14. The Specialist shall be able to submit paper-based complaints received via post office or complaints received by phone on behalf of Complainant. The Specialist will be able to attach files to complaint (the type, number and size of files will be configurable and configured by GRM Administrator). The complaints will have the attribute indicated the way the complaint was submitted (ex. online, paper based, by phone, etc).
- FR 15. The Specialist could be assigned by GRM Administrator to one or many complaints categories.
- FR 16. The Specialist will be able to redirect a complaint to other Specialists (representatives) according to the competencies and complaint category directly using GRM platform or through electronic document management system.
- FR 17. The Specialist will be notified about the complaint examination deadline. The deadlines will be configured by GRM Administrator for each complaint type depending on complaint subject.
- FR 18. The Specialist will be able to request from Supervisor to extend the complaint examination deadline indicating the reason of extension. The extension of deadline should not exceed 30 working dates (parameter configurable by GRM Administrator).
- FR 19. The Specialist will be able to provide response to complaints using multiple channels (letter, e-mail or post mail), depending on how the complaint was received or how Complainant requested.

Supervisor requirements

- FR 20. The Supervisor will be able to visualize, search by applying filters the submitted complaints, including their status.
- FR 21. The Supervisor will be able to assign or reassign a complaint to Specialist or other relevant responsible.
- FR 22. The Supervisor will be notified by e-mail if a complaint is not solved on time.

- FR 23. The Supervisor will be able to extend complaint examination deadline. In this case the Specialist and Complainant will be notified about new deadline.
- FR 24. The Supervisor will be able to generate, visualize and export reports².

GRM Administrator requirements

- FR 25. The GRM Administrator will be able to manage all dictionaries³ (ex. Complaint categories; Complaint statuses; receiving and delivering channels; etc.)
- FR 26. The GRM Administrator will be able to configure GRM parameters⁴ (ex. Complaint examination deadlines; type, number and size of files; etc.)
- FR 27. The GRM Administrator will be able to manage the templates of complaint receiving and responding forms.
- FR 28. The GRM Administrator will be able to manage the GRM users and roles using GRM user administration page and/or MPass.
- FR 29. The GRM Administrator will be able to manage GRM content⁵ (main page, news etc.)
- FR 30. The GRM Administrator will be able to assign complaint categories to one or many Specialists and one Specialist to one or many complaint categories.

Non-functional requirements

Architecture requirements

- NFR01. The GRM will be designed and implemented using open standards. The custom or COTS (Commercial off-the-shelf) solutions are accepted.
- a. In case of custom solution, the Consultant will deliver compilable and documented source code.
 - b. In case of COTS solutions, the Consultant will include in his/her offer any required licenses. Only perpetual licenses are accepted.
- NFR02. The GRM will be designed for hosting on virtualized environment and will be deployed on governmental cloud environment (MCloud).
- NFR03. The Consultant will include minimum and recommend infrastructure requirements and will not include any hardware components in his/her offer.

Integration requirements

- NFR04. The GRM will be integrated with following governmental platform services:
- a. MPass – for user authentication
 - b. MLog – for business events⁶ journaling.
 - c. MNotify – for notifications.
- NFR05. The GRM will be integrated with the following third party systems:
- a. MoECR document management system
 - b.
- NFR06. The GRM will be accessible from MoECR and MSIF web sites.

User Interface requirements

² There will be not more than 10 reports. The list of reports and their structure will be defined during the analysis stage of the project and approved by the Client.

³ The complete list of Dictionaries will be defined during the analysis stage of the project and approved by the Client.

⁴ The complete list of parameters will be defined during the analysis stage of the project and approved by the Client.

⁵ The design and structure of GRM will be defined during the analysis stage of the project and approved by the Client.

⁶ The list of business events to be logged in MLog will be defined during the analysis stage of the project and approved by the Client.

- NFR07. The GRM interface will be available in at least Romanian and Russian languages.
- NFR08. The GRM interface will conform at least to Level A of Web Content Accessibility Guidelines 2.0. (<https://www.w3.org/TR/WCAG20/Each>)
- NFR09. The GRM interface will automatically adapt to various display resolutions including tablets or smartphones.
- NFR10. The GRM interface elements will include contextual help.
- NFR11. All pages of GRM will include client support contacts.

Security requirements

- NFR12. The GRM will be designed to be conformed to GDPR (General Data Protection Regulation) and national legislation on data protection (Government Decision 201 from 28.03.2017)
- NFR13. The GRM will be designed in order to be secure against OWASP (Open Web Application Security Project) Top 10 vulnerabilities
(https://www.owasp.org/index.php/Category:OWASP_Top_Ten_Project)

Training requirements

- NFR14. The Consultant will prepare and deliver a training for Specialist, Supervisors and Administrators including all GRM functionalities. The estimated number of participants is 15. The training will be delivered in Romanian. The Client assumes the right to record the training in order to use it internally.
- NFR15. The Consultant will prepare and deliver the training materials including curricula, presentations, labs, manuals, video presentations, quizzes and other relevant materials. All training materials will be provided in Romanian.

Note: Training rooms, equipment and logistics will be ensured by Client.

Documentation requirements

- NFR16. The Consultant will prepare and deliver the following user documentation:
- Interactive guidance included in user interface of GRM adjusted to user role (Complainant, Specialist, Supervisor, Administrator)
 - Downloadable user manuals in PDF format for users depending on their roles
 - Video instructions for Complainants
- All user documentation will be provided in Romanian.
- NFR17. The Consultant will prepare and deliver the following technical documentation:
- System analysis and architecture documentation (SRS and SDD)
 - System Testing Documentation (STD)
 - System installation and configuration manual (including code compilation, system installation, hardware and software requirements, backup and disaster recovery procedures)
- All technical documentation could be provided either in Romanian or English.

Support and Warranty requirements

- NFR18. The Consultant will ensure 12 (twelve) months of warranty of delivered GRM platform.
- NFR19. During the warranty period the Consultant will:
- Fix all identified and reported by Client defects;
 - Solve the reported incidents on time. The response and resolution time shall not exceed 4 (four) hours for non-critical errors and 1 (one) hour in case of critical errors. The incidents shall be solved within 5 (five) working days for non-critical errors and within 1 (one) working day for critical errors starting from escalation time.