

Procurement Plan dated June 20, 2017

MODERNIZATION OF GOVERNMENT SERVICES IN THE REPUBLIC OF MOLDOVA PROJECT

I. General

1. Data of General Project information:

2. Borrower: REPUBLIC OF MOLDOVA

3. Project Name: MODERNIZATION OF GOVERNMENT SERVICES IN THE REPUBLIC OF MOLDOVA PROJECT

4. Loan No.: 8774-MD

5. Credit No.: 6126-MD

6. Project ID No.: P148537

7. Coordination Agency: State Chancellery

8. Project Implementing Unit: State Chancellery through the e-Government Center.

9. Bank's approval Date of the Procurement Plan

June 20, 2017 - initial approval

Procurement Notice: N/A

Period covered by this procurement plan: 2017 - 2023

II. Goods, Works and Non-Consulting Services

1. Prior Review Threshold in US\$

Procurement Decisions subject to Prior Review by the Bank as stated in Appendix 1 to the World Bank's 'Guidelines: Procurement of Goods, Works and Non-Consulting Services under IBRD Loans and IDA Credits and Grants by World Bank Borrowers,' dated January 2011 and revised July 2014 (Procurement Guidelines) – Thresholds for applicable procurement methods are determined by the Bank and agreed with the Borrower based on the assessment of the implementing agency's capacity.

No	Procurement Method	Prior Review Threshold	Comments
Goods and IT Systems			
1.	ICB	>=1 500 000	All Technical Specifications for ICT contracts subject to Prior Review All contracts for digitization of services that have undergone re-engineering and 2 contracts under sub-component 1.3 subject to Prior Review
2.	NCB	All contract subject to post review	All Technical Specifications for ICT contracts subject to Prior Review
3.	Shopping	All contract subject to post review	
4.	Direct Contracting	>=1 500 000	
Works			
5.	ICB	>=5 000 000	
6.	NCB	All contract subject to post review	The World Bank's Standard Bidding Documents (SBDs) for Procurement of Small Works will be used
7.	Shopping	All contract subject to post review	A Shopping procedure may be used for very small value civil works contracts estimated to cost not more than US\$200,000 per contract

8.	Direct Contracting	>=4 000 000	
Non-Consulting Services			
9.	ICB	>=1 500 000	
10.	NCB	All contract subject to post review	
11.	Shopping	All contract subject to post review	
12.	Direct Contracting	>=1 500 000	

2. **Prequalification.** The Procurement Plan shall indicate which contracts will follow a prequalification procedure in accordance with the provisions of paragraphs 2.9 and 2.10 of the Guidelines.

N/A

3. **Any Other Special Procurement Arrangements:**

NCB the procurement procedure to be followed for National Competitive Bidding shall be the Open Bidding Procedure set forth in the Law on Public Procurement No. 131 dated July 3, 2015, as further amended on July 1, 2016, September 23, 2016 and October 3, 2016 (the “PPL”).

III. Selection of Consultants

1. Prior Review Threshold

Selection decisions subject to Prior Review by Bank as stated in Appendix 1 to the World Bank's 'Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits and Grants by World Bank Borrowers,' dated January 2011 and revised July 2014 (Consultant Guidelines). Thresholds for applicable procurement methods (not limited to the list below) are determined by the Bank and agreed with the Borrower based on the assessment of the implementing agency's capacity:

No	Selection Method	Prior Review Threshold	Comments
1.	QCBS, QBS, FBS, LCS	>=500 000	All ToRs subject to Prior Review
2.	QCBS, QBS, FBS, LCS and CQS	<300 000	All ToRs subject to Prior Review
3.	Single Source Selection (Firms)	>=500 000	Justification letters for all Prior and Post-Review Single source contracts shall be cleared by the Bank
4.	Individual Consultants	>=200 000	All ToRs subject to Prior Review
5	Individual Consultants Sole - Source	>=200 000	Justification letters for all Prior and Post-Review Single source contracts shall be cleared by the Bank

2. **Short list comprising entirely of national consultants:** For assignments below USD 300,000 per contract a shortlist may comprise only national consultants.

Procurement Ref. #	Name of Assignment / Contract	Procurement Method	Bank's review Prior / Post	ToR/Justification Letter/BIDs/ITQ Submission	RFP/IFB/ITQ issued	Bid Opening/Proposal Submission Date	Bids Evaluation Report / Technical & Financial Evaluation Report & Award Recommendation	Contract Signing Date	Contract Completion Date
COMPONENT 1. Administrative Service Modernization									
1.1 Business process re-engineering									
01/1.1/CQS	CS for re-engineering of selected services	CQS	Post	30.iun.17	13.aug.17	10.sept.17	24.sept.17	01.oct.17	29.mai.18
02/1.1/IC	International Adviser to support re-engineering	IC	Post	01.iul.17				21.aug.17	17.feb.18
03/1.1/CQS	CS for development of public services passports and life scenarios (G2C portal) and Inventory of existing services, horizontal review and recommendations	CQS	Post	30.iun.17	13.aug.17	10.sept.17	24.sept.17	01.oct.17	20.dec.17
04/1.1/QCBS	CS for re-engineering of selected services	QCBS	Prior	01.nov.17	29.dec.17	26.ian.18	09.mar.18	30.mar.18	03.apr.20
1.2 Reform management and coordination									
01/1.2/IC	Executive assistant	IC	Post	10.ian.17				01.mar.17	28.feb.18
02/1.2/IC	Individual Consultant to develop Change Management Framework	IC	Post	15.iul.17				03.sept.17	02.dec.17
03/1.2/IC	Legal Consultant	IC	Post	01.mar.17				20.apr.17	15.apr.21
04/1.2/IC	Knowledge, learning and change management consultant	IC	Post	01.oct.18				20.nov.18	15.nov.22
05/1.2/IC	Consultant to provide support to SC in reform management and coordination (including Component 3 coordination)	IC	Prior	01.nov.17			04.ian.18	19.ian.18	13.ian.23
06/1.2/CQS	CS to provide Leadership training and institutional communication	CQS	Post	25.oct.17	08.dec.17	05.ian.18	19.ian.18	26.ian.18	16.apr.18
1.3 Expanding access points for central government e-Services									

01/1.3/CQS	Feasibility study for CUPS	CQS	Post	01.iul.17	14.aug.17	11.sept.17	25.sept.17	02.oct.17	31.dec.17
02/1.3/IC	CUPS Product Manager	IC	Prior	01.nov.17			04.ian.18	19.ian.18	14.dec.22
01/1.3/ICB	Procurement of equipment and furniture for piloting of CUPS	NCB	Post	10.feb.18	25.feb.18	08.apr.18	08.mai.18	06.iun.18	17.dec.18
02/1.3/ICB	Procurement of HW and SW for Unified Call Center	ICB	Prior	15.oct.18	31.oct.18	12.dec.18	09.ian.19	21.feb.19	03.sept.19
03/1.3/ICB	Procurement of IS for CUPS	ICB	Post	15.oct.18	31.oct.18	12.dec.18	09.ian.19	07.feb.19	20.aug.19
04/1.3/ICB	Procurement of equipment and furniture for roll-out of CUPS	ICB	Prior	10.feb.19	25.feb.19	08.apr.19	08.mai.19	20.iun.19	31.dec.19
1.4 Citizen Feedback and Outreach									
01/1.4/IC	Communications&Stakeholder relations consultant	IC	Post	20.iun.17				09.aug.17	08.aug.18
02/1.4/CQS	M&E Survey	CQS	Post	20.feb.17	05.apr.17	03.mai.17	17.mai.17	10.mai.17	04.feb.18
03/1.4/IC	Individual Consultant to develop Social Inclusion & Citizen Engagement Framework	IC	Post	05.iul.17	18.aug.17	15.sept.17	29.sept.17	22.sept.17	20.ian.18
04/1.4/CQS	M&E Survey	CQS	Post	01.dec.17	14.ian.18	11.feb.18	25.feb.18	18.feb.18	12.aug.22
05/1.4/QCBS	Comprehensive citizen outreach and awareness campaigns	QCBS	Prior	01.oct.17	28.nov.17	26.dec.17	06.feb.18	27.feb.18	30.aug.22
1/1.4/NCS	Procurement of promotion materials	SH	Post	01.sept.17	17.sept.17	01.oct.17	08.oct.17	15.oct.17	15.dec.17
2/1.4/NCS	Procurement of promotion materials	SH	Post	01.mar.18	17.mar.18	31.mar.18	07.apr.18	14.apr.18	14.apr.19
3/1.4/NCS	Procurement of logistic services for workshops	SH	Post	01.mar.18	17.mar.18	31.mar.18	07.apr.18	14.apr.18	11.apr.21
COMPONENT 2. Digital Platforms and Services									
2.1 Digital Platform and Services									
01/2.1/CQS	CS for developing the requirements (methodology) for administrative services digitization	CQS	Post	15.iul.17	28.aug.17	25.sept.17	09.oct.17	16.oct.17	13.feb.18
02/2.1/QCBS	CS for Quality Assurance and User Acceptance Testing	QCBS	Post	05.dec.17	18.ian.18	15.feb.18	08.mar.18	15.mar.18	17.mar.22
03/2.1/IC	Project Manager 1	IC	Post	22.iul.17				10.sept.17	31.mai.18
04/2.1/IC	Project Manager 2	IC	Post	15.ian.18				06.mar.18	01.mar.22
05/2.1/IC	Project Manager 3	IC	Post	15.ian.18				06.mar.18	01.mar.22

06/2.1/IC	Project Manager 4	IC	Post	15.ian.18				06.mar.18	01.mar.22
07/2.1/IC	Project Manager 5	IC	Post	15.ian.19				06.mar.19	02.mar.22
01/2.1/ICB	Procurement of IS - digitization of services that have undergone re-engineering (3 lots)	ICB	Prior	10.feb.18	25.feb.18	08.apr.18	08.mai.18	20.iun.18	31.dec.18
02/2.1/ICB	Procurement of IS - digitization of services that have undergone re-engineering (5 lots)	ICB	Prior	10.iun.18	25.iun.18	06.aug.18	05.sept.18	18.oct.18	30.apr.19
03/2.1/ICB	Procurement of IS - digitization of services that have undergone re-engineering (5 lots)	ICB	Prior	10.mar.19	25.mar.19	06.mai.19	05.iun.19	18.iul.19	28.ian.20
04/2.1/ICB	Procurement of IS - digitization of services that have undergone re-engineering (4 lots)	ICB	Prior	10.nov.19	25.nov.19	06.ian.20	05.feb.20	19.mar.20	29.sept.20
05/2.1/ICB	Procurement of IS - digitization of services that have undergone re-engineering (4 lots)	ICB	Prior	10.iul.20	25.iul.20	05.sept.20	05.oct.20	17.nov.20	30.mai.21
2.2 Digital Infrastructure									
01/2.2/IC	Gap analysis of existing digital infrastructure	IC	Post	15.iul.17				03.sept.17	13.oct.17
02/2.2/IC	Business Analyst for development of tech specs for MDelivery and Unified client support service	IC	Post	30.iun.17				19.aug.17	17.nov.17
03/2.2/CQS	Integration of public services with data exchange and interoperability platform MConnect, including MAccess and extension of Government service for applying and validating electronic signatures (MSign)	CQS	Post	30.iun.17	13.aug.17	10.sept.17	24.sept.17	01.oct.17	28.iun.18
04/2.2/CQS	Updated version of Public Services Portal	CQS	Post	30.apr.17	14.iun.17	12.iul.17	26.iul.17	02.aug.17	29.apr.18
05/2.2/IC	IC to prepare technical specifications for Development of public services registry based on the updated version (V2.0) of the servicii.gov.md portal	IC	Post	15.ian.18				06.mar.18	25.apr.18
06/2.2/CQS	Development of public services registry based on the updated version (V2.0) of the servicii.gov.md portal	CQS	Post	15.oct.18	28.nov.18	26.dec.18	09.ian.19	16.ian.19	15.iul.19
01/2.2/SH	Procurement of Software	SH	Post	01.iul.17	17.iul.17	31.iul.17	07.aug.17	27.aug.17	27.sept.17
02/2.2/ICB	Procurement of IS (3 lots): 1. Front-office digitization to allow users to	ICB	Post	15.iul.17	31.iul.17	11.sept.17	09.oct.17	07.nov.17	07.mai.18

	electronically submit, pay and sign requests for services 2. Registry of Authorization 3. MNotify								
03/2.2/ICB	Procurement of IS (3 lots): 1. MDelivery 2. MPay extension 3. e-Learning Platform	ICB	Post	01.mai.18	17.mai.18	28.iun.18	26.iul.18	24.aug.18	06.mar.19
04/2.2/ICB	Procurement of Upgrade of MCloud storage capacity; Tape library archiving system for Mcloud;	ICB	Post	15.oct.18	31.oct.18	12.dec.18	09.ian.19	07.feb.19	20.aug.19
05/2.2/ICB	Procurement of IS - MCloud-based digital archive for long time record storage and retrieval	ICB	Post	15.mai.19	31.mai.19	12.iul.19	09.aug.19	07.sept.19	19.mar.20
2.3 IT Management and Cyber security									
01/2.3/CQS	Develop detailed Government-wide IT management standards and procedures	CQS	Post	15.iul.17	28.aug.17	25.sept.17	09.oct.17	16.oct.17	13.feb.18
02/2.3/CQS	CS to develop Cyber security IT standards and procedures, strategy and action plan for management of mobile devices and data in government, Strengthening government capability to ensure proper cyber security of the cloud	CQS	Post	15.iul.17	28.aug.17	25.sept.17	09.oct.17	16.oct.17	13.feb.18
03/2.3/CQS	Security testing of IT systems developed during the project	CQS	Post	15.dec.17	28.ian.18	25.feb.18	11.mar.18	18.mar.18	13.mar.22
04/2.3/CQS	CS for development of e-learning module (on-line course) for IT Management standards and procedures	CQS	Post	15.iun.18	29.iul.18	26.aug.18	09.sept.18	16.sept.18	15.nov.18
05/2.3/CQS	CS to provide Training in cyber security, including development of the e-learning module	CQS	Post	20.nov.18	03.ian.19	31.ian.19	14.feb.19	21.feb.19	21.iun.19
1/2.3/ICB	Procurement of HW and SW for strengthening government capability to ensure proper cyber security of the cloud	ICB	Post	15.feb.19	03.mar.19	14.apr.19	12.mai.19	10.iun.19	21.dec.19

COMPONENT 3. Aligning institutional capabilities to new model of service delivery									
3.1 Institutional Capabilities Development, Sizing and Shaping Organizational Structures and Human Resources									
01/3.1/IC	HR consultant	IC	Post	15.iul.17				03.sept.17	02.sept.18
02/3.1/IC	HR consultant	IC	Post	15.iul.17				03.sept.17	02.sept.18
03/3.1/QCBS	CS for providing assistance to public services providers in capability management and training	QCBS	Post	15.dec.17	28.ian.18	25.feb.18	18.mar.18	25.mar.18	31.mar.19
04/3.1/QCBS	CS for Aligning organizational structures and staffing to the New Model of Services Delivery and Effective management of human resources	QCBS	Post	15.ian.18	28.feb.18	28.mar.18	18.apr.18	25.apr.18	01.mai.19
3.2 Capacity Development and Adaptation of Staff Skills to the New Model of Service Delivery									
1/3.2/QCBS	CS to assist public services providers in managing capacity building	QCBS	Post	15.nov.17	29.dec.17	26.ian.18	16.feb.18	23.feb.18	01.mar.19
2/3.2/QCBS	Training of CUPS and services providers staff	QCBS	Post	15.nov.17	29.dec.17	26.ian.18	16.feb.18	23.feb.18	01.mar.19
3.3 Enhancing Performance in Service Delivery									
1/3.3/QCBS	CS to assist public services providers in Development of Institutional Performance Frameworks and training of managers and staff for effective performance management	QCBS	Post	30.ian.18	15.mar.18	12.apr.18	03.mai.18	10.mai.18	16.mai.19
COMPONENT 4. Project Management									
4.1 Project Management Unit									
01/4.1/IC/PIU	Financial Management Specialist	SSS	Post	30.iun.17				21.iul.17	20.iul.18
02/4.1/IC/PIU	Procurement Specialist 1	SSS	Post	30.iun.17				21.iul.17	20.iul.18
03/4.1/IC/PIU	Procurement Specialist 2	IC	Post	03.feb.17				25.mar.17	24.mar.18
04/4.1/IC/PIU	Monitoring & Evaluation Consultant	SSS	Post	30.iun.17				21.iul.17	20.iul.18
05/4.1/LCS	Financial Audit	LCS	Post	01.feb.18	17.mar.18	14.apr.18	28.apr.18	05.mai.18	29.apr.23

01/4.1/SH	Procurement of equipment	SH	Post	01.iul.17	17.iul.17	31.iul.17	07.aug.17	21.aug.17	21.oct.17
02/4.1/SH	Procurement of Furniture	SH	Post	15.nov.17	01.dec.17	15.dec.17	22.dec.17	05.ian.18	07.mar.18
4.2 E-Government Center Management									
01/4.2/IC/EGC	CDO	SSS	Prior	30.iun.17				22.iul.17	31.dec.22
02/4.2/IC/EGC	Re-engineering Coordinator	SSS	Prior	30.iun.17				22.iul.17	31.dec.22
03/4.2/IC/EGC	Legal Consultant	SSS	Prior	30.iun.17				22.iul.17	31.dec.22
04/4.2/IC/EGC	Monitoring & Evaluation Consultant	IC	Post	01.aug.17				25.sept.17	07.mar.23
05/4.2/IC/EGC	Chief Operations Officer	IC	Post	01.aug.17				20.sept.17	31.dec.22
06/4.2/IC/EGC	Chief Administrative Officer	IC	Post	01.aug.17				20.sept.17	31.dec.22
07/4.2/IC/EGC	QA&Security Consultant	IC	Post	01.aug.17				20.sept.17	31.dec.22
08/4.2/IC/EGC	Infrastructure Operations Officer	IC	Post	01.aug.17				20.sept.17	31.dec.22
09/4.2/IC/EGC	Interop Administrator	IC	Post	01.aug.17				20.sept.17	31.dec.22
10/4.2/IC/EGC	Enterprise Architect 2	IC	Post	01.aug.17				20.sept.17	31.dec.22
11/4.2/IC/EGC	Enterprise Architect 1	SSS	Post	01.dec.17				16.dec.17	28.mar.23
12/4.2/IC/EGC	Integration Architect	SSS	Post	01.dec.17				16.dec.17	28.mar.23
13/4.2/IC/EGC	e-Services Project Manager (Product Manager 1)	SSS	Post	01.dec.17				16.dec.17	28.mar.23
14/4.2/IC/EGC	Shared e-Services Consultant (Product Manager 2)	SSS	Post	01.dec.17				16.dec.17	28.mar.23
15/4.2/IC/EGC	e-Services Project Manager (Product Manager 3)	SSS	Post	01.dec.17				16.dec.17	28.mar.23