



REQUEST FOR EXPRESSIONS OF INTEREST INDIVIDUAL CONSULTANT

Providing technical support and overseeing the implementation of the e-Inspection platform

World Bank Micro, Small and Medium-Sized Enterprise Competitiveness Project

REPUBLIC OF MOLDOVA

Sector: General industry and trade sector

IDA Credit No. 71740

IBRD Loan No. 94230

Project ID No. P177895

Reference No. MD-CEP- 499329 -CS-INDV

The Republic of Moldova has received financing from the World Bank toward the cost of the Micro, Small and Medium-Sized Enterprise Competitiveness Project (MSME) and intends to apply part of the proceeds for consulting services.

The consulting services (“the Services”) include technical oversight of the various phases of the implementation and rollout of the new e-Inspection system, and will ensure proper implementation of the quality audit and testing of the IT solutions. While doing so, the consultant will be focusing on the following two activities: (i) technical oversight of the Vendor during development and rollout of the e-Inspection platform and (ii) technical oversight of the IT Auditor / Tester during the quality/compliance audit and testing of the new e-Inspection System.

The assignment will be implemented in the period from October 2025 to December 2026 with a level of effort of app. 15 man-months.

The Terms of Reference (TOR) for the assignment is attached to this request for expressions of interest.

The Project Implementation Unit of the MSME Competitiveness Project now invites **eligible individual local consultants** (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

The evaluation criteria are:

- ✓ Master’s degree in economics, Engineering or ICT
- ✓ Internationally recognized certification in Project Management (PMP, PRINCE2 or equivalent)
- ✓ At least 7 years of relevant experience in managing software development projects for public and / or private clients.
- ✓ Knowledge and demonstrated experience in managing development of enterprise-level information systems, preferably for government clients.
- ✓ Demonstrated experience with international organizations and public sector reform projects with implementation of similar assignments.

- ✓ Excellent communication skills, written and spoken, in Romanian and English.
- ✓ Excellent time management, teamwork, meeting management, and conflict management skills.
- ✓ Strong organization and planning skills.
- ✓ Ability to work with minimum supervision

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" November 2020 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.

A Consultant will be selected in accordance with the „Open Competitive Selection of Individual Consultants” method set out in the Procurement Regulations and to be specifically set out in the Request for submission of the technical and financial proposal.

Further information can be obtained at the address below during office hours.

The applications should include a letter of Expression of Interest, CV, and related recommendation letters, if any, together with a **copy of CV in MS WORD format**.

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by e-mail) by **September 22, 2025, COBD, indicating the assignment title in subject line**.

Project Implementation Unit of the MSME Competitiveness Project
Attn. Mr. Aureliu Casian, Executive Director
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TERMS OF REFERENCE
MICRO, SMALL AND MEDIUM-SIZED ENTERPRISES COMPETITIVENESS PROJECT
(PROJECT ID NO. P177895)

Individual Consultancy services - providing technical support and overseeing the implementation of the e-Inspection platform

A. Background

The Government of the Republic of Moldova (GoM) is pursuing a policy agenda to support export-led economic growth. In this regard, an improved business environment is essential to foster sustainable private sector growth. Significant regulatory and institutional weaknesses in the business environment have been identified by the recently conducted Investment Climate Assessment as major obstacles to the private sector's ability to perform efficiently and grow, and they also negatively affect investor confidence. The presence of cumbersome regulations undermines the competitiveness of private Moldovan enterprises and prevents increased investment by increasing the cost of doing business, and ultimately providing fertile ground for corruption, favoritism, and the informal economy.

B. Project Description

The MSME's project development objectives (PDO) are: (i) to reduce the regulatory burden, increase access to finance, increase the export competitiveness of Moldovan enterprises, and (ii) in case of an Eligible Crisis or Emergency, to respond promptly and effectively to it.

The PDO will be achieved through a set of activities that aim to: (a) digitize government-to-business services and inspections, streamline permissive documents, and enhance national quality infrastructure to reduce the regulatory burden enterprises face; (b) support access to finance for enterprises through credit guarantees and enhance the capacity of CGF, and (c) support the development of MSMEs and enhance their export competitiveness; d) support project management; e) support the government's response in case of an emergency.

C. Background of the assignment

The digitization component of the MSME project focuses on key activities related to expanding the digitization of Government-to-Business (G2B) services at the national and local (subnational) levels, improving digital licensing and inspection services, improving interoperability and integrated service delivery for businesses, and simplifying the regulatory environment to reduce the regulatory burden, as follows:

1. Transform the existing Inspection Registry Software into a full-fledged e-Inspection platform. The upgrade includes integration with external registers and databases for automated risk-based inspection planning.
2. Upgrade the digital OSS platform known as the Mechanism for Managing and Issuing Permits (MMIP). Upgraded MMIP will provide an updated operating platform, better interoperability and data sharing, and increased regulatory efficiency in the processing of business permits and licenses.
3. Streamline and automate local level (municipal/subnational) permits. Building on the successful pilot project automating municipal/subnational construction permits and other business permits in Chisinau, the Project aims to automate/digitize municipal permits and related internal processes and procedures (the municipal level includes construction permits and six other business permits) in 35 regional centers (municipalities) across the country.

The current state of the Inspection Registry software presents significant challenges that need to be addressed to maintain operational efficiency and ensure stakeholder satisfaction. Therefore, one of the key activities that the project is focused on is the transformation of the existing State Inspection Registry software into a full-fledged e-Inspection platform. New platform envisages integration with external registers and databases for automated risk-based control planning. In addition, up to ten registries will be digitized and updated to make them interoperable with the new inspection platform. Field inspections will use the mandatory online software on mobile devices to capture control checklists and inspection results. Inspection performance indicators shall be implemented in the new system to enable automated statistical reporting and data analysis. SMEs will have online access to inspection checklists for self-assessments, to assess their compliance, receive notifications about planned inspections, have access to inspection history and be able to provide online feedback on conducted inspection.

In this context, the Government of the Republic of Moldova is seeking the services of an experienced local individual ICT expert with expertise in project management and experience in monitoring and oversight of IT projects in order to assist the State Chancellery, the inspection authorities and the Project Implementation Unit (PIU) in monitoring the implementation of the new e-Inspection Platform.

D. Objectives of the Assignment

The main objective of the assignment is to ensure smooth and proper implementation of the new e-Inspection Platform.

E. Scope of Work – Tasks and Responsibilities

The Consultant shall provide technical oversight of the various phases of the implementation, upgrades, and rollout of the IT system, and will ensure proper implementation of the quality audit and testing of the IT solutions. While doing so, the consultant will be focusing on the following two activities: (i) technical oversight of the Vendor during development and rollout of the e-Inspection platform and (ii) technical oversight of the IT Auditor / Tester during the quality/compliance audit and testing of the new e-Inspection System.

The Consultant's tasks and responsibilities will include:

1. Support State Chancellery – the e-Inspection host and owner, and the PIU in monitoring the implementation of the new platform.
2. In consultation with the State Chancellery and other stakeholders, review and amend, as needed, the existing e-Inspection technical conceptual framework (concept) and the Regulation of the system use. The revision of the technical concept and the regulation on the use of the system must be in accordance with Law No. 467/2003 on Digitization and State Information Resources and Government Decree No. 562/2006 on the Creation of the Automated State Information Systems and Resources.
3. Oversee and monitor activities performed by the selected vendor in all phases starting with business analysis, platform development, upgrade, rollout, deployment activities, and ensure that the vendor is delivering according to the statement of work and within the agreed timeline and acceptable quality.
4. Keep the traceability matrix to ensure the alignment of the development with the technical requirements foreseen in the Vendor' contract.
5. Conduct compliance checks of the IT solution, to ensure that the solution is developed according to the approved Technical Specifications, and the User Acceptance Testing (UAT) Process is executed smoothly.
6. Provide inputs and assist the PIU in developing the ToRs for the IT quality audit / test third party services and assist the Tender Committee and the PIU during the tendering process.

7. Oversee and monitor activities performed by the selected IT auditor / tester in all stages of validation of the unit, functional, integration, performance, stress and other tests as needed.
8. Attend various meetings and sessions, draft minutes, summarize and communicate meeting outcomes as needed, and follow up on required actions.
9. Provide all necessary support in establishing the committees and working groups as needed.
10. Maintain overall control of the schedule, tasks and deliverables of the selected IT Vendor.
11. Perform project tracking and notify the PIU about potential problems before they occur. The project manager applies this proactive approach in routinely tracking the project progress against the project commitments.
12. Ensure that project' specific plans and deliverables are based on approved and agreed-upon requirements and methods.
13. Prepare and deliver monthly status reports.
14. Maintain an open issue list, actions and risk log(s) and provide recommendations and support to resolve them.
15. Notify the State Chancellery and the PIU of unresolved issues and make recommendations for resolution.
16. Assist the State Chancellery, the MEDD, and the PIU in the pre-acceptance and acceptance phase providing recommendations for the acceptance plan.

The Consultant will perform his obligations in consultation with the PIU and relevant Project stakeholders and beneficiaries as needed. The Consultant will be reporting to the State Chancellery and PIU to keep them informed of activities, progress, issues, and risks in a timely manner.

d) Reports / Deliverables

The Consultant will submit monthly reports and timesheets, which will state activities performed by the Consultant according to this TOR, during the appropriate month, the time spent on each activity. The Consultant will attach to each monthly time sheet the materials developed as he/she carried out the activities (deliverables) and the dynamics of the e-Inspection implementation. All reports will be submitted in Romanian language.

e) Reporting Arrangements

The Consultant will report to the PIU and shall coordinate his/her reports/deliverables with the State Chancellery. The consultant's payments/compensation will be made by the PIU based on the reports approved by the focal point (nominated person) from the State Chancellery.

f) Duration (Timeline) of the Assignment

The assignment will be implemented in the period from October 2025 to December 2026 with a level of effort of 15 man-months. The contract can be extended beyond this term, subject to the Consultant' satisfactory performance and PIU 's needs.

g) Terms for the Assignment

The Consultant will act under the supervision of the State Chancellery and PIU.

h) Selection Criteria (Qualification Requirements)

This assignment will require a local individual Consultant, who has:

- ✓ Master's degree in economics, Engineering or ICT
- ✓ Internationally recognized certification in Project Management (PMP, PRINCE2 or equivalent)
- ✓ At least 7 years of relevant experience in managing software development projects for public and / or private clients.

- ✓ Knowledge and demonstrated experience in managing development of enterprise-level information systems, preferably for government clients.
- ✓ Demonstrated experience with international organizations and public sector reform projects with implementation of similar assignments.
- ✓ Excellent communication skills, written and spoken, in Romanian and English.
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i) Terms of payment

The Contract will be a Standard World Bank Time-based contract.