

## **TERMS OF REFERENCE** **for contracting IT consultancy services**

### **I. GENERAL INFORMATION**

The Public Association "Positive Initiative" is an organization of patients who live with and/or are vulnerable to HIV, Hepatitis C, and TB, with extensive experience in the field of drug addiction. The organization operates across the entire territory of the Republic of Moldova.

The goals of the organization are focused on:

- Preventing the epidemics of HIV/AIDS, viral Hepatitis C, tuberculosis, drug addiction, and other socially dangerous diseases;
- Expanding access to treatment, care, and support in the context of the HIV/AIDS, viral Hepatitis C, tuberculosis, and drug addiction epidemics;
- Broad involvement of beneficiaries in the decision-making process regarding key aspects of combating the HIV/AIDS, viral Hepatitis C, tuberculosis, and drug addiction epidemics, and other socially dangerous diseases, as well as mitigating their consequences at all levels;
- Strengthening the capacity of organizations and beneficiary communities;
- Contributing to the protection of human rights, etc.

The organization's activities are aimed at unifying the efforts of all responsible and interested parties, strengthening community systems, influencing public opinion and community policies, and creating an environment where every person, regardless of their level of vulnerability, has all the necessary rights and opportunities for a dignified life.

Currently, the Public Association "Positive Initiative," within the projects it implements, intends to allocate part of the funds for contracting IT consulting services.

### **II. PURPOSE OF THE SERVICES**

The selection of IT specialists who will work in accordance with the framework requirements (specifications and technical specifications) or the tasks established in the projects implemented by the organization.

It is planned that, based on the results of the competition, a number of IT specialists will be selected to develop new local systems or web applications, including mobile applications, within the projects. Additionally, there is a desire to improve existing systems.

### **III. DESCRIPTION OF ACTIVITIES AND RESPONSIBILITIES**

#### **1. Development of technical documentation and analytics**

- Development of technical specifications for IT projects, including chatbots, blockchain, databases, and server systems;
  - Analysis of business processes and requirements, including healthcare projects;
  - Definition of IT solution architecture;
  - Creation of documentation;
  - Assessment of the flexibility and adaptability of architecture and documentation to changes.
- 2. Development and implementation of IT solutions**
- Development of software products (web, mobile applications, chatbots, databases);
  - Integration with existing systems;
  - Ensuring data security;
  - Testing and debugging solutions;
  - Applying Agile/Scrum, DevOps, CI/CD;
  - Assessing the team's adaptability to new technologies.
- 3. Data management and analytics**
- Development of data models for analysis and forecasting;
  - Implementation of big data processing systems;
  - Integration of machine learning and predictive analytics;
  - Creation of reports and data visualization;
  - Adaptation of analytical models to new data sources and changing requirements.
- 4. Development and implementation of chatbots**
- Design and implementation of chatbots on various platforms;
  - Development of scripts and algorithms for user interaction;
  - Integration of chatbots with databases, blockchain systems, AI, and CRM;
  - Optimization of chatbot performance;
  - Use of modern tools for testing and deployment.
- 5. Support and optimization of IT infrastructure**
- Maintenance and optimization of IT systems and databases, including server systems, infrastructure for chatbots, blockchain, and cloud technologies;
  - Ensuring the continuous operation of servers and networks;
  - Conducting IT audits and enhancing data protection;
  - Automating IT infrastructure management processes;
  - Assessing the adaptability of infrastructure to new requirements and changes.

#### **IV. QUALIFICATION REQUIREMENTS AND BASIS FOR EVALUATION**

##### **Development of technical documentation and analytics**

###### **1. General experience – 50 points**

- Studies: higher or specialized in the field of IT - max. 20 points.
- Experience in Requirements Development and Analysis in Modern IT Projects:  
Proficiency in BA tools (requirements gathering and processing, UML, BPMN, mockups, User Stories, Use Cases), experience with API interaction and API protocol descriptions:

- More than 3 years, including databases, blockchain, AI, cryptocurrencies, and cloud technologies - max. 30 points.

## **2. Experience and specific skills – 40 points**

- Market experience - at least 2 years with the implementation of similar tasks: Development of technical documentation and analytics - max. 20 points.
- Experience in Healthcare Projects, more than 5 years - max. 20 points.

## **3. Language skills - 10 points**

- English: Fluent - 5 points;
- Romanian: Fluent - 5 points;
- Russian (advantage).

## **Development and implementation of IT solutions**

### **1. General experience – 50 points**

- Studies: higher or specialized in the field of IT - max. 20 points.
- Experience in Developing and Implementing IT Solutions Using Modern Technologies: Knowledge of SQL, experience with non-SQL DBMS, knowledge of mathematical statistics, professional proficiency in Excel, practical experience in creating analytical solutions:
  - More than 3 years of experience in development, including databases, blockchain, AI, cryptocurrencies, IoT, gamification, and cloud technologies - max. 30 points.

### **2. Experience and specific skills – 40 points**

- Market experience - at least 2 years with the implementation of similar tasks: Development and implementation of IT solutions - max. 20 points.
- Experience in Healthcare Projects, more than 5 years - max. 20 points.

### **3. Language skills - 10 points**

- English: Fluent - 5 points;
- Romanian: Fluent - 5 points;
- Russian (advantage).

## **Data management and analytics**

### **1. General experience – 50 points**

- Studies: higher or specialized in the field of IT - max. 20 points.
- Experience with Data, Including Databases, Blockchain, and Predictive Analytics
  - More than 3 years of experience using platforms such as Apache Hadoop, Apache Spark, Tableau, Power BI - max. 30 points.

### **2. Experience and specific skills – 40 points**

- Market experience - at least 2 years with the implementation of similar tasks: Data management and analytics - max. 20 points.
- Experience in Healthcare Projects, more than 5 years - max. 20 points.

### **3. Language skills - 10 points**

- English: Fluent - 5 points;
- Romanian: Fluent - 5 points;
- Russian (advantage).

## **Development and implementation of chatbots**

### **1. General experience – 50 points**

- Studies: higher or specialized in the field of IT - max. 20 points.
- Experience in Designing and Developing Chatbots Using Modern Technologies:
  - More than 3 years of experience, including integration with databases, blockchain systems, AI, CRM, and cloud solutions - max. 30 points.

### **2. Experience and specific skills – 40 points**

- Market experience - at least 2 years with the implementation of similar tasks: Development and implementation of chatbots - max. 20 points.
- Experience in Healthcare Projects, more than 5 years - max. 20 points.

### **3. Language skills - 10 points**

- English: Fluent — 5 points;
- Romanian: Fluent — 5 points;
- Russian (advantage).

## **Support and optimization of IT infrastructure**

### **1. General experience – 50 points**

- Studies: higher or specialized in the field of IT - max. 20 points.
- Experience in Maintaining and Optimizing IT Infrastructure, Including Server Systems, Databases, Blockchain, AI, IoT, Cryptocurrencies, and Cloud Technologies
  - More than 3 years of experience using virtualization, containerization, and configuration management systems - max. 30 points.

### **2. Experience and specific skills – 40 points**

- Market experience - at least 2 years with the implementation of similar tasks: Support and optimization of IT infrastructure - max. 20 points.
- Experience in Healthcare Projects, more than 5 years - max. 20 points.

### **3. Language skills - 10 points**

- English: Fluent — 5 points;
- Romanian: Fluent — 5 points;
- Russian (advantage).

## **V. EVALUATION CRITERIAS**

#	EVALUATION CRITERIAS	MAXIMUM POSSIBLE
1.	General experience	50 points
2.	Experience and specific skills	40 points
3.	Professional experience, language skills	10 points
	<b>Total:</b>	<b>100 points</b>

## VI. DURATION OF PROVISION OF SERVICES/CONTRACT:

Consultants will be selected based on the criteria outlined above.

The potential candidate (individual or legal entity) must submit an updated CV, indicating the required studies and experience in accordance with the allocated tasks. The candidate can apply for one or more tasks.

Candidates who achieve a score higher than 90 points will be included in the list of selected candidates for the period of 2024-2026 and will be invited to submit a price offer for the specific tasks required, as necessary.

Please note:

- Preference will be given to candidates who apply for multiple positions.
- Advantages will be given to candidates with relevant specializations and qualifications, whose CVs meet the requirements mentioned above.

It is possible to organize additional interviews based on the results obtained from the preliminary evaluation of the CV and the motivation letter of the participant.