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TERMS OF REFERENCE

for the development of the Information System of the
General Inspectorate for Migration

OWNER: IGM Working Group

DOCUMENT CONTROL SHEET

Version	Date	Author	Comments edit
2.5	04.03.2025	A. Şonţu	Final version for approval

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Chisinau 2025

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1. GENERAL INFORMATION

1.1. Context of the acquisition

Recognising the importance of the digital transformation to ensure efficient and transparent work and the provision of justice for all, the EU-funded ILO Project aims to create enabling conditions and support in developing the capacities of the General Inspectorate for Migration (IGM) necessary for migration management and public service delivery.

Through the financial support provided by the EU "Support for the protection, transit, repatriation and reintegration of affected Eastern Partnership citizens and vulnerable third-country nationals in the Eastern Neighbourhood region affected by the conflict in Ukraine", IOM supports the Ministry of Internal Affairs and the General Inspectorate for Migration in the development of a new IGM Information System, entitled the Migration Information System (SI "Migration").

By developing IGM's "Migration" IS software solution, the Donor has the objective of creating a high-performance, scalable, sustainable tool while being used by IGM for the digitization of the public services provided and its operational activities.

1.2. Subject matter of the acquisition

IGM and the IOM Project are interested in identifying an information technology service provider company capable of ensuring the development and implementation of the IS "Migration" based on an Agile approach in accordance with the functional and non-functional requirements described in this specification.

The necessary effort of the design, development and implementation works of the SI "Migration" is estimated at 15 months (complete the project no later than June 20, 2026).

In addition to the design, development and implementation services of the "Migration" IS, part of the initial contract is to provide warranty, maintenance and support services for the applications of the IT system provided for a period of 12 months from the date of final acceptance of the IT system.

1.3. Definitions and abbreviations

The following abbreviations are used in that document:

- MAY Ministry of Internal Affairs of the Republic of Moldova
- IGM General Inspectorate for Migration
- BMA Migration and Asylum Bureau (the old name of the IGM)
- DAD Admission and Documentation Directorate
- DAA Asylum and Statelessness Directorate
- DSRŞ Directorate for the supervision of the residence regime
- SR Readmission Section of the DSRŞ
- DR Regional Directorate (North/Centre/South)
- GUDS The one-stop shop for documentation of foreigners within the DR
- CPTS Temporary placement centre for foreigners
- SCSIS Section for combating illegal stay of foreigners within DR
- SARS Admission and Residence Regulation Section of the DR
- SAA DR Asylum and Statelessness Service
- CIPS Integration centre for foreigners within the DR
- PGI General Police Inspectorate of the Ministry of Internal Affairs

- IGPF General Inspectorate of the Border Police of the Ministry of Internal Affairs
- NEA National Employment Agency
- ANP National Agency of Penitentiaries of the Ministry of Justice
- APL Local Public Authorities
- ASP Public Institution Public Services Agency
- BD Database
- NBS National Bureau of Statistics
- CGI (eGov) Public Institution Center for E-Government
- CNAM National Health Insurance Company
- CNAS National Social Insurance House
- CPTS Temporary placement centre for foreigners
- MDED Ministry of Economic Development and Digitalization
- Method Ministry of Education and Research of the Republic of Moldova
- MJ Ministry of Justice
- MMPS Ministry of Labor and Social Protection
- MS Ministry of Health of the Republic of Moldova
- PF Individual
- PJ - Legal entity
- RSP State Population Register
- RSUD State Register of Law Establishments
- SIS Information and Security Service of the Republic of Moldova
- Ssl BMA Information subsystem of the Migration and Asylum Bureau
- YOUR Information technologies
- ICT Information Technologies and Communications
- HDL Hight Level Design (Document describing the high-level architecture of the application)

The following *key concepts* are used in the document:

Process (activity process / business process) – is a structured set of interdependent and interconnected activities, designed to meet a specific objective or produce a defined result.

Activity – is an individual action intended to produce an immediate result or step of the activity process that achieves a distinct work unit and produces a result. E.g. creating a request.

Workflow - a graphical or descriptive representation of the sequence and interdependence of activities within a process. The workflow details the order in which the activities are to be carried out, who is responsible for each activity, and how the transfer of information or materials between activities is carried out.

Public service provided by IGM (Public Service) – the service provided by IGM to foreigners and/or natural persons citizens of the Republic of Moldova and/or legal entities registered in the Republic of Moldova, at their request, in accordance with the legislation in the field of migration and asylum.

Applicant – a natural person (Moldovan or foreign citizen) or a legal entity that applies to the IGM to obtain a public service.

Register – represents a centralized system of chronological evidence of official, documented and authentic information about specific entities, such as: persons, goods, events, rights, etc.

Electronic Register - Presents the digital solution that replaces traditional paper registers, held in accordance with Law 71 of 22-03-2007 on registers.

The electronic file (eDossier) is the mechanism for thematic grouping of all electronic records and documents referring to the subjects, processes or cases managed in the "Migration" IS. In the context of the IS "Migration", the eFile is used to group and ensure a common way of dealing with all documents/messages referring to a public service, administrative or contravention case managed by the IGM.

Qualified electronic document is a type of electronic document that meets the specific requirements set by legal regulations and technical standards to be considered valid and equivalent to a paper document.

Structured information object is a type of digital information object organized in a structured format, such as XML (Extensible Markup Language), or JSON (JavaScript Object Notation), which facilitates the interpretation, processing, and exchange of information in a systematic and efficient way. In the context of IS "Migration", the documents generated by the system and the records in electronic registers are informationally structured objects.

Record – a record refers to a document or information that is kept in a static and unchanged format. In the context of IS, "Migration" the record refers to the information objects stored in the electronic registers.

Case scenario – represents a structured set of steps, rules, and processes that determine how a case (e.g., a visa application, asylum application, reporting an employment contract with a foreigner, etc.) is initiated, processed, assessed, and completed. The scenario includes predefined workflows, validation and decision rules, user-system interaction points, as well as possible integrations with other external systems.

Orchestration – refers to how the functionalities offered by the system are organized and directed to digitally support the realization of a case scenario.

2. GENERAL DESCRIPTION

2.1. Current situation

At the moment, IGM uses several distinct IT systems for the digital support of operational activities.

The basic information system SSI BMA (Information Subsystem of the Migration and Asylum Office). was implemented in 2008. Subsequently, it has undergone several adjustments without essentially modifying its technology and architecture, which are morally and physically obsolete. This limits the possibility of application development and generates significant security risks.

Both the security risks related to obsolete systems, but also the changes in legislation that require the change of IGM's activity processes, impose the need to replace obsolete applications.

2.2. Purpose of the implementation of the IS "Migration"

The purpose of creating the "Migration" Information System (SI "Migration") is to digitize the IGM's operational processes and activities in order to improve their efficiency and transparency and to strengthen the institution's capabilities in managing migration flows, including through the integration of public authorities' information systems, thus facilitating a more efficient data exchange and a joint effort to address external challenges and risks. It will facilitate the beneficiaries' access to public services by reducing the deadlines for examining applications and offering online services, it will facilitate the organization of the integration process of foreigners who are legally on the territory of the Republic of Moldova by providing a tool for planning and monitoring these activities. Also, the system will ensure a more efficient monitoring of foreigners by centralizing the record of their identities, will support with broader information the process of detecting cases of illegal stay.

2.3. General and specific objectives of the implementation of the IS "Migration":

The objectives to be achieved following the implementation of the SI "Migration" are the following:

- 1) Digitizing and automating operational processes and activities related to migration, asylum and statelessness, reducing the time needed to process applications and make decisions, as well as minimizing human errors.
- 2) Creating a centralised and interoperable system that allows fast and secure access to data, ensuring consistency and timely updating of the information available to all authorised users.

- 3) Implementation of functionalities that allow the efficient monitoring of migration flows and the residence regime of foreign citizens and stateless persons, contributing to the prevention and combating of illegal stay.
- 4) Ensuring increased transparency of the IGM's work processes by providing reporting and auditing functionalities to facilitate supervision and accountability within the IGM.
- 5) Facilitating the exchange of data with other governmental and international information systems, to ensure effective collaboration and unification of relevant information.
- 6) Implement analytical and reporting capabilities to support real-time decision-making, providing information and analysis needed for effective migration policy management.
- 7) Reducing the response time and providing the necessary information for decision-making related to the areas of migration, asylum, statelessness and integration of foreigners;
- 8) Ensuring scalability by implementing a configurable IT solution, allowing for trouble-free operation, future updates and integrations with external information systems;

2.6. Reference model for the architecture of the MIA's information systems

The "Migration" IS, as part of the Integrated Information System of the Ministry of Internal Affairs (SII of the Ministry of Internal Affairs) is to be aligned with the requirements *of the reference architecture model for the Automated Information Systems of the Ministry of Internal Affairs*.

The reference model for the MIA's IT applications is defined in GD no. 147 of 28-02-2024 for the approval of the Framework Concept of the Integrated Information System of the Ministry of Internal Affairs.

The MAI application architecture is designed as a service-oriented architecture (SOA), starts from the business model and uses technology to design, develop and deliver IT services based on open standards, thus improving the reuse of IT components provided and creating agility to respond to change.

The application architecture of the MIA is a set of embedded services and microservices, designed to explore various types of digital content, regardless of the place and method by which it was created and stored, through numerous use cases, by different groups of MIA and external users, achieved through a suite of integrated platform programs, Separate apps that share common APIs and data repositories, and co-opted and reused content service components.

2.7. Principles to be applied to the design and development of the IS "Migration"

In order to ensure the development of an efficient, easy-to-use and maintainable, secure and adaptable solution to future changes, IS "Migration" must be developed in compliance with the principles established by the legislation in force and good practices applied to the development of ICT applications. The list of the most important principles to be applied to the development of the IS "Migration" is presented in Annex A1.

3. NORMATIVE REFERENCE FRAMEWORK

The normative reference framework for IS "Migration" consists of national legislation, international treaties and conventions to which the Republic of Moldova is a party and ICT standards. These can be grouped into the following areas:

1. Normative acts regulating the field of activity subject to automation;
2. Internal IGM normative acts regulating the field subject to automation
3. Normative acts regulating the ICT sector and information security;
4. Normative acts that institutionalize shared government platform IT services and SIAs relevant to the field of automation

5. Normative acts institutionalizing MIA information resources to be integrated/taken over in the "Migration" IS;
6. ICT standards and relevant to the field of automation

The following normative acts are considered the most relevant to the creation and functioning of the Migration IS:

1. Normative acts regulating the field of activity subject to automation:
 - Law no.273 of 09.11.1994 on identity documents in the national passport system, Article 6. Seizure and destruction of identity documents
 - Law no. 1024/2000 to the citizenship of the Republic of Moldova;
 - Law no. 213 of 31.07.2023 to the state tax;
 - Law no. 200 of 16.07.2010 on the regime of foreigners in the Republic of Moldova,
 - Law no. 257 of 01.11.2013 on third-country nationals who have the obligation to hold a visa and third-country nationals who are exempt from visa requirements when crossing the state border of the Republic of Moldova;
 - Law no. 270 of 18.12.2008 on asylum in the Republic of Moldova
 - Law no. 273/1994 on identity documents in the national passport system;
 - Law no. 274 of 27.12.2011 on the integration of foreigners in the Republic of Moldova
 - Law no.320 of 27.12.2012 on the activity of the Police and the status of the policeman
 - GD no. 1187/2010 on the implementation of the Single Window for Documentation of Foreigners;
 - GD no. 125 of 18.02.2013 for the approval of the Regulation on the issuance of identity documents and records of the inhabitants of the Republic of Moldova;
 - GD no. 331 of 05.05.2011 on the issuance of invitations for foreigners;
 - GD no. 332 of 05.05.2011 on the approval of the minimum amount of maintenance for foreigners in the Republic of Moldova.
 - GD no. 333/2002 for the approval of the Concept of the automated information system "State Register of Population" and the Regulation on the State Register of Population
 - GD no. 50 of 15.01.2013 for the approval of the Regulation on the issuance of visas;
 - GD no. 765 of 18.09.2014 on the approval of the list of travel documents accepted for foreigners to cross the state border of the Republic of Moldova,
 - GD no. 896/2014 for the approval of the Nomenclature and tariffs for services provided for payment, as well as of the Regulation on the manner of formation and use of the special means of the subdivisions of the Ministry of Internal Affairs, administrative authorities and institutions subordinated to it.
 - GD no. 492 of 07.07.2011 for the approval of the Regulation on the procedures of return, expulsion and readmission of foreigners from the territory of the Republic of Moldova.
 - GD no. 16 of 11-01-2023 on the organization and functioning of the General Inspectorate for Migration
 - Regulation (EC) NO. 810/2009 of the European Parliament and of the Council of 13 July 2009 on the establishment of a Community Visa Code (Visa Code), published in the Official Journal of the European Union L243 of 15.09.2009;
 - Directive 2003/86/EC on the right to family reunification;
2. Internal IGM normative acts regulating the field subject to automation:
 - Order of the Ministry of Internal Affairs nr.102 of 27.03.2014 on the approval of the instruction on the procedure of removal of foreigners from the territory of the Republic of Moldova.
 - IGM Order no. 40 of 18.12.2018 regarding the approval of the Internal Operational Standard Operating Procedure regarding the provision of services through the Mobile Documentation Office at the person's home

- IGM Order no. 30 of 25.09.2019 on the approval of the standard operating procedure Internal Operations regarding the destruction of valid/invalid identity documents.
- IGM Order no. 15 of 02.03.2023 on the approval of the internal operational standard operating procedure regarding the registration and documentation of beneficiaries of temporary protection with identity documents.
- IGM Order no. 33 of 24.09.2021 On the approval of the Internal Operational Standard Operating Procedure regarding the reception, examination and issuance of the Notice for family reunification, edition 2
- IGM Order no. 43 of 14.12.2021 On the approval of the Internal Operational Standard Operating Procedure regarding the reception, examination and extension of the validity and/or duration of stay granted through a visa, 2nd edition
- IGM Order no. 35 of 04.03.2024 on the organization and functioning of the foreign registration offices of the IGM
- IGM Order no. 29 of 12.04.2023 on the organization and functioning of the Centre Regional Directorate of the IGM
- IGM Order no. 30 of 12.04.2023 on the organization and functioning of the North Regional Directorate of the IGM
- IGM Order no. 31 of 12.04.2023 on the organization and functioning of the South Regional Directorate of the IGM
- IGM Order no. 41 of 15.05.2023 On the organization and functioning of the Directorate for Supervision of the Residence Regime
- IGM Order no. 46 of 26.05.2023 on the organization and functioning of the Asylum and Statelessness Directorate of the IGM of the Ministry of Internal Affairs
- Order no. 68 of 16.06.2023 On the approval of the Internal Operational Standard Operational Procedure carried out by the Returns and Escort Section of the CPTS of the IGM in the field of identification of foreigners placed in public custody
- Order no. 69 of 16.06.2023 On the approval of the Internal Operational Standard Operating Procedure carried out by the Security and Access Section of the CPTS of the IGM in the field of placement of foreigners
- IGM Order no. 70 of 16.06.2023 on the approval of the standard operating procedure Internal operations carried out by the Returns and Escort Section of the CPTS of the IGM in the field of escort of foreigners
- IGM Order no. 75 of 22.06 2023 on the approval of the Internal Operational Standard Operating Procedure on the inclusion of foreigners in integration activities
- IGM Order no. 76 of 22.06 2023 on the approval of the Internal Operational Standard Operating Procedure regarding the inclusion of beneficiaries of international protection and political asylum in the integration program
- IGM Order no. 121 of 14.09.2023 on the approval of the Standard Operational Procedure regarding the documentation of foreigners with identity documents (provisional residence permit/permanent residence permit/ provisional residence permit for stateless persons)
- Order no. 133 of 02.10.2023 On the approval of the Internal Operational Standard Operational Procedure regarding the establishment/cancellation of DC records to the General Inspectorate for Migration of the Ministry of Internal Affairs.
- IGM Order no. 134 of 02.10.2023 On the approval of the Internal Operational Standard Operating Procedure for the application, lifting and reinstatement of the term of the ban on the entry of foreigners into the Republic of Moldova by the IGM of the Ministry of Internal Affairs.
- IGM Order no. 191 of 27.12.2023 On the approval of the Internal Operational Standard Operating Procedure regarding the reception, examination and issuance of invitations by the IGM

- The Order of the Ministry of Internal Affairs no. 401//2016 "On the implementation of the document indicator and their retention terms for the central apparatus, administrative authorities and institutions subordinated to the Ministry of Internal Affairs" in the IGM archive

3. Normative acts regulating the ICT sector and information security

- Law no. 982 of 11.05.2000 on access to information, published in the Official Gazette of 28.07.2000, no. 88-90, art. 664;
- Law no.1069 of 22.06.2000 on informatics
- Law no. 467 of 21.11.2003 on computerization and state information resources, published in the Official Gazette of 01.01.2004, no. 6-12, art. 44;
- Law no. 71 of 22.03.2007 on registers, published in the Official Gazette of 25.05.2007 no. 70-73, s. 314;
- Law no. 133 of 08.07.2011 on the protection of personal data, published in the Official Gazette of 14.10.2011, no. 170-175, s. 492;
- Law no. 305 of 26.12.2012 on the reuse of public sector information
- Law no.91 of 29.05.2014 on electronic signature and electronic document;
- Law no. 142 of 19.07.2018 on data exchange and interoperability, (Official Gazette of the Republic of Moldova, 2018, no. 295-308 art. 452);
- Law no. 234 of 23.12.2021 on public services, (Official Gazette of the Republic of Moldova, 2022, no. 34-38 art. 34;
- GD no. 562 of 22.05.2006 on the creation of state automated information systems and resources, (Official Gazette of the Republic of Moldova, 2006, no. 79-82, art. 591);
- GD no. 1123/2010 of 14.12.2010 on the approval of the Requirements for ensuring the security of personal data when processing them within the personal data information systems, (Official Gazette of the Republic of Moldova, 2010, no. 254-256, art. 1282);
- GD no.330 of 04.05.2010 on the creation and administration of the single governmental portal of public services
- GD no. 656 of 05.09.2012 on the approval of the Interoperability Framework Programme, (Official Gazette of the Republic of Moldova, 2012, no. 186-189, art. 708);
- GD no. 886 of 08.11.2013 for the approval of the Methodological Norms for the application of Law no. 305 of 26 December 2012 on the reuse of public sector information
- GD no. 404 of 02.06.2014 on the piloting of the interoperability platform, (Official Gazette of the Republic of Moldova, 2014, no. 147-151, art. 444)
- GD no. 201/2017 on the Mandatory Minimum Requirements for Cybersecurity,
- GD no. 1141 of 20.12.2017 for the approval of the Regulation on the modality of applying the electronic signature on electronic documents by the officials of legal entities of public law within their electronic circulation.
- GD no. 670 of 03.09.2020 on the approval of the Integrated Nomenclature of Administrative Public Services and the List of Life Events Associated with Them, (Official Gazette of the Republic of Moldova, 2020, no. 229-233 art. 800);
- GD no. 169 of 08.09.2021 on the State Register of Public Services (Official Gazette of the Republic of Moldova, 2021, no. 230-237 art. 436);
- GD no. 153/2021 for the approval of the Concept of the information system "Register of State Information Resources and Systems" and of the Regulation on the manner of maintaining the Register of State Information Resources and Systems.
- GD no. 491/2022 on the approval of the method of recognition of qualified electronic signatures created using a qualified public key certificate issued by a trust service provider from a Member State of the European Union
- GD no. 1006 of 28-12-2012 on the Register of State Information Resources and Systems

- GD no. 147 of 28-02-2024 for the approval of the Framework Concept of the Integrated Information System of the Ministry of Internal Affairs
- Order of the Minister of Information Development no. 78/2006 on the approval of the technical regulation "Software Life Cycle Processes" RT 38370656-002:2006, (Official Gazette of the Republic of Moldova, 2006, no. 95-97, art. 3358).
- The Order of the Ministry of Internal Affairs no. 195 of 04 July 2016 "On the implementation of centralized management practices of Information and Communication Technology services within the Ministry of Internal Affairs"
- The Order of the Ministry of Internal Affairs no. 401/2016 on the implementation of the Document Indicator and their retention terms
- The Order of the Ministry of Internal Affairs no. 243 of 18.08.2017 on the Information and Communication Technology Services Management System within the Ministry of Internal Affairs
- The Order of the Ministry of Internal Affairs no. 244 of 18.08.2017 on the Information Security Management System within the Ministry of Internal Affairs
- The Order of the Ministry of Internal Affairs no. 247 of 03.08.2016 on the application of personal data protection practices within the implementation of Information and Communication Technology services within the Ministry of Internal Affairs;
- The Order of the Ministry of Internal Affairs no. 31 of 14.12.2017 on the approval of the Regulation on the general control of information systems kept by the IT Service of the Ministry of Internal Affairs
- Regulation (EU) 2019/817 of the European Parliament and of the Council of 20 May 2019 on the establishment of a framework for interoperability between EU border and visa information systems
- Regulation (EU) 2019/818 of the European Parliament and of the Council of 20 May 2019 establishing a framework for interoperability between EU information systems in the field of police and judicial cooperation, asylum and migration

4. Normative acts that institutionalize shared government platform IT services and IS relevant to the field of automation:

- GD no.1323 of 29.12.2000 "On the approval of the lists of national and local (county) public roads";
- GD no. 840 of 30.07.2004 on the creation of the Telecommunications System of Public Administration Authorities
- GD no. 1518 of 17-12-2003 on the creation of the Automated Information System "State Register of Administrative-Territorial Units and Streets of Localities on the Territory of Moldova
- GD no. 770 of 06.07.2004 on the Integrated Automated Information System for the Evidence of Crimes, Criminal Cases and Persons Who Committed Crimes
- GD no. 1202 of 27.10.2006 on the approval of the Concept of the Integrated Information System of Law Enforcement Bodies
- GD no. 65 of 21.05.2007 on the approval of the Concept of the Automated Information System "Dactyloscopic Register"
- GD no.188/2012 regarding the official pages of the public administration authorities in the Internet;
- GD no. 822 of 06.11.2012 on the services of the e-mail system of the public administration authorities, (Official Gazette of the Republic of Moldova, 2012, no. 234-236, art. 880);
- GD no. 329 of 01.06.2012 on the Government Service of Electronic Payments (MPay)
- GD no. 1090 of 10.01.2013 regarding the governmental electronic service for authentication and access control (MPass)
- GD no. 128 of 25.02.2014 on the Joint Government Technology Platform (MCloud)
- GD no. 405 of 02.06.2014 regarding the integrated government electronic service of electronic signature (MSign)
- GD no. 708 of 05.09.2014 regarding the governmental electronic logging service (MLog)

- GD no. 701 of 29.08.2014 on the approval of the Methodology for the publication of open government data
 - GD no. 414 of 08.05.2018 on measures to consolidate data centers in the public sector and rationalize the administration of state information systems;
 - GD no. 211/2019 on the interoperability platform (MConnect);
 - GD no. 375/2020 for the approval of the Concept of the Automated Information System "Register of powers of attorney based on electronic signature" (MPower) and of the Regulation on how to keep the Register of powers of attorney based on electronic signature;
 - GD no. 376/2020 for the approval of the Concept of the Government Electronic Notification Service (MNotify) and the Regulation on the Operation and Use of the Government Electronic Notification Service (MNotify);
 - GD no. 712/2020 on the governmental electronic payment service (MPay);
 - GD no. 413/2020 for the approval of the Regulation on the use, administration and development of the Citizen's Government Portal
 - GD no. 323/2021 for the approval of the Concept of the Information System "Semantic Catalog" and of the Regulation on the manner of keeping the Register formed by the Information System "Semantic Catalog"
 - GD no. 152 of 25.08.2021 on the approval of the Concept of the Government Delivery Service (MDelivery)
5. Normative acts that institutionalize IGM information resources to be integrated/taken over in the *IS "Migration"*:
- GD no. 618 of 21-08-2023 on the approval of the Concept of the Information System "Migration"
 - GD no. 21 of 18-01-2023 on granting temporary protection to displaced persons from Ukraine
6. ICT standards and relevant to the field of automation
- The conceptualisation, development and implementation of the *Migration IS* must be carried out in accordance with national standards and methodology, as well as the recommendations and requirements established in the ICT sector. Thus, the following regulations and standards must be taken into account:
- The Standard of the Republic of Moldova SM ISO/CEI/IEEE 15288:2015, "Systems and software engineering. System Life Cycle Processes".
 - Standard SM 12207:2005 "Software Lifecycle Processes";
 - SM SR ISO 15489:2016 Standard "Information and documentation - documentation management"
 - Technical regulation "Software lifecycle processes" RT 38370656-002:2006; Official Gazette No. 95-97/335 of 23/06/2006.
 - SM RM ISO 14641 Management of electronic documents - Design and operation of the information system for storing electronic documents - Specifications;
 - Recommendations of the World Wide Web Consortium (W3C) (<http://www.w3c.org>) on the quality of the content of Web pages, the possibilities of correct visualization of information, using widely used Internet explorers, and compatibility with different computer platforms;
 - W3C Recommendations (<http://validator.w3.org>) on testing WEB pages.
 - SDMX standard (Statistical data and metadata exchange standard - <http://sdmx.org>)
 - SM ISO/IEC Standard 111791:2018 "Information Technology - Metadata Registers (MDR)"

4. BUSINESS ROLES AND RESPONSIBILITIES

4.1. Human users of IS "Migration"

The following roles are assigned to human users in the Migration IS:

Management Roles:

The management roles in the IS "Migration" are shown in the following figure and described below:

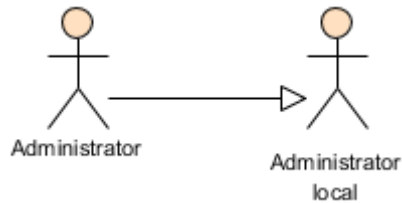


Figure no.1. Administration roles of the IS "Migration"

1. Administrator of SI "Migration"

The Administrator role of the SI "Migration" is assigned to the IGM. The administrator ensures the configuration of the application services offered by the information system, the roles and access rights to these services.

2. Local administrators

The functions of user administration are delegated to the role of Local Administrators according to the functional competence and territorial distribution.

SI "Migration" user roles

The roles of SI "Migration" users are shown in the figure below and described below.

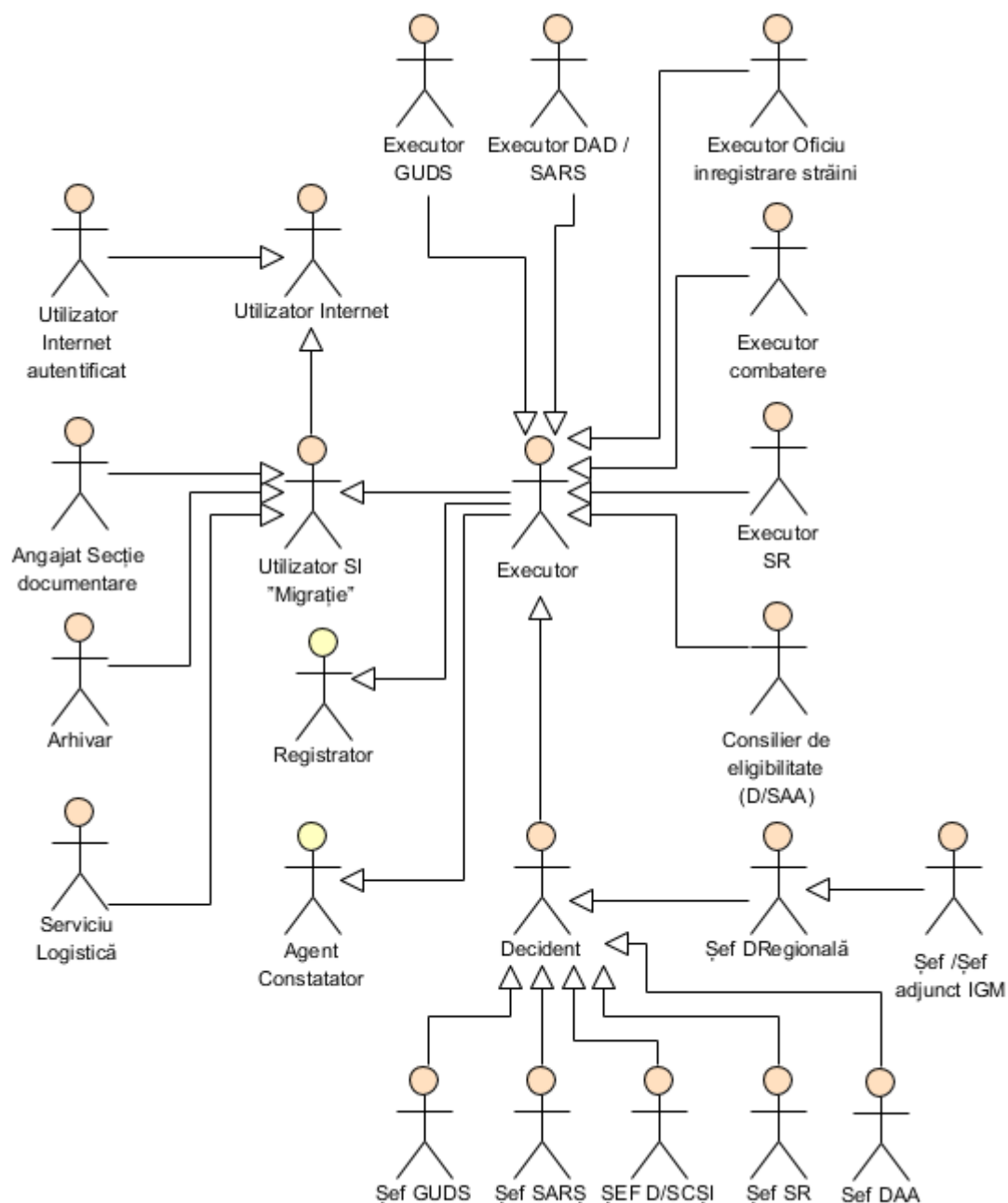


Figure nr 2. Human users of IS "Migration"

1. Internet user

Internet user is a generic role that defines any person who through the Internet can access the SI "Migration" application and the public information/services offered by SI "Migration":

2. Authenticated internet user

Authorized Internet User is a generic role that represents an Internet user who is authenticated through a method recognized by the IS "Migration".

The Authorized Internet User role gives the person the opportunity to interact with the IS "Migration" in order to:

- submitting the public service request offered by IGM online;
- consulting the history of its interaction with the SI "Migration" and the files submitted for IGM public services;
- digital communication with IGM employees in the process of examining the public service request.
- access to information from the IS "Migration" through the reusable government services MCabinet, MDoc, etc.

3. User SI "Migration"

Generic role that corresponds to any authorized human user in the SI "Migration" and that specifies all user interface facilities provided by the System to all categories of authorized users.

As authorized users of the SI "Migration" are the employees of the IGM and the employees of the public authorities partners in the process to whom the IGM has granted access to the SI "Migration" in accordance with the interinstitutional agreements.

4. Documentation Section Employee

Role that corresponds to the employees of the Documentation Directorate/Sections of the Regional Directorates. The user with this role is responsible for recording incoming-outgoing correspondence, including entering the IS "Migration" of external documents, and tracking the discipline of document execution.

5. Archivist

The employee with the role of Archivist is responsible for the management of the data entered in the archive. In the "Migration" IS, accessing the data and documents entered in the digital archive will be admitted only to users with the role of Archivist

6. Logistics service

This role is intended for employees who perform logistics activities, such as: organizing and carrying out the process of preparing identity documents for foreigners, organizing the foreigner's home trip for their documentation, etc.

7. Executor

The role of Executor is a generic role that presents all IGM employees who perform operational activities related to migration management. Users with the role of Executor focus on the detailed processing of information about the subjects/topics analyzed using advanced functionalities for analysis, verification and decision-making. This role requires access to comprehensive data and reporting and collaboration tools.

Depending on the functional competences, the Executors can belong to a functional group, such as:

- a. *GUDS Executor* – includes the employees of the Single Window for Documentation of Foreigners within the Regional Directorates of the IGM.
The user in this group interacts directly with service seekers and is the first point of contact for them. This role is essential to provide immediate support, both advisory and when submitting requests for public services, ensuring a first check of the documents and information provided by applicants.
This user needs quick and easy access to functionalities that allow for the verification and registration of foreigners, public service requests, initial verification of documents, and management of interactions with applicants.
- b. *DAD/SARS Executor* - includes the employees of the Admission and Documentation Directorate and the Admission and Residence Regulation Sections within the Regional Directorates of the IGM responsible for managing requests for granting the rights of entry, stay, stay and emigration of foreigners, including documentation with their identity documents.
- c. *Executor of the Foreigners Registration Office* – includes the employees of the Foreigners Registration Offices of the IGM.
These users need quick and easy access to functionalities that allow the registration of foreigners, asylum applications, initial verification of documents and management of interactions with applicants.
- d. *Enforcement officer* – includes the employees of the Directorate for the Supervision of the Residence Regime and the Sections for Combating the Illegal Stay of Foreigners within the Regional Directorates of the IGM.
The user in this group is empowered with special rights and is responsible for investigating cases of illegal stay, ensuring the application of special measures for the removal of foreigners and readmission, other duties that fall according to the function

- e. *SR Executor* – includes the employees of the Readmission Section of the Residence Regime Supervision Directorate;.
- f. *Decision Adviser* - includes the employees of the Asylum and Statelessness Directorate/Section, with the status of Decision Adviser, empowered according to Law no. 270/2008 on asylum in the Republic of Moldova to examine asylum and statelessness applications.
- g. *Other executors* – operational processes may include other functional groups of executors, employees of the IGM (former employees of the Legal Directorate/Section) or external – human users, employees of public authorities, process partners.

8. Registrar

The Registrar role is a role assigned to IS "Migration" users who, within the case management/workflow, document facts and events that are subject to registration in the electronic registers kept in SI "Migration". The Registrar role is not a separate role and does not have access to the interface.

9. Ascertaining agent

It represents a role assigned to IGM employees who have the duties of ascertaining agent. SI "Migration" grants transitory access from the SIA RSC user interface for the management of contravention cases. The Ascertaining Agent role is not a separate role and does not have access to the SI "Migration" interface.

The role of ascertaining agent is assigned in accordance with the Contravention Code art. 400. The chief, deputy chief, heads of departments, heads of sections and employees with special status of the IGM are entitled to examine and apply sanctions on cases related to contraventions.

10. Doctor

It represents a role assigned to the IGM employees who manage the health records of foreigners located in the CPTS. Employees with this role have access to and can manage special information referring to the foreigner's medical data.

11. Decision-maker

Generic role corresponding to the persons with a position of responsibility within the IGM who are empowered to make decisions in the areas of competence of the authority.

The user with the role of Decision-Maker in IS "Migration" makes decisions within the activities and operational processes digitally supported by the information system.

A specific aspect of the role of *the Decision-Maker* is the application of the principle of segregation of administrative and executive functions. The decision-maker does not perform operational activities intended for the role of Executor, e.g. does not process the files of requests for granting a right to the foreigner. The decision-maker appoints the Executor and through his resolution establishes the task, gives specific indications regarding its execution. In case of the need to replenish the execution report/draft decision/response, the Decision-Maker shall apply his resolution and return the task to the Executor for re-completion, as the case may be, the Decision-Maker may redistribute the task to another Executor.

Another specific aspect of the IGM is the fact that only the Head of the IGM, the Deputy Heads of the IGM, the heads of the Regional Directorates and the Head of the Directorate for combating illegal stay have the role of Ascertaining Agent and can order the sanctioning of the foreigner.

4.2. Roles of computer systems users:

In order to ensure the digital support of IGM's processes and operational activities, SI "Migration" is to interact with a number of information systems. The list of these is shown in the figure below:

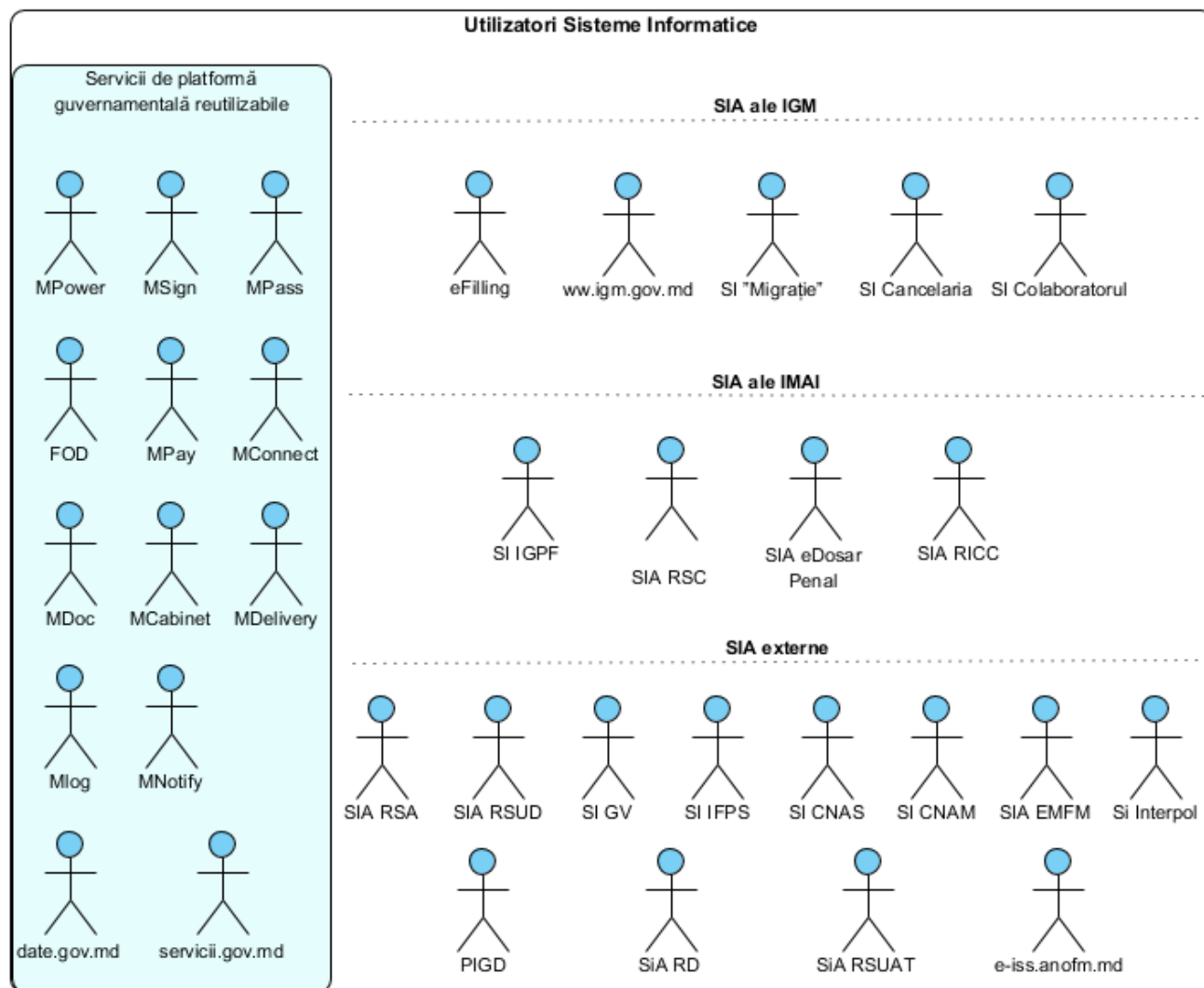


Figure nr 3. Users of information systems

Systems owned by IGM:

1. **IGM web portal** is the set of public web applications, through which IGM disseminates information of public interest, including information about public services and links for accessing them online.
2. **SI Collaborator** – application used by IGM to record functions and employees.
3. **SI Chancellery** – the IGM document management system.
4. **SI eFiling** – application used for online submission of applications (files) for IGM public services.

Information systems of the Ministry of Internal Affairs may interact for the purpose of data exchange with IS "Migration", such as:

1. AND of the MIA owned by the MIA's IT Service
 - o SIA RICC–SIA Forensic and Criminological Information Register;
 - o SIA RSC (State Register of Contraventions)
 - o IS of the IGPF – Integrated Information System of the Border Police

Third-party IT systems - SI "Migration" interacts with other external systems for the purpose of exchanging data related to sustained business processes, maintaining semantic assets (e.g. classifiers, geo-spatial data, etc.) and automatically disseminating data and information or upon request. Among them can be listed:

2. The Public Services Agency, as the holder of the state registers, provides data from:
 - o SIA State Register of Population (SIA RSP) - data on individuals, home address and documents issued to them. Ensures the automated exchange of personal data of natural persons (citizens

of the Republic of Moldova, both those residing in the Republic of Moldova and those who have been authorized to emigrate, foreigners with the right to stay on the territory of the country and persons who have been recognized as stateless or refugees, or who have been granted, by the authorities of the Republic of Moldova, one of the forms of protection provided by the normative framework);

- SIA State Register of Law Units (SIA RSUD) - data on all categories of legal units, constituted on the legal basis, legal address, rights to exercise various licensed activities;
3. Ministry of Foreign Affairs and European Integration
- Visa Management Information System (VIMS) – which provides data on invitations and visas through web services used by diplomatic missions and consular offices of the Republic of Moldova accredited abroad. The Migration SI also provides data on invitations issued and information on family reunification permits;

4. Ministry of Labour and Social Protection

National Manpower Agency

- SI EMFM – System interface for the interaction of the ANOFM Labour Migration Information System – the exchange of data on decisions related to the right to work.
- "Automated Information System for Registration with Unemployed Status" (<https://e-iss.anofm.md/>) – which provides data on citizens of the Republic of Moldova registered with unemployed status, as well as on foreigners (as an employer, natural or legal person or intermediary from the country of destination) who are to employ or otherwise place the migrant worker on the labor market of the respective country;

National Social Insurance House

- The State Register of Individual Records in the Public Social Insurance System (SIA CNAS) – which provides data referring to legal entities and individuals who have the status of payer of contributions in the public social security system;

5. Ministry of Health

National Health Insurance Company

- Integrated Information System "Mandatory Health Insurance" (SIA CNAM) – which provides data on mandatory medical insurance;

6. State Tax Inspectorate

- Information system of the State Tax Service – which provides data on the confirmation of social, salary and tax contributions in the last 5 years of activity carried out in the Republic of Moldova of the foreigner;

7. The Ministry of Justice as the owner:

- The automated information system "Register of Detained, Arrested and Convicted Persons" (SIA RD) – provides data on persons detained in the institutions of the penitentiary administration system.

8. Land Relations and Cadastre Agency

- SIA State Register of Administrative-Territorial Units and Addresses (SIA RSUAT) - data on territorial-administrative units, streets, buildings and apartments at the registration of domicile.

9. Interpol/Europol

- Regarding the persons announced in international search;

Government Platform Services (MCloud) are used for the development of services of the IGM SII. At least the following capabilities will be used:

- MPass – provides role identification, authentication, and management capabilities for authorized users.
- MPower – provides capabilities used to validate the powers of attorney of the ascertaining agent.
- MSign – provides electronic signature capabilities used for signing and verifying documents and datasets
- servicii.gov.md – provides capabilities for accessing Public IT Services
- MLog – provides event logging capabilities used to store events occurring in the system;
- MNotify – provides capabilities used to notify system users and others of events generated by the system or at the direction of its users
- MCabinet – offers capabilities for digitizing communication flows with individuals participating in the process
- MDoc - provides capabilities for storing and sharing documents intended for process participants other than system users.
- MConnect – provides capabilities used for data exchange with IGM's IT systems and other public and private law authorities.
- MDelivery – offers capabilities to request and complete the order for the delivery of documents and documents at home.
- MPay – offers capabilities used to pay the payment accounts related to the services provided by the IGM and other payments to the state budget
- FOD - (Front-Office Digitization) provides capabilities for digitizing the process of online submission of applications for IGM public services.

5. IS ARCHITECTURE "MIGRATION"

5.1. Components of the SI architecture "Migration"

For the purpose of establishing the requirements regarding the IS Architecture "Migration" is established on 4 dimensions:

1. *Functional Model (Functional Architecture or Business Architecture)* – Functional architecture establishes the business requirements and needs of the organization, specifying which functions and processes need to be supported digitally. From the perspective of developing an information system, it defines what the system needs to do, from the perspective of users and the organization, without focusing on the technical details of the implementation
2. *Information Resource (Data Architecture)* - refers to the structure and organization of data within the organization. This includes data models, relationships between different datasets, and data management policies. From the perspective of developing an information system, data architecture defines the structure of data and data flows necessary to support the business processes to be digitized. The purpose of defining the data architecture is to ensure that data is managed efficiently and effectively throughout the information system, while ensuring its integrity, confidentiality and security
3. Application architecture – defines how the system is to be built, translating the functional requirements of the business architecture into specific software components. It defines the capabilities that must be provided by the application components necessary for the digitization of business functionalities and associated information resources.
4. Technology architecture - contains information and artifacts related to the technological components that ensure the proper functioning of the components of the *IS "Migration"* applications (operating environments, support services, DBMS, server equipment, data storage equipment, local and corporate

networks, data center rooms). The role of technology architecture is to ensure suitable technological platforms for the proper functioning of business applications and ICT services at the necessary parameters for the business

5.2. Functional architecture of IGM

The definition of the Functional Architecture of the IGM aims to describe the functions, processes and activities carried out by the General Inspectorate for Migration that need to be digitally supported within the information system.

The list of activities and operational processes carried out by the IGM are presented in Annex A4 IGM Activities and Operational Processes.

The digitization of these activities and processes will be carried out in several stages. The provider of the IT solution is to consider when designing the future SI system "Migration" the entire list of activities and processes to be digitized to ensure that the IT solution is able to support all these activities without degradation of performance.

The stages of digitization of the activities and processes of IGM activity are presented in Annex A5 List of processes and activities to be digitally supported in the SI "Migration"

5.3. Business model for automation in IS "Migration"

Generalized, the processes and activities carried out by IGM in the field of migration and combating illegal stay can be grouped as follows:

1. Case management (registration, creation and management of eFiles):

This group of processes and activities refers to:

- a. Registration of foreigners and their data, which refers to processes such as:
 - Registration of foreigners entering/leaving the Republic of Moldova through the Transnistrian segment of the Moldovan-Ukrainian border;
 - Registration of foreigners on the territory of the Republic of Moldova for whom they do not have an IDNP assigned when crossing the border;
 - Registration of foreigners who are temporarily on the territory of the Republic of Moldova for work purposes, for a period of up to 90 days, based on the employer's affidavit;
 - Etc.
- b. Registration of requests and management of eFiles regarding the granting of a right to foreigners carried out within the following processes:
 - Processes related to granting the right of entry, stay, stay, repatriation and authorized emigration of foreigners;
 - Processes related to the granting of a form of protection to foreigners (asylum);
 - Stateless status recognition process
 - Sub-process of documenting foreigners with identity documents
- c. Registration of notifications/self-notifications and management of eFiles of cases of violation of the legislation in the field of migration and asylum, which can be rendered at:
 - Management of administrative cases
 - Management of contravention cases
- d. Registration and management of other types of eFiles or documents

At the macro level, all operational case management processes include the following steps:

1. Registration of the public service request / notification or self-notification regarding the violation / external document and creation of the case file;
2. Examination of the request (eDossiers);

3. Preparation, coordination and issuance of the decision on the case, if the process provides;
4. Delivery of the resulting documents;
4. Management of appeals, in case of refusal decisions, if they have been submitted;
5. Transferring the file to the archive.

The description of the steps and examples of operational processes are presented in Annex A7 Examples of processes and activities

2. Ensuring the records:

The provision of centralized records is ensured by keeping departmental and technical state electronic registers. The list of registers kept by the IGM and to be considered for electronic keeping in the SI 'Migration' is presented in Annex A8 List of electronic registers kept in the SI 'Migration'.

The register management process includes the performance of the following key business functions:

- Activities of registration, modification and deletion of records – the activities are carried out within the management of eFiles. Registration, signing of confirmatory documents, as well as the occurrence of events (e.g. archiving of the file) serve as a basis for the registration/modification/deletion of records from the registers.
- Deregistration Scheduling Service – refers to the ability to hold record delisting rules in accordance with retention rules. A record cannot be kept if the legal basis on which it was made has expired. The deregistration plan is used to manage the lifecycles of records according to established legal procedures. Likewise, the service ensures that at the disposal there remains a residual inscription for the entire life of the system. Residual registration demonstrates not only that a record was once active, but more importantly, that the record was correctly removed in accordance with an appropriate removal protocol.
In accordance with Law 71/2007 and Law 133/2011, the elimination of records from the electronic registers kept in the SI "Migration" is done by transferring them to the archive.
- Retention service - the ability to prevent the application of a rule of deletion of a record, in case of a ground that has arisen.
- Data access – includes searching and accessing data from the registers.
- Register administration – includes all the technological activities necessary for the maintenance of the register such as: management of nomenclatures, management of access rights, etc.

3. Verification of persons and management of foreigner identities

This group refers to the activities of verification of the foreigner, as the case may be, of the natural/legal person requesting a right for the foreigner, of the identity documents and powers of attorney. Checks can be carried out in IS "Migration", IT systems with which IS "Migration" is interoperable, as well as in other external sources.

4. Managing the agenda of meetings with strangers and other events

The operational activities carried out by IGM often require the planning, organization and documentation of individual and/or group events. Examples of such events can serve: planning the visit to the GUDS for the submission of original documents and/or documentation of the foreigner with identity documents, organization of interviews with asylum seekers, statelessness, inclusion in integration programs.

5. Providing informational support for decision-making processes :

Group of activities that refer to the synthesis, analysis of information and dissemination, such as:

- o Collection and systematisation of information on the countries of origin of asylum seekers
- o Generating reports and statistics.
- o Automatic dissemination of data and information.

6. Collaborative work and interoperability

- Ensuring access to data from state registers and information systems of other authorities in real time.
- Automatic-assisted synchronization of data from departmental registers kept in SI "Migration".
- Integration with external applications used by IGM employees (e.g. SIA RICC, SIA RSC, etc.)

5.4. Data Architecture of IS "Migration"

From a conceptual point of view, the implementation of information systems in the IGM activity represents the provision of the necessary tools for optimizing and automating the processes of working with data, at the same time improving the quality of the data with which it operates.

In order to fully benefit from the facilities offered by information technology, including to ensure flexibility to change, traceability of changes and interoperability with third-party information systems, the design and development of the Migration IS must take into account the following aspects:

1. All information objects of the IS "Migration" are managed exclusively electronically.
2. Information objects are preserved using open standards for the digital representation of data.
3. SI "Migration" uses a conceptual data model necessary and sufficient to ensure the management of all information objects electronically.
4. IS "Migration" adopts relevant international and national standards (for cases when they exist) for the semantic structuring of available information objects.

Taking into account these wishes, SI "Migration" will operate with the following two categories of information:

1. Structured information (Structured Information Objects) – in the form of attributes of related objects, relevant to the processes carried out by IGM. This category is assigned to:
 - a. Documents produced in the SI "Migration", including the eDossier;
 - b. Informational object Person;
 - c. Records from electronic registers kept in the SI "Migration";

Structured information objects have a common format defined according to standards such as XML (Extensible Markup Language), or JSON (JavaScript Object Notation).

2. Unstructured information – represents information of any type (e.g. pdf documents, images, files with video, audio content, etc.). It will be recorded by means of documents resulting from obtaining a scanned copy of an original printed document. The unstructured document will include metadata that describes the information. Unstructured documents can be digitally confirmed, in which case they will have metadata "according to the original".

5.4.1. Artifacts of the data architecture of the SI "Migration" and requirements for them

1. The electronic document

The electronic document is the main entity that is worked with in the digitized process. Any information identified in structured (document) or unstructured (message, audio/video file, etc.) form can be considered a document.

Structured electronic document

SI "Migration" uses the Structured Electronic Document to ensure the traceability of changes, scalability and flexibility of the IT solution and to allow users to store and transmit information in a structured, easy to interpret and use way.

In the SI "Migration" all documents produced in the system, except for multimedia and external documents are structured documents.

Description of the information object The structured electronic document is presented in Annex A9 "Data architecture artifacts"

2. Electronic file

An Electronic File is an organized set of digital documents and information, stored and managed in the SI "Migration", which are associated with a specific subject, process, or case.

The electronic file includes both primary documents (such as applications, forms, reports, and administrative acts) and related metadata (such as date of creation, author, current status, and history of changes).

The file in its essence is also a document with records about its content.

The description of the eFile information object is presented in Annex A9 "Data architecture artifacts"

3. Labels

Tags are metadata that characterize the informational object and can be freely associated with them. Some labels with restricted access may signal the automated processing by the computer system of the labeled information object. The labeling practice provides a flexible and powerful mechanism for semantic classification of documents.

4. Systematized labels

Systematized labels are a category of labels that the System can recognize and process automatically. For example, a systematized label can be "@website" and when associating this label to a document, the system automatically initiates the process of its dissemination on the IGM website. Another systematized label can, for example, be "#solutionat" and the automated system hides these information objects from the user's work interface to avoid crowding it.

5. Notification

The notifications signal to the participants the changes that have occurred in the information objects intended for them, as well as about the imminence of certain events in the system. Notifications are usually sent to participants on external channels that the participant in question monitors, for example Email, SMS or computer alert.

6. Registration

The central object of the data model associated with the rules is the record. A record refers to a document or information that is kept in a static and unchanged format. An entry in the register must always be proved. Registration is the primary source of truth about the registered object until proven otherwise.

7. Nomenclature and Classifiers

Nomenclature are official and exhaustive lists of terms and codes used to standardise data within the system.

Classifiers are organizational structures used to group and categorize data according to certain criteria.

The list of nomenclatures and classifiers used in the SI "Migration" is presented in Annex A10 "List of nomenclatures and classifiers SI "Migration"

9. Predefined Reports

SI "Migration" will hold a library of pre-defined reports such as:

- System reports (system usage, received errors, system usage events)

- Statistical reports for internal use
- Reports from the register of files, requests and documents issued
- Statistical reports for public use

The description of the content of the predefined reports to be configured in the SI "Migration" is presented in Annex A11 List of predefined reports SI "Migration".

The Provider may propose a revision of the List of Reports described in Annex A11 List of Predefined Reports SI "Migration" provided that all said information will be provided.

5.4.2. Benchmarks for data models associated with the key components of the IS 'Migration'

Data model associated with case management - eDossiers

For each case managed in the SI "Migration" an eFile is created. Each eFile has a unique registration number within the system.

The electronic file is the mechanism for thematic grouping of all electronic records and documents referring to the cases managed in the SI "Migration". The electronic file includes both primary documents (such as applications, forms, reports, and administrative acts) and related metadata (such as date of creation, author, current status, and history of changes).

In addition, the Folder is also used to ensure a common way of dealing with all the documents/messages it contains.

The file in its essence is also a document with records about its content.

The electronic document is the main entity with which we work in the case management processes.

An electronic document is characterized by the following properties:

- a) Each document added in the SI "Migration" is accepted in qualified electronic form. Documents received in traditional paper or non-qualified electronic form are transferred in qualified electronic form by the User SI "Migration".
- b) All documents generated by SI "Migration" are produced in electronic (qualified) form. Parties who collaborate with IGM and need documents represented differently, resort to document viewing services or can request a simple copy or authenticated by a handwritten signature. The parties may access the electronic document whenever necessary in order to obtain qualified copies thereof or to re-generate representations/non-qualified copies thereof.
- c) Documents with a handwritten signature will also be used in digital format. The scanned copy of them is to be confirmed by the digital signature of the ascertaining agent or the authorized person.
- d) Any electronic document can be uniquely identified in the SI "Migration". Unique identifiers are assigned to each electronic document - no matter how insignificant.
- e) QR codes are embedded in all representations/views of electronic documents generated by SI "Migration".
- f) The electronic document may be different from the visualization and/or representation of the document on paper.

Data model associated with electronic registers maintained in the SI 'Migration'

The central object of the data model associated with the rules is the record. A record refers to a document or information that is kept in a static and unchangeable format to serve as a form of record in the event of litigation or unclear rights and obligations. The registration must be managed in a secure way and be available only to persons authorized to access and manage it.

The "Migration" IS registers do not include the attributes of the Information Objects that are registered in state and departmental electronic registers kept in other SIAs with which the "Migration" IS is interoperable. In that case, the identifier of the Information Object shall be entered. The additional attributes necessary for the IGM activity are related to the identifier of the information object in the source register.

In the registers of the SI "Migration", the documents/files that are in the system are registered by referring to the unique number of the document in the SI "Migration".

The record of all documents and eFiles goes to the Register of Electronic *Documents and Files kept in the SI "Migration"*

Data model associated with interoperability flows

The data model associated with the IS interoperability component "Migration" – is a canonical data model designed to ensure communication between different data formats. To ensure interoperability with external information systems, the MConnect Semantic Catalog is used¹.

Likewise, all semantic assets carried out within the SI "Migration" are to be registered in the MConnect Semantic Catalogue,

IS's semantic catalog "Migration" serves as a common dictionary for all entities and relationships defined within the system. It provides a formal and unified definition of data, thus ensuring its consistency, integrity and interoperability. The data model associated with the IS interoperability component "Migration" – is a canonical data model designed to ensure communication between different data formats.

Key elements of the semantic catalog:

- Entities: Represent the main informational objects of the system (person profile, document, file).
- Attributes: Describe the characteristics of an entity (first name, last name, date of birth for the person's profile; title, author, creation date for the document).
- Data Types: Specifies the data type of each attribute (text, number, date, boolean, etc.).
- Relationships: Define connections between entities (a person profile can have multiple folders, a folder can contain multiple documents).
- Constraints: They impose rules on attribute values (maximum length, allowed values, etc.).
- Ontologies: Formal models that describe knowledge about a specific field (e.g., an ontology for the legal field may define concepts such as "contract", "clause", "contracting party").

SI "Migration" can use its own solution for defining and coordinating the semantic catalog with a structure similar to the MConnect Semantic Catalog, or the MConnect Semantic Catalog.

All semantic assets carried out within the SI "Migration" are to be registered in the MConnect Semantic Catalogue,

Data model associated with statistical indicators

SI 'Migration' must ensure the provision of statistical data. Although the Migration IS does not directly store statistical indicators, the system must ensure that the values of statistical indicators obtained from operational data are always the same regardless of the date of generation of the report. E.g. Statistical indicators disaggregated by the foreigner's age will be calculated in relation to the date of address.

The reference standard for the exchange of statistical data and associated metadata is used by SI "Migration" is SDMX (Statistical Data and Metadata Exchange)

The data model associated with the Person object

In the Person entity are modeled all the persons whose record in one way or another is to be taken to the SI "Migration".

Description of the information object The person is presented in Annex A9 "Data architecture artifacts"

¹ <https://semantic.gov.md/ro/categories>

5.4.3. Security model for data architecture

Data is the main resource of IS "Migration". The data must be adequately protected both from unsanctioned access and from the point of view of integrity and veracity. The data will be protected in proportion to its level of sensitivity.

Security requirements must be defined *at the data level* (not at the application level). This means that data security requirements must be established at the level of the data itself, which then serve as a basis for defining the security model applied at the application and infrastructure level. The security model applied at the level of the data architecture must ensure sufficient granularity to establish access rights in accordance with the legal regulations applicable to the protection of data, including personal data.

All data architecture artifacts must be identified and described. Each object will be assigned a security category. IGM is going to provide the nomenclature of the security levels applied to the data, the list of user categories and the CRUD (Create, Read, Update, Delete) matrix of access to the data.

The security model to be implemented in the IT solution must comply with the principle of restricting access to information according to the need for knowledge and officially assigned skills. In this respect, access to the information managed in the information system must be controlled in two distinct scenarios:

- Access to information in a specific file;
- Display of the result of a search at the level of the entire data set (searches).

As for the first scenario, access to data from a specific file will be restricted by the intersection of four rights logics:

1. The user's membership in a group or profile of users that has access to the respective type of information or to the functionality that allows viewing/editing that information (for example, two users who have different profiles may have the right to access the same file in the system, but one of the profiles allows access to a limited set of data and metadata, while the other profile allows access to the entire dataset and metadata).
 - For each defined role, permissions (rights) will be established regarding the way to access the information in the information system. These permissions are as follows: **Create**, Read, Update, and Delete, and apply at the object level of the database and object attribute.
2. The user's membership in a subdivision of the IGM that has the right of access to certain processes/types of data. For example, a user who has the profile of IGM subunit leader will have exclusive access to the Files handled by that subunit, not to all the Files;
3. The status of the informational object. As an example, it can be considered: access to certain data and functionalities is granted only when the File reaches a certain phase on the flow. Or, conversely, after the File passes a certain phase (for example: the decision is completed) the restrictions on accessing the information in the File are eliminated;
4. The role that the user has in the workflow;
 - The computer system must have the ability to model and configure all these types of logics to restrict access to data and functionalities;

As regards the limitation of access to the information resulting from searches, the system must be able to assess the following limitations of access on each information object

- Maximum level of access restriction: as a result of a search in the dataset, regardless of the criteria used, the system does not return any record that has this property enabled, even if it matches the search criteria, unless the search is performed by the owner of the information himself;

- Medium level of access restriction: as a result of a search in the dataset, the system will return only the contact who holds information about the searched entities according to the search criteria used by the user;
- Low level of access restriction: as a result of a search in the dataset, the system will return only certain non-personal data (e.g. act, location, period) in addition to the display of the information subject
- Full access: all the elements contained in the respective information package will be accessible for viewing.

5.5. SI Application Architecture "Migration"

5.5.1. Applications used by IGM to be replaced by SI "Migration"

From the perspective of the development of IS "Migration" the current application architecture of IGM is relevant in the following aspects:

1. Indicates the applications used by the IGM to be replaced by the 'Migration' IS;
2. Indicates the applications with which SI "Migration" is to integrate/be interoperable

Applications replaced by SI "Migration":

The SI 'Migration' is to replace the following applications used by the IGM:

1. The information subsystem of the IGM (Ssi IGM) – to be fully replaced
2. YesBASE. – functionalities referring to the management of asylum and statelessness files.

The description of the applications to be replaced and the business functions supported by them is presented in Annex A3 IGM applications replaced by the SI "Migration".

Related to the replaced systems, the Provider shall ensure at least the following:

- SI "Migration" will ensure the digitization of all activities and operational processes digitally supported by the replaced systems, confirmed as necessary by the Beneficiary.
- The Provider will ensure that all categories of data (information objects) existing in the replaced systems, confirmed as necessary by the Beneficiary, will be supported in the "Migration" IS at a level of disaggregation at least equal to the existing one.
- The Provider will ensure that the problems reported by the Beneficiary related to the replaced systems, both at the architectural and technological level, will not be found in the "Migration" IS.

By implementing the "Migration" IS, the Beneficiary expects the Provider to offer a modern application solution that solves the problems faced by existing applications. At least the following aspects are to be considered in the design and development of the Migration IS:

- IGM's current application architecture largely includes dispersed, self-contained systems. In order to access the information, a user must have several accounts, a situation that generates security risks and reduces the efficiency of information access – It is expected that SI "Migration" will allow access to all functionalities in the user interface, including in the case of accessing third-party systems.
- Current computer systems are mainly used for the recording of paper documents. Even in the case of digitization of data flows, these are also duplicated by a flow of paper documents. Due to the fact that they were designed as record-keeping systems, they do not allow and do not facilitate the automation of business processes, the primary object of work remaining the paper document. – It is expected that the SI "Migration" will ensure the full digitization of the processes concerned, and the electronic document will become primary. The paper copy of it is to be produced only when necessary.
- The information systems were developed to support the internal IGM processes and do not offer the possibility of self-service to public service applicants. – It is expected that SI "Migration" will integrate with specialized services and applications to ensure the reception of IGM public service requests submitted online and the interaction with their applicants in live digital format MCabinet, MDoc, etc.,

- Due to the lack of interoperability and the orientation towards document records, the information systems of the IGM do not ensure the uniqueness of the records of both persons and documents. Information about the person, identity documents and other documents are redundantly stored in relation to each service request submitted. – It is expected that the SI "Migration" will ensure the unitary identification and centralized record of all information objects (documents, files, persons, etc.) and implement the requirements of Law 71/2007 on registers.
- Currently, for various reasons, the foreigner can have multiple identities registered in the records. Current systems do not have the capability to handle multiple identities and cannot ensure that they are connected. The new system must ensure both the unambiguous identification and centralized registration of foreigners, as well as the management of its multiple identities if they exist, including those registered in the external system.
- Obsolete systems have a monolithic architecture and do not offer development flexibility and scalability. – It is expected that the SI "Migration" will be developed in accordance with the reference model for the architecture of MIA applications defined by GD no. 147/2024.
- The Ssl BMA uses outdated ICT technologies and is not designed to support all requirements regarding the management of personal data. It is necessary to implement the possibility of monitoring and non-repudiation of the actions of users of information systems, in particular access to personal data.
- There is no segregation of functions on sensitive segments subject to corruption risks such as the reception and processing of files, the specialists responsible for data processing serve the applicants at the One-Stop Shop. IT systems replicate this approach by providing extended access rights to users without an adequate control mechanism.
- At present, there is no system of harmonized indicators at national level on migration and asylum in the Republic of Moldova. This fact conditions confusion and distrust towards the statistics resulting from this field. Traditionally, statistical methodologies are handled by the competent authority for statistics (in the case of the Republic of Moldova it would be the National Bureau of Statistics) but in the given situation, on the migration segment, this institution comes as a beneficiary of aggregate statistics from the IGM and ASP (number of immigrants and number of official emigrants on/from the territory of the Republic of Moldova) data later published in the statistical yearbook.
- By implementing the new system, IGM wants to replace traditional data flows with digital flows in all cases where the legislation in force allows it.
- It is necessary to ensure that the unity of definitions and concepts used in national legislation is correlated with those in Community legislation, in particular Regulation 862/2007 of the European Parliament, of the Council of 11 July 2007 on Community statistics in the field of migration and international protection and Council Regulation 311/76 on the compilation of statistics on foreign workers. The adjustments will allow an evaluation of processes and a correct statistical record, will allow the application of indicators for monitoring processes, migrations and policy outcomes.

Integration / interoperability with applications currently used by IGM

The aspects related to the integration/interoperability of the SI "Migration" with the systems used by the IGM are described in the chapter "Interoperability and co-opted capabilities".

5.5.2. Reference model for the information systems of the Ministry of Internal Affairs

As an institution subordinated to the Ministry of Internal Affairs, IGM respects and promotes ICT corporate standards. In this context, the SI "Migration" is to be designed and developed in line with the reference model for the information applications of the Ministry of Internal Affairs defined by GD no. 147 of 28.02.2024.

An excerpt from GD no. 147/2024 which presents the Reference Model for MIA IT applications and is presented in Annex A2 the Reference Architecture Model for SIA MAI

5.5.3. Reference model for IS "Migration"

The IS Reference Model "Migration" is a generic concept intended to present the capabilities needed to support the business model and data architecture.

The following figure shows the key elements of the architecture of the SI application "Migration".

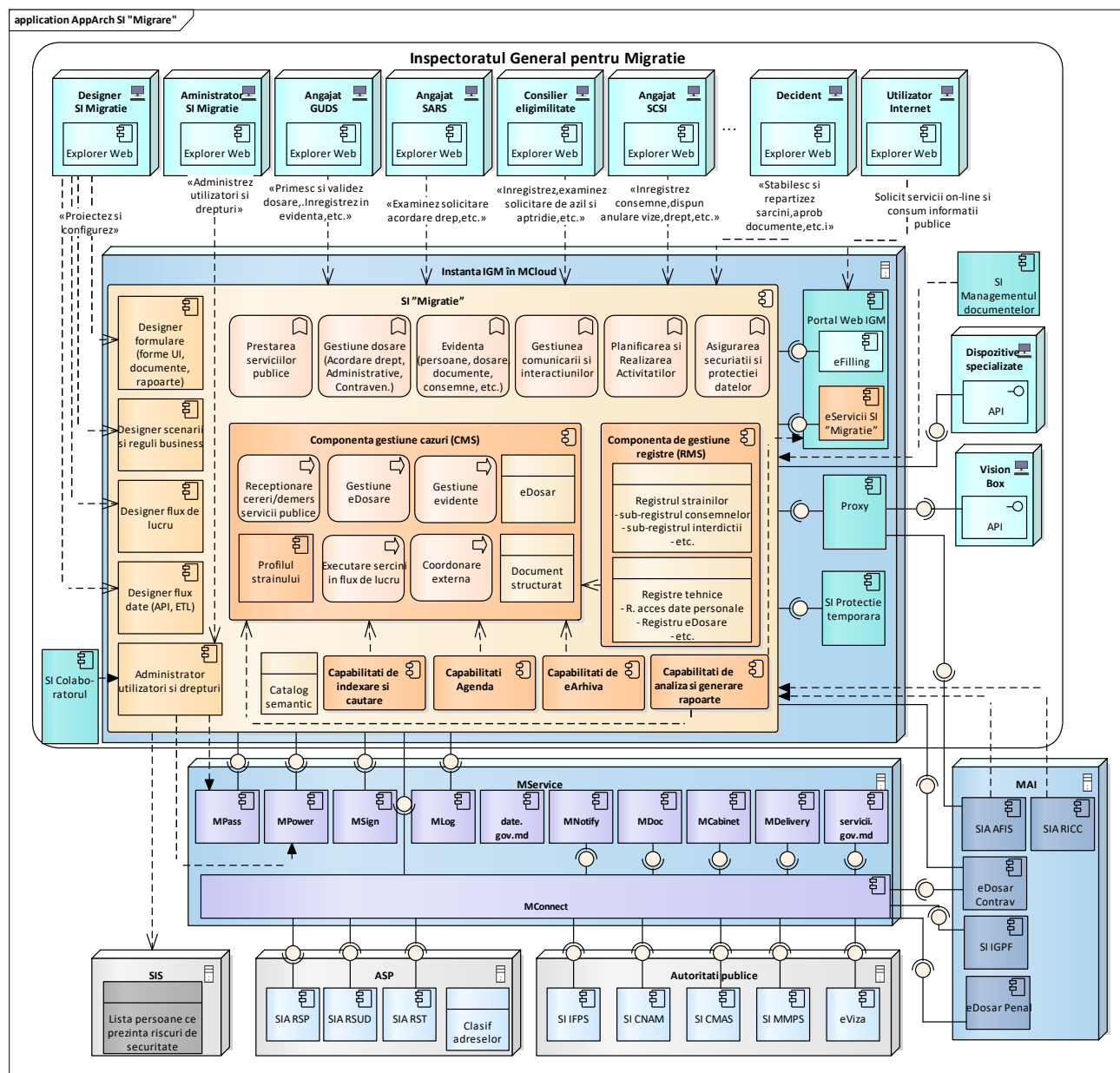


Figure no. 4 SI "Migration" Reference Architecture

SI "Migration" will have an SOA architecture, designed as a set of embedded services and microservices, intended to explore various types of digital content, regardless of the place and method by which it was created and stored, through numerous use cases, by different groups of IGM, MIA and external users, achieved through a suite of integrated platform programs, Separate apps that share common APIs and data repositories, and co-opted and reused content service components.

Depending on the intended use, the capabilities provided by IS "Migration" are of the type:

1. "front end" - intended for direct use/interaction with the user,
2. "back end" - intended for processes and content management (data and metadata).

5.5.3.1. Application capabilities offered by IS "Migration" and co-opted:

A. Front-end application capabilities

The following groups of "front-end" application capabilities are expected to be realized in the SI "Migration" or co-opted:

1. **Case Management Component (CMS)** - is the central component of the application that provides "front end" capabilities providing user interfaces (UIs), including access to the functionalities offered by the "back-end" components.

The following key capabilities are provided by the Case Management Component:

- a. **User Workspace** - represents the system's ability to provide a personalized workspace to users according to the role and group to which they belong. Essentially, it is the interface through which users access the information and functionalities offered by the system.
- b. **Case management capabilities according to scenarios** – this key capability ensures the creation and management of eFiles according to pre-defined scenarios for case management. A scenario describes all the activities required to manage the case, from initiating it to submitting it to the archive. Technically, a scenario defines how different system functionalities, including business rules and workflows, are used in an orchestrated manner. The system uses the scenarios to coordinate activities, allocate the necessary resources and monitor progress, ensuring that all stages of case management are followed correctly and on time.
- c. **Task execution capabilities according to pre-defined workflows** – set of capabilities for processing eFiles, documents and tasks within pre-defined workflows, such as: document coordination, file sharing, approval, etc.
- d. **Person profile** – represents the set of capabilities offered by IS "Migration" for centralizing different types of information, including from external systems, about foreigners, as the case may be Citizens of the Republic of Moldova and legal entities of the Republic of Moldova that are in relations with foreigners and functionalities for managing this information (registration, storage, systematization, search, etc.),
- e. **Presentation of the functionalities of the "back-end" components** - defines the capability of the CMS component to provide the working interface (UI) to ensure user access to the functionalities of the "back-end" components "Back end" services are provided through APIs. They are intended to be used by the "front end" components or external systems with which SI "Migration" performs data exchange. The SI "Migration" capabilities provided by the "back-end" components are described below.

B. Back-end application capabilities

The following groups of "back-end" application capabilities are expected to be realized in the SI "Migration" or co-opted:

1. **Register management component of the IGM** (Record Management): Set of capabilities intended for defining, implementing and maintaining the registers held by the IGM (state registers or internal registers). It offers functionalities for the management of electronic registers in accordance with the provisions of the legislation in force. It includes API interfaces for connecting the front end systems of the IGM and the systems of external beneficiaries. As a "back-end" component, it ensures the registration in the register as a result of the occurrence of an event carried out by the user who has the role of Registrar within the file management activities (e.g. receiving the file, identifying the foreigner, uploading a confirmatory document to the system, etc.), execution of tasks within the workflow (e.g. signing the decision to grant rights, expiry of the deadline for the presentation of the service applicant to the GUDS, etc.), or as a result of receiving the information from an external system (e.g. registration of the registration of data about the foreigner in the RSP at the time of crossing the state border). It provides robust mechanisms for controlling access to records and for ensuring the integrity and non-repudiation of records. Provides flexibility in adjusting the data model, in case of changes in the legislation regarding the records kept

2. **Data Indexing and Search Capabilities** – A set of capabilities that provide content indexing to provide a subsequent indexed search solution for documents, records, and other data and to present user query results based on relevance.
3. **Analysis and reporting component** – offers a set of report generation capabilities based on predefined templates and ad hoc reports.
It is welcome that the IT system integrates a solution dedicated to the configuration and generation of reports (report generator) that is also reused for the configuration and extraction of standard documents specific to the business processes of SI "Migration".
4. **Electronic agenda capabilities** - set of functionalities intended for the management of agenda events
5. **eArchive capabilities** – provides the necessary functionalities for storing and accessing files, documents and records in/from the electronic archive in accordance with the procedures for managing the archival fund within the Ministry of Internal Affairs.
6. **File repository (Digital Content Repository)** - set of capabilities intended to be used for the purpose of storing large files (audio, video, different graphic format, etc.). They allow other information systems, which do not have adequate capabilities to preserve this type of content, to store the files and the associated descriptive information and to access them if necessary through application interfaces. It ensures the indexing of content (based on metadata or textual content) and offers methods of searching for information according to criteria.
7. **Interoperability capability** – The system shall have interconnection capabilities via MConnect and with other IT systems not listed by MConnect, including through the use of ETL technologies.
8. **Specialized IT services**, such as:
 - **IT service for generating payment accounts** – Set of capabilities for generating payment accounts for public services offered by IGM. Allows you to define standard payment invoice templates for different usage scenarios. Ensures the transmission of payment accounts to MPay. It ensures that a payment invoice is tracked throughout its lifecycle. Provides information for the purpose of reconciling paid invoices.
 - **Integration capabilities with specialized devices**, such as
 - Integration with specialized devices for biometric data retrieval, documentation of foreigners, and registration of palm and digital fingerprint images
 - Integration with specialized devices for reading data from machine-readable identity documents.

C. IS "Migration" administration and configuration capabilities

At least the following capabilities regarding the administration and configuration of the SI "Migration" are expected to be provided by the SI "Migration":

- **Capabilities for configuring and managing the organizational chart, user profiles, roles and their groups** to define users' access rights to user interface components, data or documents and specify the behavioral particularities of user interface components in interaction with authorized users.
- **User administration capabilities**, including:
 - Integration capabilities with MPass for assigning the roles and access rights defined in SI "Migration" with users registered in MPass.
 - Integration capabilities with MPower to associate system users with powers of attorney registered in MPower.
- **System configuration capabilities** - includes a set of capabilities that allow you to add, modify, remove and configure application entities.
- **Logging and auditing capabilities**, including integration with MLog
- Etc. type and specialized capabilities required by administrators for system configuration and administration.

D. Interoperability and co-opted capabilities

At least the following capabilities are co-opted through the use of external services (SaaS, PaaS, IaaS) and integration with external SIA:

9. **Reusable government platform services** are used for the development of services of IS "Migration". At least the following capabilities will be used:

- MPass – role identification, authentication and management capabilities for authorized users.
- MPower – capabilities used to validate the powers of attorney of the ascertaining agent and other authorized IGM employees with law enforcement powers.
- MSign – electronic signature capabilities used for signing and verifying documents and datasets
- servicii.gov.md – capabilities used for the creation of IT Services provided by IGM
- MLog – event logging capabilities used to store events that occur in the system;
- MNotify – capabilities used to notify system users and others of events generated by the system or at the direction of its users
- MCabinet – capabilities for digitizing communication flows with individuals participating in the process;
- MDoc - capabilities for storing and sharing documents intended for IGM service applicants/foreign applicants for a right and other participants other than system users;
- MConnect – capabilities used for data exchange with the information systems of the Ministry of Internal Affairs and other public and private law authorities;
- MPay – capabilities used for the payment of payment accounts related to the services provided by IGM and other payments to the state budget;
- MDelivery – capabilities for requesting and completing the order for home delivery of documents and documents.

10. **IS "Migration" capabilities created through interoperability and integration with external information systems** to provide services and data to users.

The list of information systems to interact with IS "Migration" and the capabilities provided by them are described in the table below.

Table no. 2 List of information systems to interact with IS "Migration":

#	SI Code	Manager	Application description and data/capabilities provided	Interface	Stage*
Information systems of the IGM					
1	Portal web IGM	STISC	Description: Includes the websites of the IGM and the Ministry of Interior Capabilities / Data offered: Provides capabilities through which the IGM designates information of public interest, including electronic public services	--	2
2	SI eFilling	IGM	Description: Application used for online submission of applications (files) for IGM public services. Capabilities / Data offered: SI "Migration" is to ensure the integration with the eFilling application in order to take over the requests for IGM public services submitted online	API	1
3	Proxy	IGM	Description: Solution developed based on the Nginx application, intended for interaction with special devices for biometric data collection (Vision Box). Capabilities / Data offered: It is to be used for the collection of biometric data taken with the help of specialized devices (such as Vision Box) for the purpose of documenting foreigners with identity documents, if the Provider does not identify another solution for this purpose.	API	1 (if applicable)
4	AND the Contributor	IGM	Description: Application offered by MAI IGM for keeping track of positions, employees, hiring, dismissals and work schedule. Capabilities / Data Offered	It does not have interoperability capabilities	1

			It is expected that SI "Migration" will take over information about the organizational chart, functions and employees in order to support the Administrator in configuring users and their access rights		
5	SI Document Management (Chancellery)	IGM	<p>Description:</p> <p>Application offered by the Ministry of Internal Affairs to subordinate institutions, including the IGM, for the registration and recording of entry/exit documents and the monitoring of their execution discipline.</p> <p>Capabilities / Data Offered</p> <p>It is expected that the SI "Migration" will integrate with the SI Chancellery in order to retrieve information about the entry documents to be examined within the digitized workflows and obtain the exit numbers for the documents produced in the SI "Migration".</p> <p>It can also be used to take over the scanned copy or the electronic version of the document entered in the IGM chancery.</p>	It does not have interoperability capabilities	1
6	SI for the management of specialized devices used by IGM	IGM	<p>Description:</p> <p>This group presents the local applications installed on special devices used to capture biometric data for the purpose of documenting foreigners' identity documents, such as:</p> <ul style="list-style-type: none"> - Vision-box - Portable Vision Box (https://www.vision-box.com/portable?sub-solution=id-management) - Speed Identity G3 (Speed Capture Mobile - Speed Identity (speed-identity.com)) - Life scanner - 3M Rider (for IDs) - Document scanner 	Local web application.	1
7	YES Earlyone	IGM	<p>Electronic line scheduling and management system</p> <p>Description:</p> <p>https://www.earlyone.com/customer-flow-management</p>	API	1

Applications of the Ministry of Internal Affairs owned by the IT Service of the Ministry of Internal Affairs					
8	SIA RICC	TSI	Description: SIA RICC Integrated Automated Information System for the Record of Crimes, Criminal Cases and Persons Who Have Committed Crimes It gathers several databases and is intended for the formation, accumulation, storage, updating and analysis of data on the state of crime and its activity to combat it in the Republic of Moldova. Capabilities / Data Offered It contains data on notifications, crimes, persons who committed or targeted them in the criminal prosecution file, weapons, marked objects, antique shops, stolen or found means of transport, corpses, information on the persons wanted, files of special search investigations and identification files, etc. TSI plans to update the SIA RICC application. In this context, the requirements for interoperability with the IS "Migration" are to be formulated	UI Access	2
9	SIA RICC Showcase	TSI	Description: The application is based on MS SQL 2000. It is used to consult the information in the SIA RICC and access to the SIC AccesWeb application. Information is extracted from the SIA RICC on: 1. Wanted persons (<i>including those in the BII of the Russian Federation</i>) 2. Transport in search (<i>including those from the BII of the Russian Federation</i>) Data packets are formed every 24 hours and imported manually into MS SQL 2000.	WebService	2
10	SIA State Register of Contraventions	TSI	Description:	via MConnect	1 (to the extent of the interoperability capability of the

	of the Ministry of Internal Affairs (to be replaced by SIA eContravention File)	<p>SIA RSC ensures the registration and record of the contraventions, and the offenders who committed them, and of the Penalty Points applied to drivers</p> <p>The application is a component of the PolData platform and is shared with the institutions subordinated to the Ministry of Internal Affairs that have Ascertaining Agent attributions.</p> <p>Capabilities / Data Offered</p> <ul style="list-style-type: none"> • Information about reports / findings of contravention facts. • Information about persons (suspects and offenders); • Contravention Reports carried out by the Ascertaining Agents; • Contravention record of the person; • Data on drivers and penalty points applied; • Data on payment invoices related to contraventions and the status of their payment. • Data on contravention files of forced execution sent to bailiffs. • Generating statistical reports by ascertaining agent, by periods, by types of violations, by inspectorates, depending on the stage of the file, etc. <p>Integration:</p> <p>SI "Migration" is to be integrated with the SIA CSR of the Ministry of Internal Affairs (<i>after the development of the new version of the application</i>) in order to ensure the dispatch of notifications and self-notifications to the Ascertaining Agents of the IGM to the Automated Information System for Recording Contraventions of the Ministry of Internal Affairs and the follow-up of cases</p> <p>The following scenarios are expected to be implemented:</p> <ol style="list-style-type: none"> 1. Sending the notifications and self-notifications of the Ascertaining Agents within the IGM to the SIA eContravention file of the Ministry of Internal Affairs. 		system existing at the time of development of the IS "Migration")
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			<p>2. Access to the information stored in the SIA eContravention file, such as:</p> <p>2.1. List of foreign citizens and stateless persons who committed administrative offences and contraventions on the territory of the Republic of Moldova;</p> <p>2.2. The person's criminal record</p> <p>2.3. Statistical information, such as:</p> <ul style="list-style-type: none"> • The number of contravention files and contravention sanctions applied by the Inspectorate's employees; • Statistics on misdemeanours committed by foreigners • Etc. 		
11	SI Prohibitions	TSI	<p>Description:</p> <p>It is a BD in MS SQL 2000 intended to record information about the prohibitions to leave the country based on the decisions of the criminal prosecution bodies within the Ministry of Internal Affairs (<i>suspected and accused persons against whom the procedural coercive measures have been applied, received through the specialized workplace, according to the established formats</i>).</p> <p>The information is downloaded daily in textual files, together with other data (people in search, transport in search, etc.) and is transmitted to the DPF, then it is imported into the IS of the DPF.</p>	UI Export/import CSV	2
Applications owned by the IGPF of the Ministry of Internal Affairs					
12	AND IGPF	IGPF	<p>Description:</p> <p>The IGPF is a conglomerate of interoperable and distinct information systems intended to digitally support the various activities and processes carried out by the IGPF.</p> <p>Most have a distributed client-server structure, where the client component can operate autonomously. Data between client and server</p>	Dedicated APIs or ETL mechanisms for each IGPF application component.	1

			<p>components synchronizes through various mechanisms, including file export/import.</p> <p>SI IGPF has developed distinct application modules that ensure data exchange with internal applications via MConnect.</p> <p>Data held:</p> <p>The IGPF holds the following categories of data relevant to the IS "Migration":</p> <ul style="list-style-type: none"> • identity data and travel document data of the foreigner crossing the state border; • Information about the date, time of entry/exit of the foreigner to/from the Republic of Moldova through a state border crossing point. • Entry bans applied to foreigners • Statistical data on foreigners entering/leaving according to different levels of disaggregation. <p>Data flows from the SI "Migration":</p> <p>SI "Migration" will provide information on:</p> <ul style="list-style-type: none"> • Entry/exit of foreigners through the Transnistrian segment of the Moldovan-Ukrainian border • information about the foreigner on the territory of the Republic of Moldova • Information on informative and restrictive notices applied to foreigners 	(API on the IGPF SI side is to be developed)	
13	YES ETFS	IGPF	<p>Description:</p> <p>SI State Border Crossing Record</p> <p>It is used for the purpose of recording the events of crossing the state border by persons and means of transport.</p> <p>Data held:</p>	WebService (WebClientPF) MConnect	1

			<ul style="list-style-type: none"> - FS Crossing Event Information - Identification data of the person crossing the FS and the data of the travel document; - Data on the means of transport crossing the FS; - Records applied to persons and means of transport; - Information on the prohibitions of non-admission applied to persons when crossing the FS; 		
Apps owned by I.P. ASP					
14	SIA RSP	ASP	<p>Description: SIA State Register of Population</p> <p>Data held: data about individuals, identity documents held/issued, residence/domicile address.</p> <p>Description of interactions: Interoperability with SIA RSP shall be ensured in the following ways: Via the web dedicated services:</p> <ul style="list-style-type: none"> - Exchange of information on the processes of: <ul style="list-style-type: none"> o registration, updating, deletion of the records on foreigners and stateless persons, of the identity documents held. o documentation with identity documents of foreigners and stateless persons and registration of the residence/domicile visa <p>via MConnect:</p> <ul style="list-style-type: none"> - Consultation of personal and agreed data related to natural persons (citizens of the Republic of Moldova, residing in the Republic of Moldova, as well as those who have been authorized to emigrate, of foreigners with the right to reside on the territory of the country and of persons who have been recognized as stateless persons or refugees, or who have been granted, by the 	Dedicated Web Services MConnect	1

			authorities of the Republic of Moldova, one of the forms of protection provided by the normative framework) registered in the RSP.		
15	SIA RSUD	ASP	Description: SIA State Register of Law Establishments Data held: data on all categories of legal units, constituted as a legal basis, the legal address, the rights to exercise various licensed activities;	Web Dedicated Services. MConnect	1
16	SI Civil Status Service	ASP	Description: The SI Civil Status Service is an application previously used by the Civil Status Offices Data held: Data on civil status documents issued by Civil Status Offices not included in the RSP.	Client-server application	1
Applications owned by the Ministry of Foreign Affairs and European Integration					
17	SIGV (eVisa)	MAYHEM	Description: Visa Management Information System (e-Visa) Ensures the management of the visa issuance process. Data held: <ul style="list-style-type: none"> - Personal data of foreigners, visa applicants; - The dates of the invitation issued to the foreigner; - The dates of the visa issued to the foreigner; Nomenclature data (list of countries citizens who need invitations for issuing visas; list of states whose citizens need visas to enter the territory of the Republic of Moldova, list of types of visas, nomenclature of purposes, visa fees, list of necessary documents to be submitted) Data transmitted:	WebService	1

			SI "Migration" also provides data on invitations issued and information on family reunification permits		
	IFPS-owned apps				
18	AND IFPS	IFPS	Description: Information system of the State Tax Service Capabilities / Data Offered Provides data on the confirmation of social, salary and fiscal contributions in the last 5 years of activity carried out in the Republic of Moldova of the foreigner; <ul style="list-style-type: none"> - The data repository of the SFS regarding the Taxpayer's Electronic File. 	WebService MConnect	1
	IS held by the Ministry of Labour and Social Protection				
19	AND the Labor Market"		Description: Automated information system "Labour Market" provides data on employment of foreigners	UI	2
20	AND EMFM	NEA	Description: SI Labor Migration Record (GD Concept no. 1008/2011) Intended for the registration of immigrant workers in the Republic of Moldova and of the emigrant workers abroad from the Republic of Moldova, the integrity of the departmental information resources in the field of labor migration, as well as the provision of the necessary analytical and statistical information, being one of the information resources of the SIA "Labor Market".	UI API	2
21	https://e-iss.anofm.md/	NEA	Description: Registration SIA with unemployed status Capabilities / Data Offered	UI API	2

			It contains data on registered citizens of the Republic of Moldova with unemployed status, as well as on foreigners (as an employer, natural or legal person or intermediary in the country of destination) who are to employ or otherwise place the migrant worker on the labor market of that country;		
Ministry of Economic Development and Digitalization					
22	IT park		Description: List of economic agents registered in IT parks		2
SI held by the Ministry of Justice as the holder					
23	PIGD	MJ	Description: Information System Integrated File Management Program Capabilities / Data Offered - judgments and court conclusions on cases relating to foreigners	UI	2
24	AND the detainee	ANP	Description: Automated information system "Register of detained, arrested and convicted persons" Capabilities / Data Offered provides data on persons detained in the institutions of the penitentiary administration system.	Import/export CSV	2
National Social Insurance House					
25	SI CNAS	CNAS	Description: State Register of Individual Records in the Public Social Insurance System Capabilities / Data Offered provides data referring to legal and natural persons who have the status of contributor to the public social security system	API via MConnect	1
National Health Insurance Company					

26	AND CNAM	CNAM	Description: Integrated Information System "Compulsory Health Insurance" Capabilities / Data Offered provides data on compulsory health insurance Information about mandatory insurance policies	API via MConnect	1
SI held by the Land Relations and Cadastre Agency					
27	SIA RSUAT	NAFR	Description: SIA State Register of Administrative-Territorial Units and Addresses - Capabilities / Data Provided data on territorial-administrative units, streets, buildings and apartments at the registration of the domicile		2
National Union of Bailiffs of the Republic of Moldova (UNEJ)					
28	SIEGE	UNEJ	Description: Information System for the Record and Management of Enforcement Files (SIEGDE) Capabilities / Data Offered <ul style="list-style-type: none"> - the exchange of data on persons who have debts owed to the reimbursement of the expenses for the removal of the foreigner and other debtors. 	API (to be reused API used for integration with SI PolData)	2
IS held by Interpol/Europol					
	INSYST Interpol	CCPI (PGI)	The Interpol national node within the Center for International Police Cooperation, IGP. Allows access to Interpol international databases. Data held: <ul style="list-style-type: none"> - Data about search ads and their travel documents - Data about the means of transport advertised in the search 	API	1
IS of the EU authorities					

	Visa Information System (VIS)	EU	Description: System used for the exchange of EU visa information between Schengen countries <u>Rules for access to the Visa Information System (VIS) EUR-Lex (europa.eu)</u>	API	2
	Eurodac		Description: Fingerprint database of asylum seekers registered in the EU <u>Eurodac: the European system for comparing the fingerprints of asylum seekers EUR-Lex (europa.eu)</u>	API	2
	Schengen Information System (SIS)		Description: It is used to create and consult alerts about people or objects that are wanted or missing. <u>Regulation - 2018/1860 - EN - EUR-Lex (europa.eu)</u>	API	2
	ETIAS		European Travel Information and Authorisation System Description: It is used for advance checks on visa-exempt travelers entering the Schengen area	API	2
	ECRIS		European Criminal Records Information System Description: It is used for the exchange of information on criminal convictions	API	2
	Input/output system		Description: It is used to record crossings of the EU's external borders by third-country nationals	API	2
	SSE		The European Statistical System (ESS) was created with the aim of providing comparable statistics at EU level	API	2

			<p>The European Statistical System (ESS) consists of: Eurostat (the statistical office of the EU), the statistical offices of the Member States (national statistical institutes) and other institutions that make up European statistics.</p> <p>Description</p> <p>Eurostat promotes the SDMX standard (ISO 17369:2013) to manage and automate the process of exchanging statistical data and metadata.</p>		
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Note:

Step 1 - The provider will ensure the integration of the SI "Migration" with the indicated applications;

Stage 2 – The provider will take into account when designing the system the need for future integration of the "Migration" IS with these systems.

5.6. Technological architecture of IS "Migration"

The technological architecture includes technological infrastructure components intended to ensure the ICT environment necessary for the efficient and safe operation of the application components of the IS "Migration", as well as their accessibility by users and other applications. The technological architecture includes: data centers, data processing and storage equipment, communication networks, operating environments and system software.

The technological architecture of IS "Migration" must be Cloud-based, defined taking into account the requirements of consolidating data centers in the public sector and rationalizing the administration of state information systems (GD no. 414 of 08.05.2018).

For the purpose of aligning with the technology stack used for government solutions, the following technologies/solutions will be used for IS "Migration":

- Container Orchestrator - Kubernetes.
- The automatic configuration and installation of Kubernetes clusters will be based on Helm packages.
- As a caching or session server, if applicable, Redis will be used.
- As a storage system for files or binary objects, if applicable, MinIO will be used.
- Kafka will be used as a system for managing queued messages or distributing events, if applicable.
- The Docker solution will be used as the software container platform.

The following technologies/solutions are recommended:

- As an ORM (Object-Relational Mapping) system, the Entity Framework Core is recommended
- The recommended backend technology is ASP.NET Core
- The recommended frontend technology is Blazor.
- As a compilation dependency management system, NuGet is recommended.
- As a DBMS, **SQL Server is recommended.**
- As a platform capability for reporting, **SQL Server Reporting services is recommended.**

6. THE FUNCTIONAL MODEL OF THE IS "MIGRATION"

This chapter defines the capabilities expected from the system and the use cases through which users are to interact with the system.

Description of use cases and functional requirements against them

Taking into account the SI architecture "Migration", the functionalities offered to users are systematized into the following groups of use cases:

- **The functionalities intended for the automation of the activities and operational processes of the IGM** which are described by:
 - Use cases that describe generic functionalities offered by the system to users;
 - Use cases describing system functionalities;
 - Use cases describing IGM's operational processes and activities;

- **Administration functionalities** that implement all the use cases necessary for the administration and configuration of the information system;

Conventions applied to the description of use cases and functional requirements for them

The following conventions are used in this chapter:

- The following abbreviations are used to indicate use cases:
 - **CU I/U/A X** -- is used to indicate use cases (**CU** – use case) intended for human users meaning: I- internet users, U – SI "Migration" users, A – users with administrator roles. X – the use case identification number.
 - **CUS X** – is used to indicate the capabilities offered by the system, where X – represents the use case identification number.
 - **CF I/U/A/S X, Y** – is used to indicate functional requirements (**CF** – functional requirement) that refer to use cases intended for human users or system, X – represents the identification number of the use case and Y – Y is the unique identifier of the requirement in the use case to which it belongs.
- for each requirement, the obligation is mentioned: **M** – mandatory requirement to be implemented (from the English notion *Mandatory*), **D** – desired requirement to be implemented, optional (from the English notion *Desirable*) and **I** – informative requirement.

The bid submitted by the bidder must necessarily comply with all the requirements indicated as binding.

The bid submitted by the bidder will gain a competitive advantage for each optional requirement to which it corresponds.

Informational requirements are intended to provide more information, for a better understanding of the context of other requirements.

Use case diagram

The general diagram of the use cases describing the functionalities offered by SI "Migration" to users is presented in the following figure:

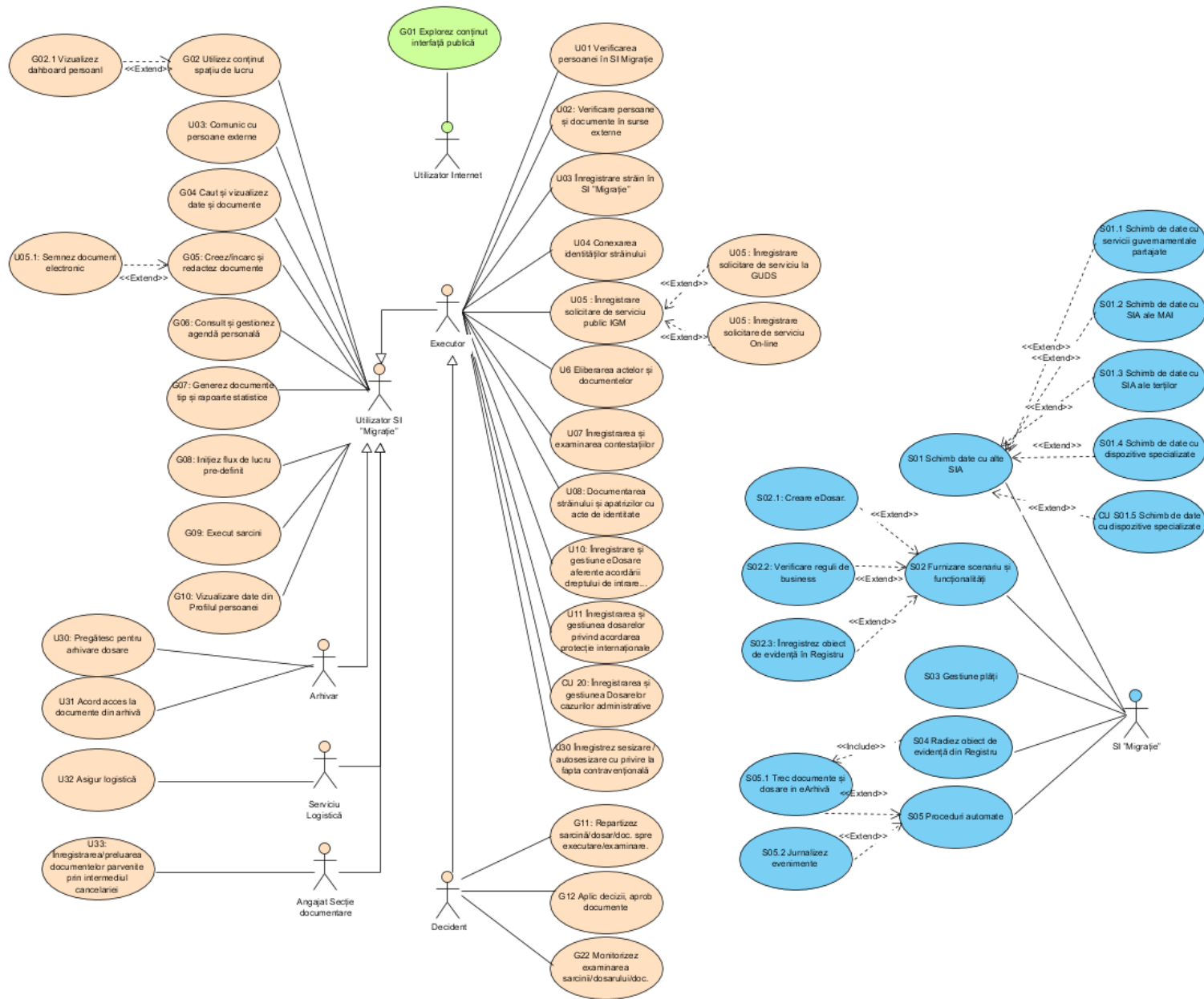


Figure 5 SI 'Migration' use cases

6.1. Use cases that describe generic functionalities offered by the system to users

Although the activities and processes performed by IGM employees are multiple and complex, they can be defined by a finite set of elementary activities. The digitization of these activities ensures that the work scenarios are configured in accordance with the definitions of the business processes.

This sub-chapter describes the elementary functionalities offered by the system to users that underlie the use cases common to all categories of authorized users.

WITH G01 I access SI "Migration".

This use case is generic and showcases the capability of SI "Migration" to provide information to Internet users.

SI "Migration" will ensure interaction with the following categories of users:

1. Authorized users of SI "Migration" (SI "Migration" Users), who may be
 - a. Human users – employees of IGM and employees of other process partner authorities.
 - b. Information systems with which IS "Migration" interacts according to interoperability agreements.
2. Internet users.

Internet users do not have direct access to IS "Migration", their interaction is carried out through other applications and services interoperable with IS "Migration"

Internet users authenticate according to the type of person:

1. Citizens of the Republic of Moldova – authenticate through the MPass service
2. Legal entities registered in the Republic of Moldova – authenticate through MPass
3. Foreigners and stateless persons, who are allowed to stay on the territory of the Republic of Moldova and have identity documents issued by the IGM – authenticate with login and password in the eFilling application;
4. Foreigners who do not have identity documents issued by the IGM – log in with a login and password in the eFilling application.

The functional requirements for the use case are presented in the table below.

Table CF G01. Functional requirements of the CU G01 use case

Identifier	Obligation	Description of the functional requirement
CF G01:01	M	SI "Migration" will provide access to the functionalities and data in the system depending on the type of user and their access rights.
CF G01:02	M	Authorized users of SI "Migration" authenticate with MPass
CF G01:03	M	The system must manage the sessions of authorized users and allow the automatic termination of the session after a period of inactivity
CF G01:04	M	The system must prevent simultaneous access from multiple locations for the same authorized user account.
CF G01:05	M	The system must record all actions related to the access of authorized users (successful/failed authentication, credential changes, etc.) and requests for access from Internet users authenticated via other applications.

Identifier	Obligation	Description of the functional requirement
CF G01:06	I	Internet users can access public information provided by SI "Migration" via the web portal of the IGM, the web portal of the Ministry of Internal Affairs, the governmental service date.gov.md, etc.
CF G01:07	I	Authenticated Internet users will be able to access IGM public services, consult the status of eFiles of public service requests, interact with authorized users of SI "Migration" through the government platform services MCabinet, FOD and eFilling application.
CF G01:08	M	SI "Migration" must provide the possibility to consult the status of eFiles and decisions registered in the system (documents) by authenticated Internet users. In order to access the information containing personal data in SI "Migration", regardless of whether the data is accessed directly in SI "Migration" or via another application, Internet users must authenticate. The provider will propose solutions for Internet user authentication.
CF G01:09	M	SI "Migration" will provide authentication mechanisms for Internet users who request/receive access to information from SI "Migration" via other applications. SI "Migration" will support at least 2 alternative mechanisms, one of which is authentication via MPass. The Provider will coordinate the MPass alternative solution with the Beneficiary. The implemented solutions must meet the security requirements required by the legislation of the Republic of Moldova, applied by the Ministry of Internal Affairs and the requirements of the GDPR.
CF G01:10	I	Authorized SI "Migration" users can send notifications to Internet users whose contact details are known (email, phone, etc.) through government services MNotify, MDoc, MCabinet. (CU G03: I communicate with external persons.)
CF G01:11	M	The system must send alerts to administrators in the event of multiple failed access attempts (brute-force).

CU G02: I'm using content workspace

It is a use case for authorized users that describes the functionalities of using workspaces. The User Workspace is a way of organizing the activity of user groups in order to share and share the elements related to the activity of these groups.

It must integrate all the functionalities necessary to carry out daily activities, allow the automation of tasks and facilitate quick access to information and applications.

The functional requirements for the "I use workspace content" use case are shown in the table below:

Table CF G02. Functional requirements of the CU G02 use case

Identifier	Obligation	Description of the functional requirement
CF G02:01	I	SI "Migration" will provide authorized users with a unified interface, the User Workspace, for access to all system functionalities intended for the role and rights it has, including external co-opted functionalities described in CU S01: Data exchange with other SIAs (e.g. signing documents with MSign, search in SIA RSC, etc.).
CF G02:02	M	The system must provide a user-friendly and intuitive interface tailored to the specific needs of each user group.
CF G02:03	M	The SI User Workspace "Migration" must provide quick access to frequently used cases and documents.
CF G02:04	M	The SI "Migration" user workspace must include a dashboard for grouping and presenting notifications and other relevant information for the user in real time.
CF G02:05	M	The user's SI workspace "Migration" must provide the possibility to manage the calendar of events in which the user participates directly from the workspace.
CF G02:06	M	The SI User Workspace "Migration" shall include an urgent notification panel in the form of a conveyor belt for alerts and emergency notifications. The type of emergency notifications is predefined and cannot be changed by the user.
CF G02:07	D	To highlight the types of emergency notifications, colors will be used, e.g. red, orange, yellow
CF G02:08	M	The SI User Workspace "Migration" must provide contextual help (pop-ups, tooltips) and provide access to help resources such as documentation, tutorials, and knowledge base.
CF G02:09	M	The SI user workspace "Migration" must allow requesting technical assistance and creating support tickets directly from the work area with the attachment of the screen image. SI "Migration" will include a graphic editor that will allow the user to shade (hide) sensitive information from captured screenshots for inclusion in support requests.
CF G02:10	M	SI "Migration" must provide functionalities to view the content of documents directly in the user's workspace.
CF G02:11	M	SI "Migration" must provide functionalities for signing documents and verifying the electronic signature applied to the document directly in the user's workspace. For the signing of documents, the capabilities offered by MSign will be used.
CF G02:12	M	The user interface will include an efficient and intuitive search mechanism in all SI "Migration" objects: documents, the profile of the foreigner and the service applicant, tasks within the workflow, records in the register, etc.

Identifier	Obligation	Description of the functional requirement
CF G02:13	M	SI "Migration" will ensure the authorized user's access to entities (documents, tasks, registry entries, etc.) and system functionalities through the user's workspace in strict accordance with the rights offered by the role and the user's individual rights.
CF G02:14	M	The user's workspace SI "Migration" must ensure the possibility for the user to access the predefined reports and generate add-hoc reports in accordance with his rights.
CF G02:15	M	The SI "Migration" user's workspace must ensure the ability to generate print forms for documents and reports.

CU G02.1: I view my personal dashboard.

It is a functionality through which the authorized user of the IS "Migration" accesses the personalized work environment. The dashboard will serve as the main page of the authorized user interface of the SI "Migration".

The SI user dashboard "Migration" will display business events relevant to the functionalities and data available according to the rights and roles of each authorized user.

The functional requirements for the implementation of the *Dashboard* tool of SI authenticated and authorized users "Migration" are presented in the following table.

Table CF G02.1. Functional requirements of the CU G02.1 use case

Identifier	Obligation	Description of the functional requirement
CF G02.1:01	M	The SI automated workplace "Migration" will include a <i>dashboard</i> that aggregates and displays essential data and information for users, highlighting important information and urgent notifications.
CF G02.1:02	M	At least the following categories of business events will be available depending on the roles and rights available to the SI authorized user "Migration": <ul style="list-style-type: none"> • Notifications and alerts: <ul style="list-style-type: none"> • system notifications; • notifications regarding deadlines for completing tasks assigned to the user that are at risk of being exceeded; • notifications of acts or processes awaiting approval from decision-making rolls. • notifications regarding the approval of the dates of the proposed agenda events; • Notifications about upcoming events scheduled in the user's address book. • The list of tasks assigned to the user, in order of timeout, review timeout, and urgency. • Notes • Calendar & Events

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> Information search box in SI "Migration" with the possibility of accessing advanced search functionalities Links to key functionalities of the SI "Migration" intended for the user with a specific role, (e.g. Link to IGM services, Link to the consignment registration form, Link to the foreign verification function, etc.). Etc.
CF G02.1:03	M	<i>The dashboard</i> will group the business events by displaying them in the form of indicators with aggregated values (example: Unread system notifications -20; Documents for approval – 40; Documents with a deadline exceeded – 25; Upcoming events – 5, etc.) which will contain hypertext reference to access the details (related records).
CF G02.1:03	D	SI "Migration" will provide possibilities to customize the dashboard elements according to individual preferences (e.g. color gamut, position of elements, etc.)

CU G03: I communicate with external people.

Use case whereby IS "Migration" provides users with the possibility to communicate with applicants and beneficiaries of public services, process partners and other authorities as appropriate.

Through this use case, SI "Migration" will ensure:

- Managing communication with public service requesters, whose contact details are known (email, telephone, etc.), at least in the following way:
 - The MNotify, MDoc and MCabinet services will be used to send notifications, documents and information to public service applicants.
- Communication with process partners
 - The system will ensure process-level integration with partners whose systems are interoperable with IS "Migration". Pre-defined workflows will be used for this purpose.
 - The system will ensure the digital support of the coordination processes with external partners that do not have a system interoperable with IS "Migration" through pre-defined workflows that ensure the digitization of the management of incoming/outgoing correspondence.
- Dissemination of public information
 - The SI "Migration" must ensure the automatic publication of public information and statistics through the official IGM website and the government portal date.gov.md

The functional requirements for the use case are presented in the table below

Table G03. Functional requirements of the CU G03 use case

Identifier	Obligation	Description of the functional requirement
CF G03.01.	M	The system must allow sending and receiving electronic messages to/from public service requesters and process partners using both internal SI "Migration" capabilities and external tools (e.g. email, MNotify, etc.)

Identifier	Obligation	Description of the functional requirement
CF G03.02.	M	SI "Migration" will have pre-defined workflows for interaction with process partners depending on the agreed way of interaction with them: via MConnect, API, email or traditional documents.
CF G03.03.	M	The messages sent should be able to be personalized according to the context of the request or the recipient
CF G03.04.	M	All messages and documents sent or received must be associated with the relevant eFolder in the system.
CF G03.05.	M	SI "Migration" must provide the possibility to automatically notify external participants about an events concerning them planned in the group agenda/associated with the file (e.g. interviews, visits to GUDS planned by the official examining the public service request file).
CF G03.06.	D	SI 'Migration' must have capabilities for automatic dissemination of data via the official IGM website
CF G03.06	M	IS 'Migration' must have capabilities for automatic dissemination of data through the government portal date.gov.md The Provider will identify the data set that can be transmitted automatically and will propose it to the Beneficiary for approval.

CU G04: I search for and view data and documents

This use case contains all the functionalities for exploring the stock of data and documents created or managed through the SI "Migration" information system.

SI "Migration" will provide mechanisms for exploring the stock of available data and documents, taking into account the rights of authorized users based on data and document classification mechanisms and document indexing technologies.

SI "Migration" will provide a search component for data and documents taking into account the sources of information:

1. documents and metadata associated with the documents contained in the files of requests for granting a right to the foreigner (eDossier);
2. data associated with workflows;
3. data contained in the records in the Registers kept in the SI "Migration";
4. data from the State Registers interoperable with the SI "Migration" kept by the Ministry of Internal Affairs and other authorities;
5. Documents shared in MDoc;
6. Data from Internet user profiles registered in SI "Migration"
7. Etc.

SI "Migration" will provide at least the following functionalities related to the search for documents and data:

1. Search documents by keywords. The keyword search will be performed both in the metadata describing the document and in its content. For the purpose of ease of searching, all documents are to be indexed according to the requirements of CU S05 Automatic procedures
2. The search for archived documents will allow queries to be formulated based on the metadata values attached to the documents.
3. The document and file search will provide morphological and indexed search solutions for documents and files (search based on document search images).
4. SI "Migration" will be able to search for the document in the associated QR database containing the unique identification number of the document.
5. SI "Migration" will present the search results according to the relevance of the document content of the query formulated by the user (in order of decreasing the relevance of the documents found).
6. SI "Migration" will provide search refinement functionalities (search in found results), filtering and sorting of found results.
7. SI "Migration" will provide direct access reference of the found document/file. The ways of further handling of the document/file will depend on the rights and roles of the user and the status of the document/file.

SI "Migration" will ensure at least the following functionalities related to the search and identification of the natural person:

1. Identification of the person based on the IDNP;
2. Identification of the person based on the identity document;
3. Search by personal data, including morphological search in Name, Surname, Patronymic;
4. Identification of the person based on family relations with another person;
5. Identification of the person based on the commitments with the legal entity;
6. Persons related to a certain eFile (File for granting a right, Administrative file, Contravention file)
7. Other modalities agreed with the Beneficiary.

SI "Migration" will ensure at least the following functionalities related to the identification of the legal entity:

1. Identification of the person based on IDNO;
2. Identification of the person based on the morphological search in the name;
3. Identification of the legal person based on the relationship with the natural person;

The system must ensure the search of data in all available resources: internal and external registers, documents produced within workflows, metadata of workflows, etc.

The functional requirements for the "I search and view data and documents in the SI "Migration" use case are presented in the table below

Table CF G04. Functional requirements of the CU G04 use case

Identifier	Obligation	Description of the functional requirement
CF G04:01.	M	SI "Migration" will provide mechanisms for exploring the stock of available data and documents, taking into account the rights of authorized users based on data and document classification mechanisms and document indexing technologies.
CF G04:02.	M	SI "Migration" will provide a search component for data and documents taking into account the sources of information: <ol style="list-style-type: none"> 1. documents and metadata associated with documents contained in eDossier;

Identifier	Obligation	Description of the functional requirement
		<ol style="list-style-type: none"> 2. data associated with workflows; 3. data contained in the records in the Registers kept in the SI "Migration"; 4. data from the State Registers interoperable with the SI "Migration" kept by the Ministry of Internal Affairs and other authorities; 5. Documents shared in MDoc.
CF G04:03.	M	<p>Access to the data and documents stored in the SI "Migration" is differentiated according to the role held by the user:</p> <ol style="list-style-type: none"> 1. Access to data and documents associated with SI "Migration": <ul style="list-style-type: none"> • the owner of the file who has full rights to all documents associated with the file • other users to whom the owner or by virtue of the role has been granted access rights. • other users of the system can see the reference to the folder/document without having access to their contents; 2. Access to data from the Registers kept in the SI "Migration": <ul style="list-style-type: none"> • The registrar/sub-registrar has access to all the records of the registry that manages it; • Data provider - has access to the data provided; • Recipient - can access the data in the registers according to the role's rights, personal and those assigned by the scenario/workflow. 3. Access to archived documents is limited. <ul style="list-style-type: none"> • Access to the data in the archived folders is only granted by the user with the role of Archivist. • Other authorized users can access the metadata associated with the archived folder/documents. • Access to the data in the archived folder can be granted upon request to other users for a specified period of time. 4. Access to other data and documents stored in the IS "Migration" (data associated with the workflow, reports, etc.) is made according to the rights and roles available to the user. 5. Access to data stored in MDoc is explicitly set by the document owner. Default the document too access rights of the document stored in the SI "Migration". 6. Access to public data and documents is available to all authorized users.
CF G04:04.	M	SI "Migration" will allow the exploration of the contents of the data stock both using the document and file classification system and based on the search result.
CF G04:05.	M	In the case of documents referring to other documents (e.g. the list of documents in the file), the system will allow the consultation of their metadata in accordance with the rights of viewing the latter.

Identifier	Obligation	Description of the functional requirement
CF G04:06.	M	<p>SI "Migration" will provide at least the following functionalities related to the search for documents and data:</p> <ol style="list-style-type: none"> 1. Search documents by keywords. The keyword search will be performed both in the metadata describing the document and in its content. For the purpose of ease of searching, all documents are to be indexed according to the requirements of CU S05 Automatic procedures 2. The search for archived documents is done based on the metadata of the documents and indexes. 3. Morphological and indexed search in documents and folders (search based on document search images). 4. Application of time interval filters for search and filters by data sources (the Provider will also propose to the Beneficiary other filters resulting from the needs of the processes and reports in order to optimize searches). 5. SI "Migration" will be able to search for the document based on the associated barcode/QR code containing the document's unique identification number. 6. SI "Migration" will present the search results according to the relevance of the document content of the query formulated by the user (in order of decreasing the relevance of the documents found). 7. SI "Migration" will provide search refinement functionalities (search in found results), filtering and sorting of found results. 8. SI "Migration" will provide direct access reference of the found document/file. The ways of further handling of the document/file will depend on the rights and roles of the user and the status of the document/file.
CF G04:07.	M	<p>A specific aspect that SI "Migration" must ensure is the search for information about persons in order to identify it. The need to identify the person is conditioned by several factors such as: the lack of information about the IDNP, the existence of several identities associated with the same person in the RSP, people who hold foreign citizenship can authenticate themselves with different identity documents, the registration of foreigners is done based on the document presented which may be different over time, etc.</p> <p>The system will provide at least the following mechanisms for identifying the person:</p> <ol style="list-style-type: none"> 1. Identification of the person based on the IDNP; 2. Identification of the person based on the identity document; 3. Identification of the person based on other data (e.g. Name, Surname, Patronymic, etc.); 4. Morphological search in Name, Surname, Patronymic; 5. Identification of the person based on the fingerprint; 6. Identification of the person based on the facial image;

Identifier	Obligation	Description of the functional requirement
		7. Other modalities agreed at the Analysis and Documentation phase with the Beneficiary
CF G04:08	M	The authorized user can search the eArchive SI "Migration". The search result will display the reference to the record in the archive and the number of coincidences (hints).
CF G04:09	M	SI "Migration" will limit the possibility of using generic search criteria in the eArchive in order to ensure compliance with internal security and personal data protection requirements.

CU G05: I create/upload and draft documents.

This use case includes all the functionalities required for creating, uploading, drafting and managing documents within the Migration IS.

SI "Migration" will operate with the following two categories of information:

- a) Structured information – represents documents with structured content in the form of attributes of related objects, relevant to the processes carried out by IGM, for which the proposed data model is presented further in this chapter;
- b) Unstructured information – represents information of any type (e.g. pdf documents, images, files with video and audio content, etc.). It will be recorded by means of documents resulting from obtaining a scanned copy of an original printed document. The unstructured document will include metadata that describes the information. Unstructured documents can be digitally confirmed, in which case they will have metadata "according to the original".

In the SI "Migration" all documents produced in the system, except for multimedia and external documents are structured documents.

The system will ensure integration with scanning devices, including specialized devices for taking over the person's biometric data, reading the mechanical-legible areas of identity documents, etc.

The system will implement predefined templates for each type of document.

For structured documents The system will support pre-populated document templates with information (*e.g.: template for the decision document for granting a certain right will include pre-filled text and compartments that are auto-filled and/or manually filled in by the user.*);

For unstructured documents, the system will implement document templates with pre-filled metadata.

The functional requirements related to the functionalities intended for the creation/violation of documents in the SI "Migration" are presented in the following table.

Table G05. Functional requirements of the CU G05 use case

Identifier	Obligation	Description of the functional requirement
CF G05:01	M	The SI "Migration" will implement the necessary capabilities to support the data model to be written in chapter 5.4. Data Architecture of IS "Migration"
CF G05:02	M	SI "Migration" will provide users with all the functionalities necessary for working with documents, such as: creating/uploading, including from

Identifier	Obligation	Description of the functional requirement
		external sources; editing, including co-editing (e.g. using track changes); version management; access rights management; associating them with a task and/or workflow and managing them; association to an eDossier; signing with an electronic signature; generating the print form; assigning a number according to the entry/exit record, special record number, etc. in accordance with the individual rights of the user and the role held.
CF G05:03	M	<p>SI "Migration" will allow the creation / upload and further processing of the following categories of documents:</p> <p>a. structured documents:</p> <ul style="list-style-type: none"> document structured according to the taxonomy established for the given type of documents; <p>B. Unstructured documents:</p> <ul style="list-style-type: none"> MS Office document (Word, Excel, Power Point, etc.); textual document; PDF document; graphic document (JPG, PNG, TIFF, JPEG) Other types agreed with the Beneficiary.
CF G05:04	D	<p>SI "Migration" will allow the creation / upload and further processing of the following categories of documents:</p> <p>B. Unstructured documents:</p> <ul style="list-style-type: none"> audio multimedia document; video multimedia document.
CF G05:05	M	SI "Migration" will ensure the possibility of creating eFiles and including in them documents for joint management.
CF G05:06	M	SI "Migration" will provide the necessary functionalities to ensure the unambiguous, centralized registration and record of all documents and eFiles.
CF G05:07	M	SI "Migration" must provide the possibility of associating and defining attributes (metadata) to documents and eFiles
CF G05:08	I	<p><i>The nature of the attributes that characterize the metadata of a document can be of the following type:</i></p> <ul style="list-style-type: none"> <i>Numeric;</i> <i>Date;</i> <i>Text;</i> <i>List of predefined values (assigning keywords and semantic values to the document);</i>

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> Reference – it can be both to an entity in its own database, the database of another system or local subsystem, and to an Internet resource according to the URL standard The system will have to be able to retrieve data from other systems and data sources in case they expose the necessary integration interfaces; <p>Attribute whose value is correlated with the value specified for another attribute of the respective document (for example, the selection of a certain Compartment will lead to the automatic population of the value of the Department to which it belongs, according to the organizational structure).</p>
CF G05:09	M	<p>All documents stored in the SI "Migration" will include at least the following categories of metadata:</p> <ol style="list-style-type: none"> Identification metadata: <ul style="list-style-type: none"> the unique identification number in the system of the document the registration number in the registry records, if applicable; QR document code Document version Chronological metadata <ul style="list-style-type: none"> the date and time of creation; the date of registration of the document in the Registry Register; date of last modifications; expiry date (the date by which the document is considered valid) date of signature (in the case of electronically signed documents) Description metadata <ul style="list-style-type: none"> Title of the document Keywords (tags) Tags associated with the document Status of the document (original/copy/true copy of the original); Authentication and provenance metadata <ul style="list-style-type: none"> Author of the document the place where the document was drawn up; Reviewers (Individuals or departments who reviewed the document) Approvals storage locations (e.g. link to the file in the Repository); Format and structure metadata <ul style="list-style-type: none"> the type of document (from the document register); Structured document template reference (in the case of slipped documents) File format (ex. PDF, DOCX, etc.)

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> The language in which the document is written location in eArchive <p>7. Status metadata</p> <ul style="list-style-type: none"> Document status (e.g., New, In Progress, Completed, Approved, etc.) Status within the workflow (create, review, approve, archive) Date of archiving <p>8. Security and audit metadata</p> <ul style="list-style-type: none"> Privacy level: (e.g. "Public," "Internal," "Confidential"); Contains or does not contain personal data; Permissions: Who can view, edit, or delete the document. Encryption: Information about document encryption (if applicable) Change history Hit log <p>10. Relationship metadata</p> <ul style="list-style-type: none"> Links to other documents: References or relationships to other documents (e.g., related documents, annexes). Belonging to a file Source indication for documents received from external systems.
CF G05:10	M	<p>SI "Migration" will ensure the possibility of registering and managing the metadata of the eFiles.</p> <p>In this context, it should be noted that the eFile in SI "Migration" is also a document.</p>
CF G05:11	M	SI "Migration" will ensure the automatic completion of the metadata if it holds the respective information.
CF G05:12	M	The system will restrict the possibility of directly modifying the auto-filled metadata fields of the document/eFolder.
CF G05:13	M	The system will log the change in metadata filled in by the user.
CF G05:14	M	<p>The system will allow the storage of several language versions with identical content of the document templates produced by the system.</p> <p>The Romanian version is implicit and mandatory.</p>
CF G05:15	M	The system will allow the parallel management (including drafting) of at least 2 language versions of the same document (e.g. state language and a language of international circulation).
CF G05:16	D	In the case of bilingual documents, the system will provide translation support.

Identifier	Obligation	Description of the functional requirement
CF G05:17	M	SI "Migration" will have tools for individual editing of documents as well as jointly by sharing documents with other users. Document co-editing rights will be assigned by the document owner at the time of sharing with other users
CF G05:18	M	The system must provide document versioning capability so that users can access change history and restore previous versions if necessary
CF G05:19	M	<p>Adding a document to the SI "Migration" can be done in the following ways:</p> <ul style="list-style-type: none"> • creation of the document sheet with null content; • creating and adding a document based on a standardized document template according to the taxonomy established for the given type of documents; • automatic creation of the document based on the public service request form (e.g. application, demarche). • automatic creation of the document based on the documents attached to the public service request form. • automated retrieval of documents from external IT systems (FOD, eFilling, SIGV, SIA RSC, etc.); • taking information from specialized devices for taking biometric data for the purpose of documenting the foreigner. • manually adding a document in the format supported by SI "Migration" (Microsoft Office, PDF, text, graphic, multimedia); • other relevant modalities.
CF G05:20	M	SI "Migration" will provide functionalities to transform documents from traditional paper format into digital documents (image reading and OCR--ization) and bring them to the standard of structured documents, if the case management scenario provides for the use of the latter.
CF G05:21	M	SI "Migration" must ensure the possibility of taking the image of documents (e.g. by scanning, uploading an image file).
CF G05:22	M	SI "Migration" will provide the executor with a tool for formatting the facial image in accordance with the requirements of the ASP
CF G05:23	M	For traceability reasons, both the digitized document and its scanned image and the reference on the location of the original paper version will be recorded.
CF G05:24	M	<p>SI "Migration" must have capabilities and ensure the upload of biometric data of persons taken over with the use of special devices.</p> <p>The collection of biometric data for documentation with identity documents is carried out by GUDS employees. Through the use of</p>

Identifier	Obligation	Description of the functional requirement
		specialized devices, the person's photo, the image of the holographic signature and the image of the thumbprints (hash of the image code) are taken.
CF G05:25	M	<p>The SI "Migration" must be able to take over the images generated by the special devices used for documenting foreigners' identity documents.</p> <p>For multimedia documents originating from special devices, a mechanism for attaching metadata values to them will be provided to ensure their processing, retrieval and rapid identification in the system or archive.</p>
CF G05:26	M	The process of entering the document in the SI "Migration", especially in the case of converting a traditional paper document into a structured electronic document, must be associated with the application of the electronic signature of users with the right to enter documents into the system.
CF G05:27	M	As a solution for applying the digital signature, the <i>MSign platform service</i> or specialized local applications (e.g. <i>MoldSign</i> , <i>CardManager</i>) will be used.
CF G05:28	M	When adding a new document, the System will provide the possibility to establish relationships with other documents and files existing in the SI "Migration" than the one to which the document belongs.
CF G05:29	M	When adding a new document or new file, SI "Migration" will perform their indexing. In order to ensure increased efficiency of the search process (presentation of search results according to their relevance to the search query).
CF G05:30	M	When adding a new document, SI "Migration" will provide functionality to register it (assign, number and registration date) in the relevant ledger.
CF G05:31	M	<p>A document can have reference attributes to other entities, either from the system's own database (example: the appeal refers to the decision document), or from databases of external applications, for the possibility of integrating the "Migration" SI with other applications such as MDoc, SIA REC, FOD, eFilling, SIGV, etc.</p> <p>SI "Migration" will keep in its own database both the unique link information between the two systems for the respective entity and certain relevant information, taken from the database of the other system, in order to be able to search for documents based on this information.</p>
CF G05:32	M	SI "Migration" will provide adequate mechanisms for the processing of documents with sensitive data. For these, it will be possible to explicitly assign viewing and modifying rights to authorized users.

Identifier	Obligation	Description of the functional requirement
CF G05:33	M	In order to ensure the granulation of access to sensitive information, the System will allow the management of the access right for compartments of the structured document.
CF G05:34	M	<i>SI "Migration"</i> will automatically take over the metadata provided by external IT systems (e.g. FOD, <i>eFillig</i> , <i>SIGV</i> and SIA REC) in case of retrieval of documents from them.
CF G05:35	M	<i>SI "Migration"</i> must be able to initiate documents and workflows automatically in case of the occurrence of specific business events.
CF G05:36	M	<i>The SI 'Migration'</i> shall provide functionality to put the document under control/exclusion of the document from control and provide notifications of traceability of the document under control to the relevant roles.
CF G05:37	D	The system will ensure the storage of attachments using "file stream" technology to avoid decreasing the productivity of the database server
CF G05:38	M	The system will not allow the upload of executable files, files containing executable scripts or other types of files with an increased security risk. The provider is to propose the mechanism by which protection will be provided in case of uploading external files.
CF G05:39	D	The system will have the ability to integrate with antivirus applications to scan attached documents.
CF G05:40	M	SI "Migration" will provide functionalities for automatic reading of identity document data. For this purpose, SI "Migration" will ensure integration with special devices (e.g. 3M Reader Scanner)

CU G05.1: I sign an electronic document.

Use case that provides the SI user "Migration" with the necessary tools for signing documents with qualified digital signature via the MSign service.

The functional requirements related to the functionalities for signing electronic documents in the SI "Migration" are presented in the following table:

Table G05.1. Functional requirements of the CU G05.1 use case

Identifier	Obligation	Description of the functional requirement
CF G05.1:01	M	SI "Migration" will reuse the government platform service MSign for signing documents with digital signature.

Identifier	Obligation	Description of the functional requirement
CF G05.1:02	M	The system must support integration with single sign-on mechanisms so that users can access MSign with the same login credentials without requiring additional authentication.
CF G05.1:03	M	MSign will be used to confirm critical process decisions, such as: assignment of tasks
CF G05.1:04	M	The documents signed by MSign will also contain the QR-code necessary to verify the authenticity of the document
CF G05.1:05	M	The system will provide the necessary functionality for verifying the authenticity of the MSign signed document by scanning the QR-code on it according to the principles defined at the business analysis stage
CF G05.1:06	M	The system will ensure the signing of structured documents by applying the digital signature on XML documents according to standards (e.g. XML Signature – XMLDSig)

CU G06: I consult and manage my personal agenda

The use case provides the functionalities necessary for the management of the individual address book of the authorized user.

Users will be able to view and manage their personal agenda through an interactive calendar. This includes scheduling meetings, assigning tasks, and setting deadlines.

The personal agenda can be synchronized and integrated with other users' agendas or event agendas managed in the SI "Migration". This allows you to import or export events, sync events with other users, and ensure that all activities are up-to-date and visible in one place.

The personal agenda may have externally imputed events (e.g. Online appointments of visits to GUDS will be imputed to the GUDS Employee's agent who took over the online request file; Scheduling interviews of asylum seekers or applicants for participation in integration programs; The court hearings indicated in the conclusion of receipt in the procedure with the request for summons, etc.)

The functional requirements related to the functionalities intended for the management of the authorized users' agenda are presented in the following table.

Table G06. Functional requirements of the CU G06 use case

Identifier	Obligation	Description of the functional requirement
CF G06:01	I	A personal agenda consists of the events of all the agendas of the groups to which the user belongs + the individual agenda of the authorized user.
CF G06:02	M	SI "Migration" will provide a series of functionalities for the management of individual agenda events such as: <ul style="list-style-type: none"> • Add and edit individual agenda event content. • rescheduling of the individual agenda event date; • cancellation of individual agenda event;

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> Sending notifications for synchronization of personal agendas with changes to events in the events calendar.
CF G06:03	M	SI "Migration" will alert the authorized user in case of coincidence of the time of the configured event with other events of his agenda.
CF G06:04	M	The SI "Migration" must provide a centralised calendar that displays all appointments, allowing officials to manage their time efficiently. Internal users should be able to see their team or department's appointments, depending on permissions.
CF G06:05	M	The system will provide a calendar of common resources that will allow planning, control and monitoring of their use (e.g. conference room, equipment, etc.)
CF G06:06	D	The personal address book must be able to be synchronized and integrated with other calendars or applications used by the user installed on the computer. This allows for importing or exporting events, syncing events with other users, and ensures that all activities are up-to-date and visible in one place
CF G06:07	M	The system will ensure the association of the appointments created in the electronic agenda with the cases managed in the IS "Migration". For example, an appointment for an interview with an asylum seeker must be associated with that case and the details of the appointment must be visible in the case history.
CF G06:08	D	An authorized user address book event may contain text and/or access references to the documents to be discussed in the address book event.
CF G06:09	M	The system must keep a complete history of all event schedules in the eAgenda, including the changes made, who made the changes, and the reasons for them. This is important for transparency and to facilitate post-event analysis of activities.
CF G06:10	M	The system must allow you to set up custom notifications for users, such as reminders before meetings, alerts for appointment changes, or notifications for canceled appointments.
CF G06:11	M	The system will ensure the possibility of sending notifications regarding events in the eAgenda both through the internal SI "Migration" notifications and by using the MNotify service
CF G04:12	M	<p>The authorized user will receive 2 categories of agenda events:</p> <ul style="list-style-type: none"> calendar events with a fixed date and time on which the user cannot intervene; Agenda event proposals that the authorized user can accept, reject, or reschedule.
CF G06:13	D	The personal agenda may have externally imputed events (e.g. Online appointments of visits to GUDS will be imputed to the GUDS Employee's agent who took over the online request file; Scheduling interviews of asylum seekers or applicants for

Identifier	Obligation	Description of the functional requirement
		participation in integration programs; The court hearings indicated in the conclusion of receipt in the procedure with the request for summons, etc.) An agenda event can be added by delegation (the registration of the event in the executor's personal agenda is carried out by the manager through a task).
CF G06:14	M	The system must allow for the generation of detailed reports on appointments made, resource utilization, no-show rates, and other relevant metrics. Reports should be configurable, allowing data to be filtered according to various criteria (e.g., type of service, time frame, etc.).
CF G06:15	M	Agenda events must be able to be presented in the form of a table with sorting, sorting and filtering facilities.
CF G06:16	M	Agenda events must be able to be presented in calendar form with reference to the details of the agenda event.
CF G06:17	M	The system must provide real-time monitoring of schedules and resource usage, providing administrators and managers with an overview of current activities
CF G06:18	M	SI "Migration" will notify the user about the approach of a personal agenda event according to the configurations defined in the <i>Authorized User Dashboard</i> .
CF G06:19	M	The system must provide access control mechanisms, allowing different user roles to have access to different functionalities of the electronic agenda (e.g. scheduling interviews, viewing team appointments, etc.).

WITH G07: I generate documents and reports in printable format.

This use case describes the functionalities required for generating documents in printable format and pre-established and ad-hoc reports on the information content of the information system and the activity of authorized users.

The functional requirements for the generation of documents and reports in the SI "Migration" are presented in the following table.

Table G07. Functional requirements of the CU G07 use case

Identifier	Obligation	Description of the functional requirement
CF G07:01.	M	The system will provide users with the ability to generate printable forms of reports and documents based on pre-defined templates.
CF G07:02	M	The provider will implement a set of pre-defined reports according to the topics described in Annex A11 "List of predefined reports" with the application of different levels of filtering and aggregation on their related datasets.
CF G07:03	M	The system shall allow users to generate detailed reports, ensuring the possibility of disaggregation and filtering of data by the main relevant characteristics of the object (subject) to which the report refers.

Identifier	Obligation	Description of the functional requirement
		<p>Examples of disaggregations can serve:</p> <p>E.g. 1 levels of disaggregation applied to reports referring to foreigners/stateless persons: sex, age, education, country of origin, nationality, right requested/held, reason, status of the file, etc.</p> <p>E.g. 2 levels of disaggregation applied to the reports referring to files / public services provided: the requested service, the status of the file, the year/month of submission of the request, the IGM subdivision that received the application/examines / issued the decision, the basic characteristics of the applicant / beneficiary foreigner: gender, age, education, country of origin, citizenship, etc.</p>
CF G07:04	M	The Provider will provide additional development of at least 20 additional reports to those described in Annex A11 "List of Predefined Reports".
CF G07:05	M	SI "Migration" will provide functionalities for generating ad-hoc reports to users who hold this right.
CF G07:06	M	<p>The system must ensure the possibility of defining several printable document templates/reports for the same structured document/report depending on its intended use.</p> <p>Example:</p> <ul style="list-style-type: none"> a) document/report template intended for printing on paper. b) document/report template intended for publication on the website. c) document/report template intended for export in the form of a file in draftable format.
CF G07:07	M	<p>SI "Migration" will take into account the intended use of the generated document/report (printing or storage in file form) and will provide different functionalities depending on it, such as:</p> <p>Ex.1: the documents that are generated for printing will not be able to be regenerated or stored in the form of a file. Likewise, the system will ensure that no virtual printer is used.</p> <p>Ex.2: when generating the documents to be printed on strictly record-keeping blanks, it will be necessary to indicate the series and number of the blank. The information about the series and numbers of the blanks used will be saved in the Register of evidence of blanks of strict evidence. Likewise, the system will ensure that the series and number of the blank belong to the user who initiates the generation of the document.</p>
CF G07:08	M	A user viewing a report or document within the system must be able to export it to a redactable external file, if there are no restrictions on this.
CF G07:09	M	When generating the printable version of a structured document, SI "Migration" will generate and place on its title page a QR code that will contain the basic metadata of the document.

Identifier	Obligation	Description of the functional requirement
CF G07:10	M	<p>The system will have document templates for printing that include several structured electronic documents combined. These documents are to be printed and displayed/viewed as a single document.</p> <p>Example: The document of the decision on the revocation of the alien's right of residence is merged into the same printable form as the removal decision.</p> <p>Example 2: Form requests for complementary public services requested together.</p>
CF G07:11	M	<p>Complex documents consisting of several compartments (e.g. the application for the service Documentation with identity documents of the trainee) are to be printed and displayed/viewed as a single document. Even the blank parts will be printed according to the print template, containing blank areas.</p>
CF G07:12	M	<p>SI "Migration" will deliver flexible reporting functionality for users with administrative roles to monitor the activity of employees and subdivisions and ensure that SI "Migration" is used appropriately.</p> <p>The Migration SI shall provide administrative roles with a standard number of configurable reports and allow for the production of ad hoc reports if necessary.</p>
CF G07:13	M	<p>The SI "Migration" will have incorporated a set of predefined reports intended for the audit and analysis of the activity of the SI "Migration" at the level of <i>the specific authorized user</i>, subdivision or as a whole. This category of reports refers to:</p> <ul style="list-style-type: none"> ■ the performance report of the authorized user (<i>example: number of tasks received, number of tasks shipped, number of tasks in arrears, productivity indicators, etc.</i>); ■ the performance report of the subdivision (aggregated indicators per employee of the subdivision); ■ the critical task report, which will extract the tasks that have exceeded the execution deadline with the indication of the link where it got stuck, the people responsible, etc. ■ lists of documents in progress, completed, late for a fixed period of time ■ performance indicators; ■ other relevant reports.
CF G07:14	M	<p>SI "Migration" will use as data sources for the generation of documents and reports at least:</p> <ol style="list-style-type: none"> 1. the content of the structured documents in the foreigner's eFile; 2. metadata associated with the eFile and the documents in it. 3. data associated with workflows; 4. data contained in the records in the Registers kept in the SI "Migration"; 5. data from External State Registers. 6. Nomenclature and classifiers 7. the activity of the authorized user; 8. Access and security permissions

Identifier	Obligation	Description of the functional requirement
		9. etc data contained in the entities (information objects) used in the SI "Migration"
CF G07:15	M	A dedicated reporting capability will be used to generate reports through which it will be possible to modify existing reports and produce new reports.
CF G07:16	M	SI "Migration" will have the functionality of easy integration into the user interface of the reports configured within the reporting platform.
CF G07:17	M	SI "Migration" will use the reporting platform for the purpose of extracting the printable or editable version of SI "Migration" documents configured through the A06.4 I configure forms (screen shapes, documents and reports) use case.
CF G07:18	M	The Migration SI shall have capabilities to disseminate statistical data on the date.gov.md portal.
CF G07:19	D	The provider can propose functionalities for data dissemination through other resources, e.g. the IGM web portal
CF G07:20	M	Statistical reports for public use will not contain personal data
CF G07:21	M	SI "Migration" will log any reporting event.

CU G08: I initiate the pre-defined workflow.

SI "Migration" will provide users with the possibility to use pre-defined elementary workflows for the activities of collaborating, sharing, coordinating, approving and reviewing documents and files.

The initiation of the workflow can be achieved using the following 2 ways:

- Manual initiation – the user selects the most appropriate pre-configured workflow and manually enters the recipients, documents, etc. attributes provided by the workflow template.
- Automatic initiation by the system – the workflow is initiated by the system according to the case management scenario. In this case, the system assigns the executors, the necessary documents to be produced/examined/approved, as the case may be, connotes other flow or necessary functionalities to be carried out within the flow according to the case management scenario.

Examples of pre-defined workflows include:

1. **Workflow for the registration of an external document** – Ensures the upload of an external document, its registration, as the case may be, its attachment to the eFile or/and its transmission to a Decision-Maker for assignment for execution according to the use case CU G11: I assign the task/file for execution/examination.
2. **Sharing Workflow** Ensures that documents or folders are shared between users, ensuring that permissions are set and, if necessary, that the driver is approved for sharing.
3. **Collaboration Workflow:** Allows initiation and management of collaboration between users to work together on documents or folders, with the option of approval by the leader and coordination with other executors.

4. **Coordination and Approval Workflow:** Ensures the coordination and approval of documents by designated executors, with the option of approval by the manager and monitoring the progress of the execution. The endorsement and approval of the document provides for its signature with a digital signature.
5. **Document Review Workflow:** Allows for document review by designated users, consolidation of approved changes, and completion of the process with the final version of the document.
6. **Document Approval Workflow:** Ensures the approval of documents by applying the digital signature by the responsible manager or executor, with the option of coordination and prior approval.
7. **Task Redeployment Workflow:** Allows executors to request the redistribution of tasks to other executors, with the approval of the manager and the designation of a person responsible for coordination and completion.
8. **Workflow for requesting access to documents in eArchive.** - Access to archived documents is provided according to the IGM archive data management regulation. Access to the data in the archived file/document must be motivated by the applicant. Access to the documents in the archive is granted for a certain period of time.
9. **D/SCSI Alien Verification Request Workflow:** Allows bailiffs to request additional checks by officers of the Anti-Illegal Stay Subdivisions on Alien Claim files.
10. **Migration and Asylum Law Violation Reporting Workflow to D/SCSI:** Allows bailiffs to report identified migration and asylum law violations to Anti-Illegal Stay Subdivision officers. The workflow provides for the transmission of the report according to the hierarchy of functions with its approval by the superior heads of the executor.
11. **Workflow for confirming the connection of the foreigner's identity.** – the workflow ensures the performance of all the activities necessary to connect the foreigner's identities, including reporting the non-compliance to the RSP and other SIAs.
12. **Request for allocation of the means of transport** - allows the executors to request the allocation of the means of transport for operational needs, e.g. of the Mobile Documentation Office at the person's home.
13. **The request for the allocation of specialized equipment** allows the executors to request the allocation of special devices necessary for the person's home documentation
14. **Workflows for external coordination with process partners:** Workflows specifically configured to ensure the transmission and receipt of notices and other documents according to joint work processes established with external partners.

The functional requirements for this use case are described in the following table.

Table U03. Functional requirements of the CU U03 use case

Identifier	Obligation	Description of the functional requirement
CF U08:01.	M	<p>SI "Migration" will provide users with the possibility to use pre-defined workflows for collaboration, sharing, coordination, approval and review of documents and files.</p> <p>The initiation of the workflow can be achieved using the following 2 ways:</p> <ul style="list-style-type: none"> Manual initiation – the user selects the most appropriate pre-configured workflow and manually enters the recipients, documents, etc. attributes provided by the workflow template.

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> Automatic initiation by the system – the workflow is initiated by the system according to the case management scenario. In this case, the system assigns the executors, the necessary documents to be produced/examined/approved, as the case may be, connotes other flow or necessary functionalities to be carried out within the flow according to the case management scenario.
CF U08:02	M	<p>The authorized user will be able to define their own tasks or assign tasks to subordinates within the pre-defined flows.</p> <p>The computer system will automatically create tasks if the user has been assigned a document to the workflow for approval or processing.</p> <p>Once the document is processed (or redirected to another user), the task will automatically close, automatically retrieving from the system the metadata values necessary to close the task.</p>
CF U08:03	M	The authorized user will have access to the metadata describing the Files, documents and records in the electronic registers kept in the archived "Migration" SI if those objects are associated with the workflow.
CF U08:04	M	<i>The 'Migration' SI</i> must allow for the formulation of subordinate tasks (creation of new tasks on the basis of existing tasks) and manage the relationships between tasks.
CF U08:05	M	The priority of an open task can be high and is meant to escalate an issue and improve the task management process. The beneficiaries of the task must be notified when they receive a new task.

CU G09: I execute tasks.

This use case describes the functionalities provided by the system to the user to perform the tasks assigned to him within the case management scenarios and workflows. This assumes that the case management scenario/workflow has already been initiated and that the user needs to perform specific tasks associated with it.

The functional requirements for the use case are presented in the table below

Table U09. Functional requirements of the CU U09 use case

Identifier	Obligation	Description of the functional requirement
CF U09:01.	M	The system shall be able to identify the end-user and assign the task in accordance with the case management scenario or the workflow scenario, including where the task has been assigned according to the function.
CF U09:02	M	<i>SI "Migration"</i> will automatically generate user tasks that are a link in the case/workflow management scenario.

Identifier	Obligation	Description of the functional requirement
CF U09:03	M	The task management component must provide for the attachment of references to the documents associated with a task. The system must store the reference so that it can be opened from that task.
CF U09:04	M	The task management component must provide notifications, which can be used to warn in advance, when a task needs to be performed.
CF U09:05	M	The task management component will inform you via the <i>Dashboard</i> about critical tasks and current tasks.

CU G10: Viewing data from the Stranger's Profile

This use case describes the Stranger Profile viewing functionalities offered by the system to users with the Executor role.

Foreigner's profile – represents the set of capabilities offered by SI "Migration" for centralizing different types of information, including from external systems, about foreigners, as the case may be. Citizens of the Republic of Moldova and legal entities of the Republic of Moldova who are in relations with foreigners and functionalities for managing this information (registration, storage, systematization, search, etc.),

People, especially foreigners, can have multiple identities. These situations may be the result of historical errors, of the attribution of the IDNP code to foreigners or citizens of the Republic of Moldova with multiple citizenships, based on identification with different identity documents. The system must ensure the record of all the person's identities and present them in relation to the basic identity.

The functional requirements related to the functionalities intended for the management of the authorized users' agenda are presented in the following table

Table G10. Functional requirements of the CU G10 use case

Identifier	Obligation	Description of the functional requirement
CF G10.01.	M	<p>SI "Migration" will ensure the unequivocal record of persons, applying the following rules:</p> <ol style="list-style-type: none"> 1. Moldovan citizens are identified on the basis of IDNP and identification data of identity documents. <ol style="list-style-type: none"> a. The primary source of data on the Citizens of the Republic of Moldova is the RSP. b. The register of foreigners kept in the SI "Migration", stores the identifiers of the records (IDNP and identification data of identity documents) and other information that are not in the RSP, such as: the relations of the Moldovan citizen with the foreigner, their nature, the public services offered by the IGM requested, etc. c. Moldovan citizens who have not registered IDNP identity documents are identified by the identification data of identity documents.

Identifier	Obligation	Description of the functional requirement
		<p>2. Legal entities registered in the Republic of Moldova are identified on the basis of IDNO.</p> <p>a. The primary source of data on legal entities registered in the Republic of Moldova is RSUD.</p> <p>b. The register of foreigners kept in the SI "Migration", stores only information that is not in the RSP, such as: relations with the foreigner, their nature, etc.</p> <p>3. Foreigners are registered in the SI "Migration". The identity identifier of the foreigner is his unique registration number in the SI "Migration".</p> <p>a. Foreigners who have IDNP are registered in the SI "Migration" by reference to the RSP.</p> <p>b. Foreigners who do not have an IDNP are registered in the SI "Migration".</p>
CF G10.02.	M	<p>Through the Foreigner's Profile, the system will display at least the following categories of information:</p> <ul style="list-style-type: none"> • Data on the alien's identities; • Personal data • Data about identity documents • Data on border crossings and presence on the territory of the Republic of Moldova • Data about relationships with other people and information about them • Commitments and relations with legal persons and information about them • Current and previous status • Information about the consignments ordered to his address • Information on the prohibitions applied • Data on pending cases and their status
CF G10.03	M	<p>IS 'Migration' must ensure the extraction of information about individuals from other external IT systems</p> <p>SI "Migration" must ensure the link between all records referring to the foreigner both within the system and in other external systems, such as: SIA RSP, SI IGPF, SIA CNAM, SIA CNAS, Interpol, etc.</p>
CF G10.04	M	The system must keep track of the systems where the foreigner was registered and what identifier is used by each system.
CF G10.05	M	<p>A person, especially the foreigner, may have several identities in the RSP, respectively several IDNPs, resulting from his registration based on different documents and/or by different authorities.</p> <p>IS 'Migration' must have capabilities to manage multiple identities of the foreigner</p> <p>All the identities of the foreigner are kept in the Departmental State Register of Foreigners kept in the SI "Migration" (Annex no. A8 List of electronic registers kept in the SI "Migration") and can be accessed via the Foreigner's Profile.</p>

Identifier	Obligation	Description of the functional requirement
CF G10.06	M	In order to comply with the legislation on the protection of personal data, the system will implement strict access control measures, not only the verification of access rights but also the legal framing of the reason for access to the data. In order to access the Stranger's Profile, the user must have a justified legal reason or obtain the explicit consent of the person concerned
CF G10.07	M	SI "Migration" at each access of personal data will record the reason for access. In case of invoking the use case in a context, e.g. the examination of the file on granting a right to the alien or the legitimization of the alien by the Officer of the Anti-Illegal Stay Service, the system will grant access to the information in the alien's profile only if the task within the workflow/case provides access to it or there is the consent of the person. In other cases, the system will propose to the user to specify the legal classification or to take the consent of the person regarding access to personal data
CF G10.08	M	If necessary, the Executor can initiate the process of modifying the data referring to the foreigner. The modification of the data is carried out in accordance with the data management process in the department to which they refer (e.g. the modification of the identity document data implies the initiation of the Documentation service of the foreigner with identity documents. The modification of the data in the file of the requested service provides for the initiation of the service Making changes in the file of the foreigner at the examination stage, at his request.
CF G10.09	M	<p>The SI "Migration" will include functionalities intended to define and manage the risk profile of the foreigner.</p> <p>The level of risk presented by the foreigner is presented in the form of color scales that includes 3 components: (1) perception of the person, (2) records and (3) level of risk of the country of origin.</p> <p>The level of risk that refers to the perception of the person's behavior is defined by the IGM employee who interacts with the foreigner.</p> <p>The color grid for the records will be predefined and will indicate the presence or absence of the order regarding the person. For example:</p> <ul style="list-style-type: none"> - The people who are advertised in the search are marked in red. - Orange – persons in respect of whom restrictive notices have been ordered. - Yellow – a person who has admitted violations that have been "extinguished". - Lack of color – means lack of records
CF G10.10	M	<p>The system will give the user the possibility to hide the secondary identities and/or the removed ones.</p> <p>When accessing the person's Profile, the fact that there are "hidden" secondary identities will be visually highlighted.</p>

Generic use cases associated with the role of Decider

CU G11: I assign the task/file/document for execution/examination.

This use case describes the process of assigning files, documents, and other tasks by the Decider to subordinates for examination/execution and execution or other subdivisions as per competence.

The examination of files/execution of tasks is completed according to the use case "CU G12: I apply decisions, approve documents" with the presentation of a report on the execution or the draft resolution/decision,

In case of assignment of the task of examining the contested decision, the file is assigned to another Executor.

The functional requirements for the use case are shown in the table below:.

1. Table G11. Functional requirements of the CU G11 use case

Identifier	Obligation	Description of the functional requirement
CF G11:01	M	SI "Migration" will provide the Decision-Maker with all the necessary functionalities for initiating a task / assigning the file / document to execution, monitoring the execution process and interventions as needed.
CF G11:02	M	The system must provide a suggestive interface for the assignment of files/documents/tasks, displaying priorities and suggesting assignment according to the specialization and workload of subordinates.
CF G11:03	M	The system must allow the assignment of files/documents/tasks to a group of executors.
CF G11:04	M	The system shall allow for the designation of a coordinator responsible for coordinating and generalising replies from other executors. In case the coordinator is not assigned, the role will be assigned to the executor who is first in the list.
CF G11:05	M	The system must provide/ensure an efficient and transparent distribution of files and tasks to subordinates.
CF G11:06	M	The system must ensure that the designated executors are notified of the assignment of the file/document/task
CF G11:07	M	The system must allow for the establishment of special performance terms and apply implied terms in the absence of special ones
CF G11:08	M	The system must allow real-time monitoring of the progress of the files and provide notifications to the Decision-Maker about relevant events
CF G11:09	M	The system must allow the redirection of files in case of non-execution of tasks by subordinates, or other relevant cases.
CF G11:10	M	In case of assignment for re-examination of the File based on an admitted appeal, the System must notify the Decision-Maker if the eFile is assigned to the same executor.
CF G11:11	M	The system will provide for the possibility of delegating the function of assigning eFiles/documents/tasks to a person with a special role ("secretarial" role).

CU G12 I apply decisions, approve documents

Use case that provides decision-making roles within the IGM to apply decisions on documents processed within eDossiers or on workflows (document approval/rejection, decisions on the alternative of document evolution).

An example of a digitally supported process through this use case is coordination and the signing of cover letters by the head of the ascertaining agent.

The functional requirements for the use case are shown in the table below:.

Table G12. Functional requirements of the CU G12 use case

Identifier	Obligation	Description of the functional requirement
CF G12:01	M	The SI "Migration" will provide the relevant roles with the functionality of approval/rejection of draft documents and decision.
CF G12:02	M	SI "Migration" will provide the relevant roles with the necessary functionality for the approval of the connection of the alien's identities. The connection request can be initiated by the human user or system as a result of the identification of multiple identities of the alien.
CF G12:03	M	The system will ensure for the coordination process at least the following activities: <ul style="list-style-type: none">• Return of the author of the document for processing;• Approval of the document by applying the digital signature;• Entering the resolution/comments/notes to the document;• Document version management;• Setting tasks and deadlines;
CF G12:04	M	An applied decision consists of choosing the option proposed by the rule from the case management scenario/workflow, entering the decision-maker's resolution and applying his digital signature.
CF G12:05	M	The case management scenario / workflow will evolve according to the decision of the user with a decision-making role.
CF G12:06		The system will automatically validate the power of attorney of authorized persons within the IGM in MPower if the process provides for the decision of a person authorized by law (e.g. the power of attorney for the role of Ascertaining Agent).
CF G12:07	M	SI "Migration" will log all decision events using the official timestamp of the Republic of Moldova for fixing the time of the decision and parallel logging through the MLog platform service.
CF G12:08	M	The system must manage the transmission of the examined files, together with the reports, conclusions and draft decision, to other subdivisions after the execution of the task / examination of the file if the workflow so provides.

CU G13 I monitor the examination of the task/file/document

Use case that describes the functionalities offered by the system to the user with the role of Decider regarding the monitoring of the execution of the ordered tasks.

The functional requirements for the use case are shown in the table below:.

Table G13. Functional requirements of the CU G13 use case

Identifier	Obligation	Description of the functional requirement
CF G13:01	M	The system will notify the Decision-Maker about all events (e.g. change of status) of the tasks assigned for execution.
CF G13:02	M	The system will ensure the inclusion in the Dashboard for the Decision-Maker of an overview of all tasks, files and documents under examination, with the possibility to filter and sort the information according to various criteria (priority, deadline, status, etc.)
CF G13:03	M	The system must include a set of pre-defined reports that include KPIs related to task execution discipline, team performance and other relevant metrics
CF G13:04	M	The system will provide the user with the role of Decider functionalities to track the progress of each task or folder, including the history of changes and actions taken.

6.2. Use cases describing the system functionalities of the SI "Migration".



Figure no.6 SI system functionalities "Migration"

CU S01: Data exchange with other SIAs.

This is a generic use case describes the capability of IS "Migration" to ensure interoperability with shared government services, the internal information systems of the MIA and the information systems of national and international external partners. The capabilities offered by this use case ensure:

1. Searching and consulting information from State Registers and Departmental Registers held by public authorities, including the Ministry of Internal Affairs and from registers kept by third parties in the Republic of Moldova and abroad.

2. Exchange of data with SIA of process partners in relation to the management of files granting a right to foreigners
3. Receiving information from SIA of the Providers of the data necessary for completing the registers kept in the "Migration" IS.
4. Interoperability with the information systems of external partners (e.g. Europol, Interpol, etc.)
5. Co-opting shared government services (MSign, MPay, MNotify, MCabinet, MDoc, MPower, etc.)
6. Dissemination of data to public interfaces (e.g. IGM website, date.gv.md portal, etc.)
7. Etc.

The description of the generic functional requirements to be ensured for interoperability with legacy systems and shared reusable government services are presented in the table below. Their breakdown according to the type of systems is described in the use cases that extend this use case.

Table S01. Functional requirements of the CU S01 use case

Identifier	Obligation	Description of the functional requirement
CF S01:01	M	The system will provide functionalities for the exchange of data with interoperable external systems via MConnect
CF S01:02	M	The system will ensure interoperability mechanisms with external systems that do not have interoperability capabilities via MConnect through the use of alternative technologies (e.g. dedicated APIs, web services, ETL, etc.)
CF S01:03	M	SI 'Migration' shall ensure interoperability with external systems indicated in Chapter 5.5.3.1. Application capabilities offered by IS "Migration" and co-opted, point D. Interoperability and co-opted capabilities
CF S01:04	M	The system will ensure integration with specialized devices for taking biometric data and reading data from machine-readable identity documents.
CF S01:05	D	The system will have dynamic API application capabilities configured according to the CU A6.7 Configure Data Exchange Interface use case.
CF S01:06	M	The system will ensure the management of access rights to external systems and those of external systems in accordance with the security requirements applied to SI "Migration" data and the requirements of the legislation in force, including GDPR.
CF S01:07	M	All exchanges of data referring to personal data, both to and from SI "Migration" will be recorded in the Register of Access to Personal Data.
CF S01:08	M	<p>The system will support automated data exchange processes. Automated data exchange is carried out for the purpose of synchronizing data (e.g. data from registers). In the case of automated data exchange, the system will notify the responsible user. In case of identifying the need to change certain data, the system will apply the changes with the status of "draft" and will notify the user responsible for confirming the changes. Data with the status of "draft" will be accessible to users with that label.</p> <p>Automated data sharing involving personal data will comply with all rules applicable to this category of data, similar to human user-initiated data sharing.</p>

Identifier	Obligation	Description of the functional requirement
CF S01:09	M	<p>The system will ensure the logging of each connection, with the recording of at least the following information:</p> <ul style="list-style-type: none"> • Timestamp for initiating interpellation; • Data about the user who initiated the connection; • The name of the service/API, MConnect or ETL stream that was invoked; • Status of the interpellation (success, error, standby); • The number of rows returned; • Duration; • The content of the error, if it occurred
CF S01:10	M	The system will provide a set of pre-defined reports that will allow users with the role of administrators to monitor the exchange of data with external systems and the reuse of reusable government platform services.
CF S01:11	M	The system will have real-time monitoring capabilities of interpellations to/from external systems and will send notifications to the administrator of the SIA "Migration" in case of anomalies (e.g. authentication errors, connection, time-out, etc.).
CF S01:12	M	<p>In interaction with external systems SI "Migration" will primarily use the data definitions described in the MConnect semantic catalog.</p> <p>If necessary, the modification of the MConnect semantic catalog will be negotiated.</p>

CU S01.1 Data exchange with IGM information systems

This use case describes the mechanisms of interaction of IS "Migration" with other information systems owned and used by IGM.

Actual IGM owns and uses the following applications with which the integration of the SI "Migration" is to be ensured:

- SI Chancellery – used for the registration and recording of entry/exit documents and enforcement discipline;
- SI Collaborator – used to record employees and their work schedule.
- IGM web portal – used for the dissemination of public information and the publication of public services provided by IGM.
- eFilling – application for receiving IGM public service requests online
- Proxy – application intended for interaction with special devices for biometric data collection (Vision Box, G3 Speed Identity)

The description of the functional requirements for data exchange with the US of the Ministry of Internal Affairs are presented in the table below.

Table S01.2. CU S01.2 Use Case Functional Requirements

Identifier	Obligation	Description of the functional requirement
CF S01.1:01	M	<p>SI "Migration" will ensure interoperability with the following IT systems used by IGM:</p> <ul style="list-style-type: none"> • SI Chancellery – used for the registration and recording of entry/exit documents and enforcement discipline; • SI Collaborator – used to record employees and their work schedule. • IGM web portal – used for the dissemination of public information and the publication of public services provided by IGM. • eFilling – application for receiving IGM public service requests online • Proxy – application intended for interaction with special devices for biometric data collection (Vision Box, G3 Speed Identity)
CF S01.1:02	M	<p>SI "Migration" will ensure the takeover of public service eFiles from external applications (e.g. FOD, eFilling, SIGV).</p> <p>SI "Migration" will take over all the metadata related to the eDossiers, the included documents and the attached documents themselves.</p> <p>SI "Migration" will apply all the rules for validating the eFiles related to the respective eService according to the use case CU S02 Initiation and implementation of the case management scenario.</p>
CF S01.1:03	M	<p>SI "Migration" will have mechanisms for retrieving data from IGM systems that are not interoperable via MConnect, in at least the following ways:</p> <ul style="list-style-type: none"> • Through direct integration via API provided by the external application • By using ETL mechanisms to extract data directly from databases.
CF S01.1:04	D	The Proxy solution can be used for interaction with special devices intended to retrieve biometric data in case of lack of another more efficient solution.
CF S01.1:05	D	It is expected that SI "Migration" will ensure the retrieval of data from SI Contributor and SI Document Management through the use of ETL mechanisms.

CU S01.2 Reuse of Shared Government Services

Shared government services are used for the development of SI "Migration" services.

SI "Migration" shall ensure the re-use of Government Shared Services and their capabilities as indicated in Chapter 5.5.3. Reference model for the SI application "Migration".

The description of the functional requirements for the reuse of shared government services are presented in the table below.

Table S01.2. CU S01.2 Use Case Functional Requirements

Identifier	Obligation	Description of the functional requirement
CF S01.2:01	M	SI "Migration" will have capabilities to integrate with reusable government platform services.

Identifier	Obligation	Description of the functional requirement
CF S01.2:02	M	If there is a functionality offered by the reusable government service, it will be preferred to the development of IS capabilities "Migration"
CF S01.2:03	M	SI "Migration" will log all messages sent to MNotify and will record the acknowledgment of receipt by the recipient, if the service provides such information.
CF S01.2:04	M	The system will verify and validate the powers of attorney when the reference to them are entered in the SI "Migration" by calling MPower.

CU S01.3 Exchange of data with the SIA of the Ministry of Internal Affairs

This use case describes the capability of the SI 'Migration' to ensure interoperability/integration with the SIAs used by the MIA.

Depending on the system, integration/interoperability is ensured through the following mechanisms:

1. Interoperability via MConnect;
2. Direct integration through web-services;
3. Integration by accessing the user interface (UI) of the MAI application;
4. Data retrieval at the database level by using ETL mechanisms.

The description of the functional requirements for data exchange with the US of the Ministry of Internal Affairs are presented in the table below.

Table S01.3. CU S01.3 Use Case Functional Requirements

Identifier	Obligation	Description of the functional requirement
CF S01.3:01	M	The SI "Migration" will ensure interoperability with the MIA's information systems indicated in chapter 5.5.3. Reference model for the SI application "Migration"
CF S01.3:02	M	SI "Migration" will ensure interoperability via MConnect with the SIA of the Ministry of Internal Affairs if they support such integration mechanisms.
CF S01.3:03	M	SI "Migration" will ensure the exchange of data with the SIA of the Ministry of Internal Affairs that does not support interoperability via MConnect, through alternative mechanisms. At least the following data exchange mechanisms are expected to be supported: <ul style="list-style-type: none"> • Via API (web-services) offered by the MIA's SIA applications • Via ETL mechanism
CF S01.3:04	M	In the absence of interoperability capabilities or if automated data exchange is not possible, including access to data (e.g. through ETL mechanisms), or there are other restrictions of any nature for access to the MIA's SIA data, but IGM employees have

Identifier	Obligation	Description of the functional requirement
		access to it through the user interface (UI), SI "Migration" will ensure integration and access to the MAI application directly from the SI user interface "Migration".
CF S01.3:05	D	Preferably, if supported, authentication will be ensured by applying Single Sign-On mechanisms.

CU S01.4 Exchange of data with third-party SIAs

IS "Migration" interacts with other external systems for the purpose of exchanging data related to digitized operational activities and processes (e.g. identification of foreigners, verification of foreigners, coordination of granting a right to the foreigner, etc.), maintenance of semantic assets (e.g. classifiers, geo-spatial data, etc.) and automatic dissemination of data and information or upon request.

The description of the functional requirements for exchanging data with third-party SIAs are set out in the table below.

Table S01.4. CU S01.4 Use Case Functional Requirements

Identifier	Obligation	Description of the functional requirement
CF S01.4:01	M	SI 'Migration' shall ensure interoperability with external third-party systems as described in Chapter 5.5.3. Reference model for the SI application "Migration"
CF S01.4:02		SI "Migration" will implement interoperability flows with external systems specified in Chapter 5.5.3.1. Application capabilities offered by IS "Migration" and co-opted, point D. Interoperability and co-opted capabilities.
CF S01.4:03	M	The system will ensure the takeover of the eFiles related to the public services for granting visas to foreigners from the SIGV (SI eVisa) and will create the eFile of the respective service in the SI "Migration". For this purpose , the SI "Migration" will take over all the metadata related to the eDossiers, the included documents and the attached documents themselves.
CF S01.4:03	M	SI "Migration" will apply all the rules for validating the eFiles related to the respective eService according to the use case CU S02 Initiation and implementation of the case management scenario.
CF S01.4:04	M	SI "Migration" will comply with the security interoperability requirements of the third-party system with which it integrates.

CU S01.5 Data Exchange with Specialized Devices

This use case describes the functionalities offered by SI "Migration" regarding integration with special devices used to retrieve biometric data and other types of data used by IGM.

The description of the functional requirements for integration with specialized devices are presented in the table below.

Table S01.5 CU S01.5 Use Case Functional Requirements

Identifier	Obligation	Description of the functional requirement
CF S01.5:01	M	The SI 'Migration' will ensure interconnection with the specialised devices listed in Chapter 5.5.3. Reference model for the SI application "Migration" for the purpose of retrieving barometric data and data from documents
CF S01.5:02	M	SI "Migration" will ensure integration with database code and QR code reader devices

CU S02 Initiation and implementation of the case management scenario

The use case describes the functionalities of the automatic realization of the system for the management of cases according to pre-defined scenarios.

The system must have case management capabilities according to pre-defined scenarios. A scenario describes all the activities required to manage the case, from initiating it to sending the file to the archive. Technically, a scenario defines how different system functionalities, including business rules and workflows, are used in an orchestrated manner. The system uses the scenarios to coordinate activities, allocate the necessary resources and monitor progress, ensuring that all stages of case management are followed correctly and on time.

Case scenario initiation includes but is not limited to the following automated processes:

- Associating the file with the pre-configured scenario of the relevant case;
- Verification and validation of the correctness and completeness of the file;
- Verification of the entries about the foreigner in the internal records, as the case may be, initiation of the registration process of the person;
- Verification of the eligibility of the applicant and the beneficiary of the service;
- Conversion of the application/request form into a structured file with the application of the taxonomy for SI documents "Migration";
- Generation of the payment account, if provided for the respective service;
- Verification of payment, if payment is provided for the respective service;
- Creation of the eFile for the requested case/service;
- Transmission of the eFile according to the case management scenario;
- Initiation of pre-defined workflows if the scenario provides;
- Carrying out controls according to the business rules provided by the scenario;
- Monitoring of the events produced and triggering automatic actions if provided;
- Etc.

The description of the functional requirements for integration with specialized devices are presented in the table below.

Table S02 Functional requirements of the CU S02 use case

Identifier	Obligation	Description of the functional requirement
CF S02:01	M	The system must have case management capabilities according to pre-defined scenarios.
CF S02:02	M	<p>Creation and registration of Cases: The system must allow the creation, registration and centralised storage of new cases with all relevant information.</p> <p>For each case, the system will create a unique eFile in which all documents and other information related to the case will be included, including the history of case management.</p>
CF S02:03	M	Initiation of cases from online service requests: The system must be able to automatically initiate cases based on public service requests submitted online via FOD or specialized applications such as eFiling (CU U05.2 Receipt of IGM public service requests submitted online). Upon receipt of the request, the system must automatically trigger the appropriate management scenario.
CF S02:04	M	Initiation of cases from service requests submitted at the Counter: The system must allow the staff working at the counter to enter the service requests received in person, thus initiating a new case in the system (CU U05.1: Registration of IGM public service request submitted at the counter)). These cases must be seamlessly integrated with those initiated online.
CF S02:05	M	Initiation of Cases from Complaints and Self-Notifications from the Office: The system must allow the initiation of cases based on notifications received from citizens or organizations, as well as on the basis of self-notifications made by IGM employees. These cases should be automatically classified and directed according to the nature of the complaint.
CF S02:06	M	Initiating Cases Based on External Documents: The system must be able to initiate cases based on external documents, such as the prosecutor's order, court conclusion/sentence/decision, and other official documents. These documents should be stored electronically and associated with the relevant case, and the initiation process should trigger the appropriate management scenario.
CF S02:07	M	Real-Time Data Exchange: The system must be able to synchronize real-time data with other systems, thus ensuring that all cases are initiated and managed based on the latest available information
CF S02:08	M	Rules and Conditions: The system must have pre-defined rules and conditions for each scenario, including escalation conditions, data validations and triggering automatic actions depending on the progress of the case.
CF S02:09	M	Traceability: The system must ensure the traceability of case management scenarios, so that a history of changes is kept.
CF S02:10	M	Classification of Cases: The system shall ensure the classification of cases according to types, categories, priorities and other customizable criteria necessary for the follow-up of the execution discipline/KPI and for statistical reporting purposes.

Identifier	Obligation	Description of the functional requirement
CF S02:11	M	Case Assignment: The system must allow cases to be assigned to users or to the function or subdivisions responsible for managing them.
CF S02:12	M	Registration and storage of documents: The system must allow the attachment, storage and management of documents relevant to each case. All documents referring to the case are to be included in the case file.
CF S02:13	M	Status Monitoring: The system must provide capabilities to monitor and update the status of the case (e.g. registered request, open, under investigation, closed, etc.). The Provider will define and propose to the Beneficiary for approval listed statutes for each type of eFile (case) resulting from the case management scenarios.
CF S02:14	M	Case Registration Monitoring: The system must provide monitoring functionalities to track all initiated cases, including the source of initiation (online, counter, referral, external document) and the current status of each case.
CF S02:15	M	Notification of case registration: The system must notify the Decision-makers responsible for the distribution of cases in case of registration of a case or its transmission according to the scenario to another subdivision/executor.
CF S02:16	M	Case Escalation: The system must include mechanisms for automatic escalation of cases according to certain predefined criteria (e.g., failure to resolve a case within the set deadline).
CF S02:17	M	Audit and Logging: The system must record all actions and changes made within the cases, ensuring a complete history for auditing.
CF S02:18	M	Reporting and Analysis: The system must allow the generation of KPI performance reports relevant to the analysis of the effectiveness of case solving.

CU S02.1: eFile Creation.

This use case describes the automated process of creating the eFile information object within the SI "Migration"

The electronic file is the mechanism for thematic grouping of all accumulated electronic records and documents for the management of a case. In addition, the Folder is also used to ensure a common way of dealing with all the documents/messages it contains. The file in its essence is also a document with records about its content.

The following groups of key functionalities are provided by SI "Migration" for the creation and automated management of Files on granting a right to foreigners:

1. Creating eFile, which can be:
 - a. eFile related to a public service provided by IGM
 - b. eFile related to the administrative case
 - c. eFile related to the contravention case
 - d. eFile related to other use cases.
2. The creation of the eFile related to a public service provided by the IGM is done automatically in the following cases:
 - a. Based on the forms received from external systems (e.g. FOD, eFilling, SIGV);

- b. Based on the registration of the public service request submitted to the GUDS or another subdivision of the IGM
2. The creation of eFiles on administrative cases is carried out as a result of the registration:
 - a. Ex officio notification or self-notification of IGM employees on a case of violation of the legislation on migration and asylum
 - b. Registration of the prosecutor's order, the conclusion/sentence/decision of the court of law or other notification on the administrative case
3. The creation of the contravention eFiles is carried out on the basis of:
 - a. Registration of the notification regarding the contravention carried out by an employee of the IGM (without the status of Ascertaining Agent);
 - b. Registration of the self-notification of the IGM employee with the role of Ascertaining Agent
 - c. Reporting by external systems of a contravention case involving a foreigner
 - d. Receipt of the Report on the contravention, the prosecutor's order on the contravention or the conclusion/sentence/decision of the court on the contravention case

The description of the functional requirements for integration with specialized devices are presented in the table below.

Table S02.1 Functional requirements of the CU S02.1 use case

Identifier	Obligation	Description of the functional requirement
S02.1:01	M	The system must allow the automatic creation of an electronic file when a new case is initiated. Each file must be unique and identifiable by a unique file number or code.
S02.1:02	M	The electronic file includes both primary documents (such as applications, forms, reports, and administrative acts) and related metadata (such as date of creation, author, current status, and history of changes). Likewise, the eFile includes references to data from internal registers (e.g. reference to the identity(s) of the foreigner from the Register of Foreigners) and external.
S02.1:03	M	The system must allow users to upload electronic documents to eDossier, label them and organise them according to relevance. (CU G05: I create/upload and draft documents.)
S02.1:04	D	The system will allow the organization of documents within the eFile to allow them to be visually organized, filtered and searched.
S02.1:05	M	The file is used to ensure a common way of dealing with all documents/messages contained, at the same time this approach must not prejudice the mechanism of granulation of rights. The individual rights set for the artifacts included in the folder will prevail over the global ones.
S02.1:06	M	The system must provide an audit functionality that records all actions taken on files and documents, such as viewing, modifying, deleting or downloading

Identifier	Obligation	Description of the functional requirement
		documents. This is important for ensuring transparency and compliance with legal regulations.
S02.1:07	M	The system must provide advanced search functionalities, allowing users to quickly find folders and documents based on various criteria, such as file number, associated metadata, text in documents, data, etc. (CU G02: I search and view data and documents)
S02.1:08	M	The system must allow the inclusion of eFiles in pre-defined workflows for its processing.
S02.1:09	D	The system must implement advanced security measures to protect the data and documents contained in the folders, such as encryption, role-based access control, and continuous monitoring of activities. The system must comply with the applicable legal regulations on data protection (e.g. GDPR) and document archiving.
S02.1:10	M	The system must allow the generation of detailed reports on the activity and status of files, associated documents, user activities, etc.
S02.1:11	M	The system must provide visual dashboards for real-time monitoring of the status of cases, including statistics and graphs to help assess the progress and performance of case management.

CU S02.2: Automatic verification and validation of the public service request .

This use case describes the system's ability to perform automated checks and validations according to pre-defined business rules within the case management scenario.

Examples of categories of business rules and automated checks performed according to them:

1. Data validation rules (correctness and completeness) - These rules ensure that the data entered in the forms is correct, complete, and follows the logical relationships between the fields.

Examples:

- Rules for validating the correctness of the entered data format (e.g., correct IDNP code, date format)
- Rules for validating the completion of mandatory fields;
- Rules for validating the logical relationships between fields (e.g. 1. if field A is filled in with the value X, field B must also be filled in, e.g. 2 age corresponds to the date of birth).

2. Rules for verifying the eligibility of the public service applicant / beneficiary of the requested right - these rules validate whether the applicant or beneficiary meets the legal and organizational requirements for requesting or receiving the public service.

Examples:

- Eligibility of the applicant - The right to invite foreigners is held by legal entities registered in the Republic of Moldova in the manner established by law and natural persons domiciled or residing in the Republic of Moldova who have reached the age of 18 and in respect of whom

the measure of judicial protection in the form of guardianship is not instituted, except for foreigners who have arrived for studies or treatment. A new invitation submitted by an applicant shall not be approved for 2 years, regardless of its purpose, if at least one of the persons previously invited by the applicant has not left the territory of the country within the validity period of the visa.)

- Eligibility of the beneficiary – in order to be eligible to be invited, foreigners must meet the conditions for entry into the Republic of Moldova, provided by Law no. 200/2010, art.6 para. (1) letters a), c), e), f) and g).;

3. Payment verification rules - these rules validate whether the expected payments have been made.

Example:

- The acceptance of the service request form is made only if the applicant has paid the fee for the requested service.

4. Rules for verifying the signature of the document - these rules ensure that the documents or forms of the public services uploaded to the system are digitally signed, which ensures their non-repudiation.

Examples:

- In order to accept the application file submitted online, the application form must be electronically signed.
- All scanned images of the documents attached to the file should be signed with the electronic signature of the applicant or the Executor who received the request / uploaded the document.
- The digital signature must be valid and verified by a recognized certificate authority.

5. Legal compliance verification rules - these rules validate whether the public service request or decision on the case complies with the legislative regulations in force applicable to the case and/or person.

Examples:

- Stateless persons lawfully present on the territory of the Republic of Moldova cannot be expelled, unless there are reasons of national security or public order. The expulsion measure can only be ordered by the court of law (Law 200/2010, art. 63, p. (1[^]1)).
- It is forbidden to remove a foreigner married to a citizen of the Republic of Moldova and the marriage is not fictitious (Law 200/2010, art. 60, letter b)).

6. Rules for verifying the acceptance of the request (public service file).

Examples:

- The application form has passed the validation regarding the correctness and completeness of the completion;
- The application form is signed;
- All mandatory documents have been attached to the application;
- There is agreement regarding the processing of personal data;
- Payment for the service has been made, if the service provides;
- The applicant and the beneficiary are eligible to apply/benefit from the public service

7. Legal compliance verification rules - these rules validate whether the public service request or decision on the case complies with the legislative regulations in force applicable to the case and/or person.

Examples:

- Stateless persons lawfully present on the territory of the Republic of Moldova may not be expelled, unless
- Before accessing personal data, the system will check if there is the person's consent or there is a legal framework that allows access to them.

8. Data integrity check rules – this category ensures that the data entered, processed, and stored in the system is consistent and valid.

Examples:

- The imported data must follow the specified schema structure. Partial data import will not be allowed (e.g. month and year of birth without indicating the month)
- The stored data must not contain any disallowed duplicates.

9. Consistency check rules – this category validates that data and processes are consistent and synchronized between different modules or components of the system.

Examples:

- The status of the dossier must be 'Accepted' before it can be submitted for review.

10. Authenticity Verification Rules - Authentication rules validate the authenticity of data, documents, or users.

Examples:

- Digitally signed documents must be validated by a recognised certificate authority.
- The correspondence with the original of the copies of the documents uploaded to the system must be confirmed by an IGM employee through his electronic signature.

11. Time check rules – these rules focus on validating time-related data and processes.

Examples:

- The start date cannot be later than the end date.
- The deadline for the execution of the task must not exceed the deadline allocated according to the scenario of the case / task established by the decision-maker.

The description of the functional requirements for integration with specialized devices are presented in the table below.

Table S02.3 Functional requirements of the CU S02.3 use case

Identifier	Obligation	Description of the functional requirement
CF S02.3:01	M	The system must provide an engine for checking and validating the data entered and the applicable business rules according to the case management scenario.
CF S02.3:	M	<p>The verification engine must be able to verify and validate the values entered based on the collection of data validation rules.</p> <p>Examples of rules are below:</p> <ul style="list-style-type: none"> • Required fields • The type of data (e.g. numeric, date, etc.) • 'max' and 'min' values

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> • Timestamping for date/time fields • The combination of values, e.g. date of birth cannot be later than the date of death • The relationship between the different types of values entered, e.g. for a certain type of request some values are mandatory, and others are not • Verification of data correspondence based on records in the registers (e.g. verification of personal data based on IDNP) • Verifying the occurrence of events according to the scenario or workflow (e.g. making the payment)
CF S02.3:	M	The rule check engine will not allow the process to move to the next step if the rule has not been met
CF S02.3:	M	<p>Business rules must also apply to data received from external sources to ensure its compliance and correctness.</p> <p>The system must verify the data transmitted to and from other IT systems with which it is interoperable.</p>
CF S02.4:	M	The system must apply business rules according to the applicant's profile (natural person, legal entity, foreigner, Moldovan citizen), ensuring that their applications are validated according to the relevant criteria.
CF S02.5:	M	<p>If a business rules check requires the approval of a decision-maker (e.g., an IGM official), the system must be able to route the file to the authorized person for approval or manual verification.</p> <p>Once the approval is complete, the system should automatically continue the process according to the scenario/workflow</p>
CF S02.6:	M	The system must allow the revalidation of business rules at key moments, such as following the updating of data, the modification of regulations or the initiation of new processes.
CF S02.7	M	<p>Alerts and notifications: If the data does not comply with the business rules, the system will generate notifications and error messages to the user, providing details about the problems identified and how to correct them.</p> <p>Notifications must be visible both in the user interface and sent via email or other channels (if configured).</p>
CF S02.8:	M	Audit and traceability: The system must keep a detailed history of all checks carried out in the validation process, including which rules have been applied, what data has been checked and what results have been obtained.
CF S02.9	M	Any change in business rules must be recorded in the audit system.

CU S02.3: I register a record object in the register.

Use case whereby the automatic system performs the registration of the objects of the record in the register as a result of the occurrence of an event performed by the user who has the role of Registrar within the activities of file management or execution of tasks within the workflow.

The description of the functional requirements for the use case are presented in the table below.

Table S02.4. CU S02.4 Use Case Functional Requirements

Identifier	Obligation	Description of the functional requirement
CF S02.4:1	M	The automatic system performs the registration of the objects of the record in the register as a result of the occurrence of an event performed by the user who has the role of Registrar within the file management activities (e.g. receiving the file, identifying the foreigner, uploading a confirmatory document to the system, etc.), or performing tasks within the workflow (e.g. signing the decision to grant the right, the expiry of the deadline for the service seeker to report to the GUDS, etc.).
CF S02.4:	M	The automatic system shall attach the confirmatory document(s) to the registration. <i>Triggering events for the registration/modification/deletion of data from the registers.</i>
CF S02.4:	M	The procedural/procedural documents that serve as a documentary basis for the entries in the register will not be duplicated in the register. The unique identifier of the SI document "Migration" and its version will be kept in the register.
CF S02.4:	M	The value of the information attribute at the time of registration shall be entered in the register. As some records may be based on different documents or documents in the version it is important to record the version of the document on the basis of which the entry was made.
CF S02.4:	M	SI "Migration" will ensure the unequivocal record of persons, applying the following rules: <ol style="list-style-type: none">1. Citizens of the Republic of Moldova are registered by reference to the RSP. The identifier of the citizen of the Republic of Moldova is IDNP.2. Legal entities registered in the Republic of Moldova are registered by reference to the RSUD. The PJ's identifier is IDNO.3. Foreigners are registered in the SI "Migration". The identity identifier of the foreigner is his unique registration number in the SI "Migration".<ol style="list-style-type: none">a. Foreigners who have IDNP are registered in the SI "Migration" by reference to the RSP.b. Foreigners who do not have an IDNP are registered in the SI "Migration".
CF S02.5:	M	Any record in the registry has an associated set of metadata that describes it and accompanies it throughout its lifecycle.

CU S03: Payment management.

Use case that ensures the provision of the information necessary to generate the payment account for the service requested by the foreigner.

The system generates the payment receipt according to the pre-defined data for the respective service, tracks the payment and records its completion according to the case management scenario in order to move on to the next step.

The description of the functional requirements for the use case are presented in the table below.

Table S04. Functional requirements for the S04 use case

Identifier	Obligation	Description of the functional requirement
CF S03:01	M	The system must provide functionalities for: <ul style="list-style-type: none">• Generation of payment orders (the model to be identified during the business analysis)• Printing Payment Orders• Payment tracking
CF S03:02	M	The system shall provide capabilities for generating payment accounts related to: <ul style="list-style-type: none">• Public services offered by IGM.• Services for the removal of the alien from the IGM account
CF S03:03	M	The system will ensure the retrieval of information about the fines generated/paid for the contravention cases initiated by the IGM employees of SIA RSC
CF S03:04	D	As the case may be, the Provider may propose the management of other payment accounts as well.
CF S03:05	M	The system will calculate the fees for the selected service according to the rates configured for each service
CF S03:06	M	The system will store the Payment Order document and the document confirming payment in the eFile of the case to which it refers.
CF S03:07	M	The system will ensure the keeping of the payment register(s) in which the issued and paid payment orders will be recorded. The system will automatically make entries according to events that change the status of the object "Payment Account" (CU S02.3: I register a ledger object.)tag. The system will refer to the Payment Order and the document confirming the payment as a confirmatory document for the registration in the electronic register.
CF S03:08	M	The system must have capabilities for printing payment accounts In the case of compound tariffs, the system will generate a receipt for each payment.
CF S03:09	M	The system will ensure the transmission of the payment accounts to MPay and the follow-up of the payment of the payment account.

Identifier	Obligation	Description of the functional requirement
CF S03:10		The system will allow the manual entry of information about the payment made. The payment confirmation in these cases must be made by the SI user "Migration" and contain information that can identify the payment receipt (e.g. the financial institution through which the payment was made, the series and registration number of the payment order in the bank's system, the date of execution, etc.)
CF S03:11	M	The system must have capabilities for tracking events related to the payment account (e.g. payment payment in MPay)
CF S03:12	M	The system will provide pre-defined reports for the record and reconciliation of paid invoices in treasury account profile and item with the possibility of Drill-down analysis.

CU S04 I delete the object of evidence from the Register.

This use case performs the necessary functionalities for deleting records from the registry.

The system must have and be able to apply rules for deregistering records in accordance with legal requirements for the retention of certain categories of data (e.g. GDPR). A record cannot be kept if the legal basis on which it was made has expired. The deregistration plan is used to manage the lifecycles of records according to established legal procedures.

In return for the deregistration service, the System must have the ability to manage retention rules - the ability to prevent the application of a deregistration rule, in case of a legal basis that has arisen.

The description of the functional requirements for the use case are presented in the table below.

Table S04. Functional requirements of the CU S04 use case

Identifier	Obligation	Description of the functional requirement
CF S04:01	M	The system will ensure the deletion of records from electronic registers in accordance with legal requirements for the retention of certain categories of data.
CF S04:02	M	The system will implement deregistration scheduling capabilities – refers to the ability to hold deregistration rules in accordance with retention rules. A record cannot be kept if the legal basis on which it was made has expired. The deregistration plan is used to manage the lifecycles of records according to established legal procedures. Likewise, the service ensures that at the disposal there remains a residual inscription for the entire life of the system. Residual registration demonstrates not only that a record was once active, but more importantly, that the record was correctly removed in accordance with an appropriate removal protocol.
CF S04:03	M	The removal of the objects of evidence from the register is done by transferring the records to the electronic archive

Identifier	Obligation	Description of the functional requirement
CF S04:04	M	The system will ensure that upon removal of the registration there remains a residual entry for the entire lifetime of the system. Residual registration demonstrates not only that a record was once active, but more importantly, that the record was correctly removed in accordance with an appropriate removal protocol
CF S04:05	M	The system will have functionalities designed to configure and amplify retention rules

CU S05 Automatic procedures.

The use case includes all automated procedures performed by the System according to a predetermined schedule or at the triggering of an event. Examples of automated procedures can serve:

- Automatically move eFolders, documents, and records to eArchive
- Document and data indexing
- Generate predefined reports according to the schedule
- Backup your data
- Payment Tracking
- The calculation of the period of stay of the foreigner on the territory of the Republic of Moldova in accordance with the methodology established by Law no. 200/2010
- Initiation of data synchronization procedures from/to external registers
- Registration of tasks, terms of execution of process activities, group events to which the user belongs in the personal agenda
- Initiating, Sending and Tracking the Status of Notifications (CU S05.3 Notification Management)
- Event Logging (CU S05.2 Event Logging)
- Etc.

CU S05.1 Documents and files are transferred to the eArchive.

The use case presents specific details for the automatic procedure for passing documents into eArchive by the system.

The description of the functional requirements specific to the use case are presented in the table below.

Table CU S05.1. CU S05.1 Use Case Functional Requirements

Identifier	Obligation	Description of the functional requirement
CF S05.1:01	M	<p>The system will provide functionalities that allow the transfer of documents/eFiles/records from electronic registers to the electronic archive (eArchive).</p> <p>Moving documents to eArchive means applying access rules in accordance with the requirements for archived documents.</p>

Identifier	Obligation	Description of the functional requirement
CF S05.1:02	M	The system will ensure the automatic transfer of documents/eFolders/records to which the "Archived" status has been set to the eArchive.
CF S05.1:03	M	The system will notify the author of the document/file and the person in charge of the archive about their transfer to the eArchive.

CU S05.2 Event logging.

The use case presents specific details for the automated procedure for logging events produced in the system.

The description of the functional requirements specific to the use case are presented in the table below.

Table CU S05.2. Functional requirements of the CU S05.2 use case

Identifier	Obligation	Description of the functional requirement
CF S05.1:01	M	Any event generated within the digitized business processes in SI "Migration" is likely to be logged and saved in Local Event Registers and MLog.
CF S05.1:02	M	The system must maintain a complete audit of all events and activities carried out in the system, including access logs to system logs.
CF S05.1:03	M	The system will have capabilities to integrate with the MLog platform service. The logging of critical or sensitive business events will be carried out additionally by registering them with the use of the MLog platform service.
CF S05.1:04	M	<p>Logged events will save at least the following categories of data (depending on the nature of the logged event):</p> <ul style="list-style-type: none"> the identifier of the logged event; the identifier of the user who generated the event; the type of action performed (create, modify, delete, access); the moment in time of the occurrence of the event / the moment of the journaling of the event; Location of the affected resource (e.g. document ID, case number) the component of the application that generated the business event; The result of the action (e.g. success, failure) and the reason, in case of failure etc.
CF S05.1:05	M	<p>At least the following 3 categories of events will be logged:</p> <ul style="list-style-type: none"> System events – logging of which is mandatory. Key business events must be logged (e.g. creation of an eFile, registration/access/deletion of the record from the Register, signing a decision, etc.). The beneficiary will provide the list of key events necessary to be logged.

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> Events whose logging can be enabled/disabled by the system administrator.
CF S05.1:06	M	Archiving and retention: <ul style="list-style-type: none"> Journalized events must be kept for a minimum period established by legislation or internal regulations. The system must allow for automatic archiving of logged data without affecting performance.
CF S05.1:07	M	Journaling must comply with applicable legislation on the protection of personal data (e.g. GDPR) and audit requirements specified in national regulations

CU S05.3 Notification Management.

The use case presents specific details for the automated procedure for notifying users of events occurring in the system and sending user-initiated notifications.

The description of the functional requirements specific to the use case are presented in the table below.

Table CU S05.2. Functional requirements of the CU S05.2 use case

Identifier	Obligation	Description of the functional requirement
CF S05.3:01	M	The system shall have the capabilities to provide notifications to system users and requesters of the occurrence of specific events. Notification events can be called/included at different stages of the process and workflow.
CF S05.3:02	M	<i>The system</i> will automatically generate and send notifications related to any business event of the workflows or related to the case management scenario
CF S05.3:03	M	Depending on the user (their profile configuration data), <i>SI "Migration"</i> will provide the following notification strategies: <ul style="list-style-type: none"> notification in the user's dashboard; Email notification; notification via MNotify All of the above categories
CF S05.3:04	M	Authorized SI "Migration" users (regardless of their roles) will be able to configure their notification media preferences.
CF S05.3:05	M	For authorized users, notifications will be stored in their dashboard, providing direct access to the source document or folder of the notification.
CF S05.3:06	M	SI "Migration" will integrate with the MNotify platform service for the purpose of sending notification to internal and external users and implementing other means of notification offered by MNotify (SMS, Instant Message, Push, etc.).

Identifier	Obligation	Description of the functional requirement
CF S05.3:07	M	<p>A series of events involving the sending of notifications can be mentioned:</p> <ol style="list-style-type: none"> Notifications to system users: <ul style="list-style-type: none"> assigning tasks to the user; traceability events of the documents under control; exceeding the deadline for carrying out tasks; agenda event proposed for acceptance/announced/which will take place in the near future; the need for user involvement in workflow activities; the need to carry out approval actions; the result of the action requested by the user (e.g. signing the electronic document); document traceability events on the workflow (in case of monitoring the progress of the document review process); notifications regarding the automatic procedures related to the managed eFiles (e.g. registration/modification of data in the register, transfer of the file to the archive, etc.) etc. Notifications to external participants: <ul style="list-style-type: none"> Notification of the foreigner requesting a right regarding the established agenda events; Notification of natural persons, applicants for a service and/or concerned in the file regarding the granting of a right to the foreigner regarding the inclusion of an event in the agenda, the storage in MDoc of documents, etc. etc. Notifications to System Administrators <ul style="list-style-type: none"> issues affecting the performance of the SI "Migration" operation; etc. Other relevant categories.
CF S05.3:08	M	<p>The system will have the ability to track whether the recipient has received the notification (for notifications transmitted externally SI "Migration" depending on the capability of the tool) and inform the initiator (if the notification was initiated by the human user).</p>
CF S05.3:09	M	<p>The system will ensure the monitoring of changes in the information about the public service applicant and the beneficiary foreigner produced in the registers kept in the IS "Migration" and in the external SIA interoperable with the IS "Migration" and the automatic notification of the executors responsible for case management (eFile management) regarding the change.</p>

6.3. Use cases describing IGM's operational processes and activities

This sub-chapter presents the use cases that describe the key functionalities offered by the system to users to support complex operational processes and sub-processes, and the activities of which they consist.

Use cases describing IGM business processes and activities reuse the functionalities described in the generic and system use cases to implement system-orchestrated scenarios that ensure the digitization of IGM business processes.

The following table indicates functional requirements that refer to the way in which the Supplier will implement the system

Table CU U00. General functional requirements for the digitisation of IGM's operational activity processes

Identifier	Obligation	Description of the functional requirement
CF U00:01	M	The system will ensure the provision of all the functionalities necessary for the digitization of the processes and operational activities indicated in Annex A5 List of processes and activities to be digitally supported in the SI "Migration", Stage 1.
CF U00:02	I	The provider will take into account the need to digitize the activities and operational processes to be developed at stages 2 indicated in Annex A5 List of processes and activities to be digitally supported in the SI "Migration" in order not to create limitations. It is expected that the Provider will take into account the functionalities necessary for the design of the system and address them in deliverables such as: the HLD document, the data architecture project, the design of the technological architecture, etc.
CF U00:03	M	The system will provide pre-defined scenarios through which it will orchestrate the functionalities described in the generic and system use cases that it will supplement with functionalities specific to each process / sub-process / activity according to their particular requirements.
CF U00:04	M	The system will provide functionalities that will replace all the activities provided by the IT systems used by the Beneficiary to be replaced by the "Migration" IS, specified in Annex A3 IGM applications replaced by the "Migration" SI

What does it mean to register, verify and manage the foreigner's identities

CU U01 Verification of the person in SI "Migration"

This use case is generic and aims to showcase the capabilities of SI "Migration" to digitally support the activities of verifying information about individuals, carried out by IGM Employees

The following persons are subject to verification:

- Citizen of the Republic of Moldova in case of requesting a public service IGM in favor of a foreigner
- Legal entities resident of the Republic of Moldova in case of requesting the granting of a right to the foreigner in accordance with a public service provided by the IGM
- Foreigners (stateless persons) as an applicant for a right and/or its beneficiary.

The verification of the person involves at least the following types of verifications:

1. Identification and verification of the person's identity
2. Verification of powers of attorney, if necessary.
3. Checking whether the applicant meets the conditions to apply for the granting of the right requested for the foreigner.
4. Criminal record check for the purpose of confirming the lack of criminal record
5. Checking the contravention record
6. Verification of the legality of the foreigner's stay/stay on the territory of the Republic of Moldova
7. Verification of the previous entries/exits of the foreigner in order to identify whether the legal term of stay/stay on the territory of the Republic of Moldova has been observed
8. Verification of records in the IS "Migration" and other systems of the Ministry of Internal Affairs
9. Verification that the foreigner is not part of transnational criminal groups, terrorist organizations or is announced for international search in the Interpol ICPO.
10. Where applicable, possession of previous visas (SI GV)
11. Contravention record – record of contraventions committed on the territory of the Republic of Moldova during previous encounters (SIA RSC)
12. Verification in the List of persons, groups and entities involved in terrorist activities (SIS Order);
13. Data on restrictions on foreigners, structures or the country that the foreigner represents established by international and/or regional structures (UN, EU, other regional or inter-state structures) (Register of Records of the SI "Migration");
14. If necessary, verification of whether the foreigner has previously applied for asylum in the Republic of Moldova.
15. Other checks.

Verification of persons is done both in IS "Migration" and systems with which IS "Migration" is interoperable (verification via IS "Migration"), as well as in other external systems and lists in electronic or paper format.

The functional requirements for the use case are presented in the table below

Table U01. Functional requirements of the CU U01 use case

Identifier	Obligation	Description of the functional requirement
CF U01:01	M	The system will provide the necessary functionalities for the digital support of the process of verification of persons (FP/PJ) in the internal records of the SI "Migration" and interoperable external systems.
CF U01:02	M	<p>In order to access personal data, the user must have a justified legal reason or obtain the explicit consent of the person concerned.</p> <p>The system will verify and record the legal context of the verification</p> <ul style="list-style-type: none">• If the person is verified in the context of examining a file on the registration of the person or granting of a right, the system will check the presence of the person's notification regarding the processing of personal data in the eFile and will indicate the fact and the reference to the document.

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> When checking the person in the context of examining a case of violation of the law, the system will indicate the article of the contravention/administrative code indicated by the Officer in the legal classification section. In other cases, the Executor manually indicates the document with the consent/notification of the person to access the personal data or the article of the law based on which the access is made.
CF U01:03	M	<p>The system will provide scenarios for automatic verification of the identified person and the possibility of verifying persons according to some search criteria:</p> <ol style="list-style-type: none"> If the verification of the person is initiated within an eFile, the system uses the identity data of the person from the application/application form. If necessary, the Executor can search for the person based on additional criteria (CU G04: I search and view data and documents), such as <ul style="list-style-type: none"> IDNP series and number of the Moldovan identity document series and number of the national identity document (foreigner's passport) personal data (name, surname, gender, other personal data according to the data search agreement with the ASP) relationship with eFile – the file number is indicated relationship with the natural person – the IDNP of the natural person who is a citizen of Moldova or a foreigner with the right of residence is identical commitment to a legal entity – is identical to the IDNO of the legal entity registered in the Republic of Moldova etc
CF U01:04	M	<p>The system will allow the executor to select the systems where the verification will be carried out:</p> <ul style="list-style-type: none"> verification of the person in IS "Migration" and systems with which IS "Migration" is interoperable Extensive verification in external systems
CF U01:05	M	<p>The system will perform automatic verification in SI "Migration" and systems with which SI "Migration" is interoperable, and will display the protocol with the verification results.</p>
CF U01:06	M	<p>In case of initiation of the advanced search (search according to several manually specified criteria, other than the identification data of the person) the system will display the reference to the record from each source and % of coincidences (hints) for the indicated search criteria, without indicating their</p>

Identifier	Obligation	Description of the functional requirement
		personal data. The user can access detailed data by clicking on the respective link.
CF U01:07	M	<p>In the case of verification of the person in the external system with whom the IS "Migration" is not interoperable, the system will provide tools for bypassing the checks carried out.</p> <p>The system will ensure the possibility of recording the result of the verification.</p> <p>The system will carry out the verification of the fact that the verification result is indicated for each indicated source.</p>
CF U01:08	M	The system will provide the possibility for the Executor to manually fill in the list of external sources where the manual verification is performed, selecting them from a nomenclature.
CF U01:09	M	The system will allow the user to add comments and documents to each position of the automatic verification report (in SI "Migration" and interoperable systems) and the manual checklist.
CF U01:10	M	SI "Migration" will implement reports on the checks carried out with the possibility of disaggregation by source, results (positive/negative), Executor, time period, etc.
CF U01:11	M	<p>The system will ensure the logging of the verification results and the automatic signing of the verification protocol with the digital signature of the user who initiated the verification.</p> <p>The result of the checks will be included in the case examination report.</p> <p>The system will ensure the necessary functionalities and will ensure that the verification report is signed by the Executor.</p>
CF U01:12	M	The system must allow the triggering of pre-defined scenarios/workflows based on the results of the person's verification (e.g. initiation of an administrative/contravention case in case of identification of violation of the legislation on migration and asylum, non-conformities, initiation of the flow of merging the foreigner's identities in case of identification of multiple identities).
CF U01:13	M	<p>In order to comply with the legislation on the protection of personal data, the system will implement strict access control measures, not only the verification of access rights but also the legal framing of the reason for access to the data.</p> <p>In order to access personal data, the user must have a justified legal reason or obtain the explicit consent of the person concerned.</p>
CF U01:14	M	The system will ensure the logging of each access to personal data, from the source accessed. to ensure traceability and compliance with personal data protection regulations.

Identifier	Obligation	Description of the functional requirement
		Each access will be recorded in the electronic register of access to personal data in the SI "Migration".

CU U02: Verification of persons and documents in external sources.

The use case describes the mechanism by which IS "Migration" provides digital support to users for organizing and protocoling the activities of verifying data about persons, identity documents, registrations in registers and other information in external sources: SIA that are not interoperable with IS "Migration" and sources of information on traditional media.

The functional requirements for the use case are presented in the following table:

Table U02. Functional requirements of the CU U02 use case

Identifier	Obligation	Description of the functional requirement
CF U02:01	M	The system must allow logging of the activities of verification of data on persons, identity documents, registrations in registers and other information in external sources: SIA that are not interoperable with IS "Migration" and sources of information on traditional supports.
CF U02:02	M	<p>The system will provide for the possibility to define the mandatory external sources for verification by the Executor depending on the type of person and case.</p> <p>The list of external sources is to be established with the Beneficiary.</p> <p>Examples of such sources are:</p> <ul style="list-style-type: none"> • List of persons, groups and entities involved in terrorist activities (SIS Order); • Interpol OIPC (if interoperability is not supported) • SIA RICC (criminal record) • SIA AFIS (if the interface for accessing the preventive verification of the correspondence of fingerprint images will be provided)
CF U02:03	M	The system must ensure the possibility of completing the list of external sources in which the information about the person/case is verified with other sources using a nomenclature of external sources.
CF U02:04	D	The provider will provide a workflow through which the Executors can request/propose to the administrator the completion of the nomenclature of external sources with new values.
CF U02:05	M	The Provider will propose and coordinate with the Beneficiary the mechanism and procedure for ensuring the uniqueness of the records in the nomenclature of external sources.

Identifier	Obligation	Description of the functional requirement
CF U02:06	M	The system will provide the possibility for users to enter the result of the verification by source and result, as the case may be, to enter notes and attach documents.
CF U02:07	M	<p>The system will record the legal context of the verification</p> <ul style="list-style-type: none"> • If the person is verified in the context of examining a file on the registration of the person or granting of a right, the system will check the presence of the person's consent/notification regarding the processing of personal data in the eFile and will indicate the fact and the reference to the document. • When checking the person in the context of examining a case of violation of the law, the system will indicate the article of the contravention/administrative code indicated by the Officer in the legal classification section. • In other cases, the Executor manually indicates the document with the consent/notification of the person to access the personal data or the article of the law based on which the access is made.
CF U02:08	M	The system will ensure, through the mechanism of auto-completion of the case examination report, the inclusion of the protocol (result) of the verification in it.

CU U03 Alien Registration in SI "Migration"

The use case is generic and describes the functionalities required for the registration and registration of foreigners in the SI "Migration".

The record of foreigners and their related information is systematized and kept in *the Register of Foreigners kept in the SI "Migration"*. The Register of Foreigners is described in Annex A8 List of electronic registers kept in the SI "Migration".

The registration of the foreigner in *the Register of Foreigners kept in the SI "Migration"* is carried out in 2 ways:

1. Automatic by taking data from other systems;
2. Within operational processes

Automatic registration in *the Register of Foreigners kept in the SI "Migration"* is carried out by taking data from other systems according to the following cases:

1. Registration of foreigners registered in the RSP by referencing the records in the RSP;
2. Registration of foreigners entering the country through the state border crossing points (registration of the foreigner in the SI IGPF)
3. Registration of foreigners for whom the measure of not allowing entry into the Republic of Moldova by the Border Police was applied (Law 200/2010, art. 8)
4. Registration of foreign visa beneficiaries registered in the SIGV.
5. Other cases when the foreigner is registered in a state register or SIA held by IGM's process partners

Automatic registration is carried out by SI "Migration" by taking data from external trusted sources (e.g. SIA RSP). The automatic registration procedure is carried out according to the use case CU S02.3: I register the object of record in the register in combination with CU S01: Exchange of data with other SIAs.

The registration of the foreigner in *the Register of Foreigners kept in the SI "Migration"* within the operational processes is carried out in the following cases:

1. Registration of foreigners entering/leaving the Republic of Moldova through the Transnistrian segment of the Moldovan-Ukrainian border, recorded in accordance with GD no. 125/2013 and GD no. 297/2017.
2. Registration of foreigners who intend to enter the Republic of Moldova, for whom the granting of an invitation/visa/notice of family reunification is requested.
3. Registration of unidentified aliens (who applicants a form of protection, taken into custody, etc.);
4. Registration of foreigners in respect of whom an international restrictive record has been ordered (e.g. what appears in international searches, terrorist lists) or national (list of foreigners presented by the SIS).
5. Registration of changes to the travel documents of foreigners recorded.
6. Registration of foreigners on the territory of the Republic of Moldova, including:
 - a. Registration of foreigners on the territory of the Republic of Moldova for whom they do not have IDNP assigned when crossing the border
 - b. Assignment of the IDNP identification number, as applicable.
7. Other cases provided for by law that fall within the competence of the IGM.

Table U03. Functional requirements of the CU U03 use case

Identifier	Obligation	Description of the functional requirement
CF U03:01	M	<p>The solution provider will ensure the implementation of pre-defined scenarios to ensure the registration of foreigners in the Electronic Register of Foreign Women in the IS "Migration" within the operational processes, for at least for the following cases:</p> <ol style="list-style-type: none"> 1. Registration of foreigners entering/leaving the Republic of Moldova through the Transnistrian segment of the Moldovan-Ukrainian border, recorded in accordance with GD no. 125/2013 and GD no. 297/2017. 2. Registration of foreigners who intend to enter the Republic of Moldova, for whom the granting of an invitation/visa/notice of family reunification is requested. 3. Registration of unidentified aliens (who applicants a form of protection, taken into custody, etc.); 4. Registration of foreigners in respect of whom an international restrictive order has been ordered (e.g. what appears in international searches, terrorist lists) or national (list of foreigners presented by the SIS). 5. Registration of changes to the travel documents of foreigners recorded. 6. Registration of foreigners on the territory of the Republic of Moldova, including <ol style="list-style-type: none"> a. Registration of foreigners on the territory of the Republic of Moldova for whom they do not have an IDNP assigned when crossing the border.

Identifier	Obligation	Description of the functional requirement
		<p>b. Assignment of the IDNP identification number, as applicable.</p> <p>7. Other cases provided for by law that fall within the competence of the IGM.</p>
CF U03:02	M	The solution provider will ensure the implementation of scenarios for automatic registration of foreigners in the Register of Foreigners in the SI "Migration" based on data from state and departmental registers.
CF U03:03	M	The record of foreigners is kept in the Electronic Register of Foreign Women in SI "Migration"
CF U03:04	M	The solution provider will ensure the implementation of mechanisms for synchronizing data on foreigners from the Register of Foreigners in the IS "Migration" and other state and departmental registers that include data related to foreigners relevant to the operational activity processes of the IGM.
CF U03:05	M	<p>The provider, during the Analysis and Documentation stage, will identify all the events that provide for the official modification of the foreigner's data in order to be included in the case management scenarios.</p> <p>The system will ensure the automatic updating of the data in the electronic register of foreigners kept in the SI "Migration" in the event of an event that determines the official modification of its data (CU S02.3: I register an object of record in the register.)</p>
CF U03:06	M	The system will provide functionalities for interacting with the RSP for the purpose of generating and assigning the IDNP to the foreigner, upon request.

CU U03.1 I register a foreigner entering/exiting through the Transnistrian segment

The use case describes the functionality offered by the system to users for the registration of foreigners entering/leaving the Republic of Moldova through the Transnistrian segment of the Moldovan-Ukrainian border, temporarily uncontrolled by the constitutional bodies and is carried out for the purpose of monitoring the migratory flow through the Transnistrian region (entries/exits to/from the Republic of Moldova) and issuing the "foreigners' record sheet".

The registration of foreigners entering/leaving through the Transnistrian segment is carried out by employees of the Foreigners Registration Offices and employees of GUDS.

The functional requirements for the use case are presented in the table below

Table U03.1: Functional requirements of the CU U03.1 use case

Identifier	Obligation	Description of the functional requirement
CF U03.1:01	M	The provider will implement a pre-defined scenario for the digital support of the registration process of foreigners entering/exiting through the Transnistrian segment.
CF U03.1:02	I	The service is provided only in case of the physical presence of the person

Identifier	Obligation	Description of the functional requirement
		No payment is charged for the respective public service.
CF U03.1:03	M	<p>The system will ensure the registration of foreigners according to the standard scenario of registration of the public service request (CU U05.1: Registration of the IGM public service request submitted at the counter)</p> <p>The alien registration form (public service form) is filled in by the Executor of the Aliens Registration Office / GUDS Executor based on the data in the documents submitted by the alien.</p>
CF U03.1:04	M	The system will provide functionalities for integration with specialized devices for reading data from travel documents submitted by the foreigner (according to the list of special devices presented in chapter 5.5.3.1. Application capabilities offered by IS "Migration" and co-opted; subchapter D. Interoperability and co-opted capabilities.
CF U03.1:05	M	<p>The system will provide functionalities for registering the foreigner's consent to the processing of his personal data.</p> <p>As the case may be, if the process provides for the system, the system ensures the registration/upload of a document signed by the foreigner that provides for his consent.</p>
CF U03.1:06	M	The system will ensure the automatic pre-filling of the form with data taken from the travel document and from the electronic register of foreigners in the SI "Migration" if the foreigner is registered in it.
CF U03.1:07	M	<p>Within the scenario, the system will provide functionalities for verifying the foreigner's eligibility to be registered, as the case may be admitted on the territory of the Republic of Moldova.</p> <p>E.g. the system will:</p> <ol style="list-style-type: none"> 1. carry out automatic verification of the foreigner in the SI "Migration" (CU U01 Verification of the person in SI "Migration") and will provide the result of the verification with the possibility of detailing. (Down Drill) 2. provide functionalities for documenting verifications in external systems (CU U02: Verification of persons and documents in external sources.) 3. to verify the eligibility of the foreigner to be registered according to the requirements of the legislative acts referring to the registration of foreigners entering/leaving the Republic of Moldova through the Transnistrian segment of the Moldovan-Ukrainian border.
CF U03.1:08	I	<p>The following examples specify situations in which the foreigner is not eligible for registration / authorization to enter the territory of the Republic of Moldova:</p> <ol style="list-style-type: none"> 1. The travel document with which he entered the Republic of Moldova is issued by the foreign consular office of the Republic of Moldova;

Identifier	Obligation	Description of the functional requirement
		<ol style="list-style-type: none"> 2. The holder of the travel document is registered consular in the diplomatic mission of the Republic of Moldova; 3. In the travel document, the Republic of Moldova is indicated as the place of birth; 4. He permanently resides in the eastern localities of the Republic of Moldova. 5. They have been declared undesirable or are banned from entering the territory of the Republic of Moldova. 6. The travel document is expired or its validity period is less than 3 months.
CF U03.1:09	M	The system will ensure the registration of cases of non-arming on the territory of the Republic of Moldova of the foreigner.
CF U03.1:10	M	The system will ensure the registration of the foreigner in the electronic register of foreigners in SI Migrate and, in the RSP, also the granting of an IDNP number.
CF U03.1:11	M	<p>The system will provide the Executor with pre-defined templates of documents to be produced according to the scenario (produced within the business process), such as:</p> <ul style="list-style-type: none"> • The foreigner's record sheet and hand it over to the foreigner – in case of eligibility for registration and granting access to the territory of the Republic of Moldova. • Refusal decision – in case of not allowing access to the territory of the Republic of Moldova
CF U03.1:12	M	<p>The system will implement within the scenario a pre-defined workflow for the approval of the refusal decision.</p> <p>The draft refusal decision is prepared by the Executor (e.g. Officer of the Foreigners Registration Office) and signed by a Decision-Maker superior to him (e.g. Head of the Office).</p> <p>The decision shall be completed and signed in electronic format.</p> <p>At the request of the foreigner, the Executor prints the decision on paper and confirms it by holographic signature, stamp as the case may be.</p>

CU U03.2: Registration of temporary stay for a period of up to 90 days, based on the employer's declaration

The use case describes the functionalities offered by the system to users for registering employers' notifications/affidavits regarding the temporary stay on the territory of the Republic of Moldova for a period of up to 90 days:

- foreign specialists in the field of information technology
- posted workers

The foreign specialist in the field of information technology may carry out his/her work activity on the territory of the Republic of Moldova for a period of up to 90 days calculated cumulatively during any period of 6 months, based on the notification of the competent authority for foreigners by the applicant beneficiary.

Workers posted for a cumulative period of no more than 90 calendar days during a calendar year may carry out work activity on the territory of the Republic of Moldova without the need for the applicant beneficiary to obtain the right of temporary residence for work purposes in advance.

The employer within 5 working days (a) from the date of entry into the country of the foreign specialist in the field of information technology / (b) from the date of the start of the activity of the foreigner seconded to the applicant beneficiary, submits to the IGM a declaration on own responsibility accompanied by confirmatory documents regarding the purpose and duration of the foreigner's stay.

Any change to the elements entered in the declaration shall be communicated to the competent authority for foreigners within 5 working days from the date of their execution.

The employer submits the declaration and the set of confirmatory documents provided by law to the GUDS / IGM chancellery / regional directorate chancellery or online.

The declaration and confirmatory documents are registered in the SI "Migration" in an eDossier.

The functional requirements for the use case are presented in the table below

Table U03.2: Functional requirements of the CU U03.2 use case

Identifier	Obligation	Description of the functional requirement
CF U03.2:01	M	The provider will implement a pre-defined scenario for the digital support of the process of registration with GUDS of the employer's declaration on temporary stay on the territory of the Republic of Moldova for a period of up to 90 days of: <ul style="list-style-type: none"> foreign specialists in the field of information technology posted workers
CF U03.2:02	D	SI "Migration" will ensure the import of meta-data and the scanned image of the declaration submitted to the Chancellery from SI Chancellery
CF U03.2:03	D	SI "Migration" will ensure the import of the service file submitted online in FOD or eFilling
CF U03.2:03	M	SI "Migration" will create an eFile for each declaration (CU S02.1: Creation of eFile)
CF U03.2:03	M	The system will ensure the primary registration of the declarations and the foreigners referred to in them in the electronic registers kept in the SI "Migration" (CU S02.3: I register the object of registration in the register):.
CF U03.2:03	M	The following events trigger the registration procedure (CU S02.3: I register the object of registration in the register): <ul style="list-style-type: none"> Registration in the SI "Migration" of the employer's declaration on the presence of foreigners on the territory of the Republic of Moldova. Expiry of the term of information indicated in the employer's statement or of the 90-day term. Departure from the country of the foreigner indicated in the declaration.

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> Termination of the employment relationship that served as a reason for finding out
CF U03.2:03	M	<p>Responsible for examining the file is the subdivision for combating illegal stay in the area of which the PJ is registered / has its headquarters.</p> <p>The system will provide for the transmission of the case file to the subdivision for combating illegal stay according to the territorial competence.</p>
CF U03.2:03	M	<p>The system will digitally support the process of examining the file that provides:</p> <ul style="list-style-type: none"> verification of the legality and risks of the foreigner's stay on the territory of the Republic of Moldova in the SI "Migration" (CU U01 Verification of the person in the SI "Migration") and in external systems (CU U02: Verification of persons and documents in external sources) verification of the documents required to be presented according to the public service preparation of the examination report indicating the conclusion, as the case may be, of the proposal to apply a precautionary measure against the foreigner. Sending the report of the Decision-Maker who initiated the task.
CF U03.2:03	M	<p>In case of identification of violations, the responsible executor initiates an administrative or contravention case (CU 20: Registration and management of administrative case files, CU U22 I register notification / self-notification regarding the contravention act)</p>
CF U03.2:03	M	<p>The system will keep track of the term of stay of the foreigner on the territory of the Republic of Moldova based on the information about his entry into the country.</p>
CF U03.2:03	M	<p>The system will monitor major/critical events and warn the responsible persons (executor and decision-maker) about their approach/triggering.</p> <p>Examples of critical events can be considered:</p> <p>a) Events related to the process, such as: assignment for execution, transmission to the coordination, changes in the file, change in the status of the file, etc.</p> <p>b) Events targeting persons</p> <ul style="list-style-type: none"> Compliance with the legal deadline for submitting the declaration/amendments, Expiry of the 90-day term of legal stay on the territory of the Republic of Moldova Entry/exit to/from the territory of the Republic of Moldova of the foreigner Cancellation/modification of the reason for being Initiation of the request for another right for the foreigner Initiation of administrative or contravention cases targeting the foreigner Applying Certain Notices to the Foreigner

WITH U03.3. Registration of the temporary stay of the foreigner for a period of up to 90 days at the request of the foreigner

The use case describes the functionalities provided by the system to users for registering the temporary stay of the alien for a period of up to 90 days at the request of the alien.

The functional requirements for the use case are presented in the table below

Table U10.1: Functional requirements of the CU U10.1 use case

Identifier	Obligation	Description of the functional requirement
CF U03.3:01	M	The provider will implement a pre-defined scenario for the digital support of the registration process of the temporary stay of the foreigner for a period of up to 90 days at the request of the foreigner.
CF U03.3:02	D	SI "Migration" will ensure the import of the service file submitted online in FOD or eFilling
CF U03.3:03	M	SI "Migration" will create an eFile for each declaration (CU S02.1: Creation of eFile)
CF U03.3:04	M	The system will ensure the primary registration of foreigners in them in the electronic registers kept in the SI "Migration" (CU S02.3: I register the object of record in the register):.
CF U03.3:05	M	The following events trigger the registration procedure (CU S02.3: I register the object of registration in the register): <ul style="list-style-type: none">• Submission of the application for registration of the presence on the territory of the Republic of Moldova• Expiry of the term of stay indicated in the foreigner's declaration or of the 90-day term provided by law• Entry into the territory of the Republic of Moldova of the foreigner• Departure from the country of the foreigner indicated in the declaration.
CF U03.3:06	M	The system will transmit the case file to the subdivision for combating illegal stay according to the territorial competence.
CF U03.3:07	M	The provider will implement within the scenario business rules for automatic verification of the person (CU U01 Verification of the person in SI "Migration") and notification of the Executor
CF U03.3:08	M	The designated executor examines the file: <ul style="list-style-type: none">• verifies the legality and risks of the foreigner's stay on the territory of the Republic of Moldova in the IS "Migration" and in external systems (CU U02: Verification of persons and documents in external sources)• prepares the examination report with the indication of the conclusion, as the case may be, includes the proposal for the application of a precautionary measure in respect of the foreigner.

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> Sends the report to the Decision-Maker who initiated the task (CU G09: I execute tasks)
CF U03.3:09	M	In case of identification of violations, the responsible executor initiates an administrative or contravention case (CU 40: Registration and management of administrative case files, CU 50: Registration of notification/self-notification and record of contravention cases)
CF U03.3:10	M	The system will keep track of the term of stay of the foreigner on the territory of the Republic of Moldova based on the information about his entry into the country.
CF U03.3:11	M	<p>The system will monitor major/critical events and warn the responsible persons (executor and decision-maker) about their approach/triggering.</p> <p>At least the following critical events will be considered:</p> <p>a) Events related to the process, such as: assignment for execution, transmission to the coordination, changes in the file, change in the status of the file, etc.</p> <p>b) Events targeting persons</p> <ul style="list-style-type: none"> Compliance with the legal deadline for submitting the declaration/amendments, Expiry of the 90-day term of legal stay on the territory of the Republic of Moldova Entry/exit to/from the territory of the Republic of Moldova of the foreigner Cancellation/modification of the reason for being Initiation of the request for another right for the foreigner Initiation of administrative or contravention cases targeting the foreigner Applying Certain Notices to the Foreigner

CU U04 Connecting the identities of the foreigner.

This use case contains the necessary functionalities for connecting different identities that belong to a single person – the foreigner. Multiple identities can occur if a stranger has been assigned multiple IDNPs. These situations may be the result of historical errors, of the attribution of the IDNP code to foreigners or citizens of the Republic of Moldova with multiple citizenships, based on identification with different identity documents.

In the Register of Foreigners kept in the SI "Migration", the information about the Information Resource where the identity was identified is kept. As the case may be, the process of identity synchronization can be initiated, which provides for the replacement in the Source Information Resource of the second identity with the primary one from the Departmental State Register of Foreigners. Synchronization of data in the Third-Party Information Resource does not imply the deletion of information about the second identity from the State Register of Foreigners (the requirement on how to update data from State Registers applies).

Connecting the identities of foreigners involves identifying the main identity (usually the first identity) and linking other identities to it. The primary identity is determined by the user.

The functional requirements for the use case are presented in the table below

Table U04 Functional requirements of the CU U04 use case

Identifier	Obligation	Description of the functional requirement
CF U04:01	M	All identities of the foreigner are kept in the Departmental State Register of Foreigners kept in the SI "Migration" and can be accessed through the Foreigner's Profile.
CF U04:02	M	The system shall allow the user to search and identify all identities associated with a foreigner using different search criteria according to the G02 use case: I search and view data and documents. These identities can be extracted from various information resources or state registers.
CF U04:03	M	For the automation of the identity merge process, the Provider will define a pre-configured workflow "Workflow for confirming the consolidation of the foreigner's identity", which can be managed through the A06.5 use case: I configure pre-configured workflow.
CF U04:04	M	The system must provide the functionality to select a primary identity from the multiple identified ones. This primary identity is usually the first identity associated with the alien and is determined by the Executor.
CF U04:05	M	The system must allow all secondary identities to be linked to the selected primary identity. This includes linking the information and data from the information resources associated with the secondary identity to the primary identity.
CF U04:06	M	Secondary identities will not be deleted from the State Register of Foreigners, but will remain as secondary records, being linked to the primary identity. The system must manage these relationships and ensure data integrity.
CF U04:07	D	The system must ensure the re-mapping of information entities that refer to the foreigner (e.g. electronic files, records from internal registers), to reflect the connection of identities. All references to secondary identities must be updated to reference the primary identity.
CF U04:08	M	<p>The update of the records in the registers kept electronically in the SI "Migration" will be done automatically (use case S02.4: I register a record object in the Register). This scenario must be provided for in the workflow "Workflow for confirming the consolidation of the foreigner's identity".</p> <p>The system must automatically attach the signed confirmatory documents, necessary for the completion of the merger process, ensuring traceability and compliance with legal procedures (U21 use case I apply decisions, I approve documents).</p>
CF U04:09	M	The system must be able to automatically notify external systems with which it is interoperable, in case multiple identities have been merged or changed. This includes sending notifications and ensuring that the information in these systems is updated accordingly.

What does the registration of public service requests refer to?

CU U05 : IGM Public Service Request Registration

This use case is generic and indicates the system's ability to digitally support the process of registering public service requests provided by IGM and creating eFiles of related cases.

The IGM public services can be accessed:

1. by the physical presence of the applicant at the GUDS and the submission of documents in traditional format;
2. online – through the services offered by FOD and eFilling applications.

Not all public services provided by IGM are available online (e.g. asylum application, confirmation of stateless status, etc.).

The diagram of the public service application process to which this use case relates is presented in Annex A7 Examples of processes and activities.

The functional requirements for the use case are presented in the table below

2. Table CF I10. Functional requirements of the CU I10 use case

Identifier	Obligation	Description of the functional requirement
CF U10:01	M	SI "Migration" will implement pre-defined scenarios for the digital support of service request registration processes.
	I	The list of public services and their provision is presented in Annex A4 List of public services provided by IGM.
	I	Requests for public services can be submitted (1) online, through FOD, eFilling, eVisa (SIGV), etc. (2) in traditional format with physical presence at the IGM subdivision. The physical submission is made at the IGM subdivision in the area in which the PF applicant has domicile/residence, /PJ is registered/has headquarters:
CF U10:02	M	SI "Migration" will provide the necessary functionalities for: 1. Registration of requests for services submitted with physical presence and presentation of documents on paper; 2. Receiving and validating the electronic files of public service requests submitted online.
	M	For each public service, the system will provide a brief description of it, indicating the eligibility criteria of the applicant/beneficiary, the documents to be submitted, the terms and costs of the service. The information is intended to help the online applicant and the GUDS Executors to identify the necessary service for the foreigner and to guide the applicant on the necessary documents to be submitted, payment and terms of service provision.
CF U10:03	M	When initiating the request, the system generates a temporary unique identification number for the requested service file. Subsequently, if the request is validated and

Identifier	Obligation	Description of the functional requirement
		accepted, it will be used as the file number. The generated number is used to generate the file name of the request form.
CF U10:04	M	<p>Upon initiation of the public service request, the system will request and record the applicant's consent for the processing of personal data.</p> <ul style="list-style-type: none"> • In the case of online services – the applicant signs with an electronic signature the text of the agreement generated by the system; • In case of submitting the application on paper – the system generates the agreement document, after its signature by the applicant, the Executor uploads the scanned image of it and confirms it by his own electronic signature. • In the case of requests submitted by empowered persons/legal representative – the agreement signed by the empowered person shall indicate the reference to the document by which he/she is empowered.
CF U10:05	M	<p>In case of submission of the public service request by an empowered person/legal representative in the system, a scanned copy of the power of attorney shall be entered. The document's metadata indicates whether it includes permission to process personal data.</p> <p>The system will provide the necessary functionality for the registration of powers of attorney and the completion of the metadata describing the document.</p>
CF U10:06	M	<p>The system will provide the user with pre-defined electronic forms for registering public service requests.</p> <p>The system automatically generates forms specific to each public service requested. These forms include sections for entering the necessary information and provide options for attaching documents in electronic format.</p>
CF U10:07	M	<p>The Provider will develop the templates of the public services request forms (applications/approaches) and will validate them with the Beneficiary in the analysis stage.</p> <p>Examples of forms (application/demarche), currently used, for public services provided by IGM are presented in Annex A6 List of public services provided by IGM</p>
CF U10:08	M	<p>SI "Migration" will ensure the possibility of attaching confirmatory documents to the public service application form.</p> <p>The list of mandatory documents to be submitted, for each public service, is established by legislative acts and internal procedures of the IGM.</p> <p>In the analysis phase, the provider will identify the list of mandatory documents for each service, validate it with the Beneficiary and ensure their inclusion in the digitized public service forms.</p>
CF U10:09	M	When filling in the application form, the system automatically pre-fills at least the applicant's identification data, using the information from his profile and MPass.

Identifier	Obligation	Description of the functional requirement
CF U10:10	M	The Provider will propose and coordinate with the Beneficiary which other data existing in the system will be automatically pre-filled.
CF U10:11	M	<p>Management of complementary services: The system will allow you to select several services. At the same time, it will restrict the possibility of selecting only services that are complementary. If a complementary service is mandatory, then the system will warn the user of its necessity.</p> <p>If more than one service is selected, the system joins their forms at the screen shape level for completion.</p> <p>At the same time, if the process provides for the printing of separate forms for certain services, then the system will ensure that they are printed according to individual templates (e.g. the form for the Documentation of Foreigners' Identity Documents service is predetermined by the ASP and is printed separately).</p>
CF U10:12	M	<p>SI "Migration" will implement and apply business rules to ensure the verification and validation of the correctness and completeness of the completion of the public service file (CU S02.2: Automatic verification and validation of the public service request).</p> <p>A public service request (file) is accepted for examination only if all the automatic validations provided by the business rules included in the scenario have been successfully passed.</p>
CF U10:13	M	<p>The system must ensure the automatic verification of the mandatory conditions for the provision of the service, before accepting the registration of the request as "submitted".</p> <p>Examples of mandatory conditions can be considered:</p> <ul style="list-style-type: none"> • verification of the eligibility of the applicant/beneficiary; • verifying the correctness and completeness of the application form, including the fact of attaching the mandatory documents provided for in the form; • making payment for the service, if provided; • the presence of the applicant's consent to the processing of personal data; • signing the application form with a qualified digital signature in case of submitting the application online or of the scanned copy confirmed by the IGM employee in case of submitting the application on paper;
CF U10:14	I	The IGM may refuse the provision of the public service if the applicant and/or the beneficiary do not meet the eligibility conditions for it or have not submitted all the documents/completed the application according to the requirements for the respective service.
CF U10:15	M	The refusal to provide the public service and the reason are registered in the system.

Identifier	Obligation	Description of the functional requirement
CF U10:16	M	<p>SI "Migration" will implement capabilities regarding the verification of the applicant's eligibility to apply for the service.</p> <p>Verification of the applicant's eligibility involves:</p> <ul style="list-style-type: none"> • Checking whether the applicant meets the requirements to apply for this type of service. <p>E.g. related to the service Issuance of invitation - the right to invite foreigners is held by legal entities registered in the Republic of Moldova in the manner established by law and natural persons domiciled or residing in the Republic of Moldova who have reached the age of 18 and in respect of whom the measure of judicial protection in the form of guardianship is not instituted, except for foreigners who have arrived for studies or treatment.</p> <ul style="list-style-type: none"> • Checking for lack of restrictive records <p>E.g. related to the Issuance of the invitation service - If at least one of the persons previously invited by the applicant has not left the territory of the country within the validity period of the visa, a 2-year ban on inviting foreigners is applied, regardless of the purpose of the invitation.</p> <p>Ex.2. Persons who are serving a sentence and do not have restrictions on holding an identity document do not require services for granting the right of entry for foreigners.</p> <ul style="list-style-type: none"> • Possession of the digital signature for online applicants; <p>Holding the power of attorney in the case of representing another person, e.g. the legal person.</p>
CF U10:17	M	<p>SI "Migration" will have capabilities and will ensure the verification of the foreigner's eligibility to benefit from the right requested according to the public service.</p> <p>The verification of the eligibility of the beneficiary foreigner involves:</p> <ul style="list-style-type: none"> • The beneficiary foreigner does not have restrictive records applied; • The beneficiary foreigner corresponds to the category of foreigners liable to be granted the requested right. <p>E.g. related to the service "Issuance of the family reunification notice" - the beneficiaries of the service are the 1st degree relatives of the applicant. Additional in the case of the applicant Citizen of the Republic of Moldova - Foreign partner, unmarried who lives with the citizen of the Republic of Moldova who is unmarried and with whom he has at least one child;</p> <ul style="list-style-type: none"> • The foreigner meets the conditions established by the legislative framework for granting the requested right.
CF U10:18	M	<p>The verification of the person and the documents submitted is carried out in the SI "Migration" (CU U01 Verification of the person in the SI "Migration") and in the external systems (CU U02: Verification of persons and documents in external sources.)</p>

Identifier	Obligation	Description of the functional requirement
CF U10:19	M	If the information about the foreigner is found to be missing in the register of foreigners in the SI "Migration", the Executor will initiate the process of registering him in the records (CU U03 Registration of foreigner in the SI "Migration")
CF U10:20	M	In case multiple identities of the foreigner are found, the Executor will initiate their connection (CU U04 Connection of the foreigner's identities.)
CF U10:20	M	New foreigners who are missing from the national records (applicants for the invitation and approval for family reunification) are reported to the SIS for coordination.
CF U10:21	M	The submission of the IGM public service request can be put "on pause" and resumed.
CF U10:22	M	For all service requests, an electronic eFile file will be opened in the system. The electronic file aims to systematize all the data and documents that refer to the request. SI "Migration" will ensure the automatic creation of the eFile in accordance with the requirements described in the use case CU S02.1: eFile creation
CF U10:23	M	The public service request form is a <i>qualified structured document</i> .
CF U10:24	M	If the payment for the public service is provided, the system will generate the payment account and ensure its shipment to MPay, and the possibility of printing on paper.
CF U10:25	M	The system must ensure the possibility of consulting the status of the eFile in real time through MCabinet and eFilling
CF U10:26	M	Public Service Request Registration Triggers Pre-Defined Scenario According to CU S02 Use Case Scenario Initiation and Implementation
CF U10:27	M	Some services provide for the need for the applicant to physically appear at the GUDS. The system will notify the applicant online of the need for physical presentation to the GUDS.
CF U10:28	M	If the requested service has as a complementary service the documentation with identity documents of the foreigner, the applicant will be notified about the need to physically present himself at the GUDS.
CF U10:29	M	The system will provide the applicant with functionalities for scheduling the visit to the GUDS.
CF U10:30	M	SI "Migration" will ensure the possibility of using specialized devices for reading data necessary for the provision of the service (CU S01.5 Exchange of data with specialized devices)

Identifier	Obligation	Description of the functional requirement
CF U10:31	M	The public service request registration scenario will include the possibility of suspending the process for a period of time.
CF U10:32	M	The system will monitor the major/critical events and will warn the responsible persons (the executor and the decision-maker) about their approach/triggering. At least the following critical events will be considered: a) Terms established by the legal framework; b) Events that refer to the eligibility of the person and may lead to the cessation of the examination of the application. c) Events referring to the discipline of enforcement; d) Events aimed at changing the status of the eFile and/or the documents included.
CF U10:33	M	The system provides automatic step-by-step guidance for filling out forms and completing registration, ensuring that users understand all the requirements and steps necessary for the correct registration of the request.
CF U10:34	D	User support: In case of problems or questions, the system can provide automated support through chat-bot functionalities or integrated help centers.

CU U05.1: Registration of IGM public service request submitted at the counter

This use case describes the specific capabilities of the process of registering the request for the provision of a public service provided by the IGM, when the applicant physically presents himself to the IGM.

In case of submission with physical presence of the applicant who is on the territory of the Republic of Moldova, the public service applications are submitted to the IGM territorial subdivisions of the Ministry of Interior (north/center/south) in the radius of which the PF applicant has the domicile/residence, respectively the headquarters/office in the case of legal entities.

Some public services can also be requested at the Foreigners Registration Offices.

The IGM subdivisions responsible for receiving public service requests are specialized. Requests for public services are submitted in accordance with this specialization. The list of subdivisions receiving public services is presented in Annex A6 List of public services provided by IGM.

The functional requirements for the use case are presented in the table below

1. Table CF U05.1 Functional requirements of the CU U05.1 use case

Identifier	Obligation	Description of the functional requirement
CF U05.1:01	I	In case of submitting the request with the physical presence of the applicant, the IGM Employee initiates the IGM public service request, and fills in the service form on behalf of the applicant.
CF U05.1:02	M	The system will ensure the pre-filling of the application forms in case the data are already in the system. At least the following compartments are to be pre-filled: <ul style="list-style-type: none"> Identity data of the applicant/beneficiary;

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> Beneficiary's travel/identity document data; Data on the entry/exit of the foreigner from the country;
CF U05.1:03	M	<p>The system will restrict the possibility of modifying the identity data and identity documents of the Beneficiaries/Foreigners registered in the system from the pre-filled fields.</p> <p>In order to modify them, the Executor will initiate the modification of the registration in the following way:</p> <ol style="list-style-type: none"> The change of the alien data is carried out according to the use case CU U03 Alien Registration in SI "Migration". Modification of data on citizens of the Republic of Moldova, Legal entities registered in the Republic of Moldova shall be carried out in RSP and RSUD respectively in accordance with the procedures for managing the respective registers.
CF U05.1:04	M	<p>As an exception, if confirmatory documents are submitted, the fields including the Applicant's identity data / identity document data may be unlocked for drafting. The unblocking is carried out by the head of the Executor at his request. The system will include functionalities for dealing with exceptional cases.</p>
CF U05.1:05	M	<p>The scenario of registration of the application with the GUDS will provide for the verification of the foreigner by the IGM Executor (CU U01 Verification of the person in SI "Migration")</p>
	I	<p>It is expected that IS "Migration" will be interoperable with OCPI Interpol. Otherwise, the scenario will include verification in OCPI Interpol according to the requirements of CU U02: Verification of persons and documents in external sources.</p>
CF U05.1:06	M	<p>In the absence of information about the foreigner (applicant/beneficiary) in the SI "Migration", the Executor initiates the procedure for his registration in accordance with the use case CU U03 Registration of the foreigner in the SI "Migration"</p>
CF U05.1:07	M	<p>If the Executor has identified the existence of several identities of the foreigner, then initiates their merging according to the use case CU U04 Connection of the foreigner's identities.</p>
CF U05.1:08	M	<p>After performing the automatic checks, the Executor verifies and confirms the receipt of the file, and sends it for examination.</p> <p>The system notifies the Executor of the result of the automatic verification.</p> <p>The system does not allow the acceptance of the file if the automatic checks have not been passed.</p>
CF U05.1:09	M	<p>The system will have a business rule that determines whether the file is sent for examination to the subdivision responsible for combating illegal stay.</p>

Identifier	Obligation	Description of the functional requirement
CF U05.1:10	M	The executor may indicate the need to send the file for examination by the subdivision responsible for combating illegal stay, including in cases where the business scenario/rule does not provide for it. In this case, the executor prepares a note/report motivating the decision. The Chief Executor examines the note/report and transmits or refuses to transmit the file for further checks to the subdivision for combating illegal residence (CU G11: I assign the task/file/document for execution/examination.)
CF U05.1:11	M	The automatic system, in accordance with the pre-defined scenario, determines which Subdivision is responsible for examining the file. The decision-maker may indicate another subdivision. In this case, the file with the reasoned note is sent to the head of the Executor for assignment (CU G11: I assign the task/file/document for execution/examination).

CU U05.2 Reception of IGM public service requests submitted online

This use case describes the mechanism for taking public requests online in the SI "Migration".

IGM public service applications are submitted online through the FOD government platform service and the eFilling application.

The request submitted online may provide for the need to physically present the original documents to the GUDS or the documentation for the foreigner's identity document.

The import of service requests is done by the user with the role of Decision-Maker within GUDS. The decision-maker consults the result of the automatic checks and confirms or rejects the requests. In case of acceptance, the Decision-Maker distributes the file to the responsible Executor in accordance with CU G11: I assign the task/file/document for execution/examination.

The functional requirements for the use case are presented in the table below

2. Table CF U05.2 Functional requirements of the CU U05.2 use case

Identifier	Obligation	Description of the functional requirement
CF U05.2:01	M	SI "Migration" is to ensure the integration with FOD and eFilling solutions for receiving requests (forms and attached documents) for public services submitted online
CF U05.2:02	M	SI "Migration" will provide the necessary functionalities to the Decision-Maker to ensure the receipt of requests and their distribution to the Executors.
CF U05.2:03	D	The provider will propose an algorithm for the automatic distribution of the files of applications submitted online.
CF U05.2:04	M	SI "Migration" will ensure the initiation of the case according to the appropriate scenario and the automatic creation of eFiles for requests uploaded from external systems (CU S02 Initiation and implementation of the case management scenario)

Identifier	Obligation	Description of the functional requirement
CF U05.2:05	M	<p>When submitting the online application form, SI "Migration" performs the automatic verification of the files uploaded from external systems and rejects them if they do not pass the validation defined for the respective public service scenario (CU S02 Initiation and implementation of the case management scenario)</p> <p>SI "Migration" will verify and accept the application forms only if:</p> <ul style="list-style-type: none"> a) The applicant and the beneficiary are eligible for the requested service/right; b) The application form has been automatically validated for the correctness and completeness of the completion; c) The application form is signed with a qualified electronic signature; d) There is the applicant's consent to the processing of personal data (signed with a qualified electronic signature) e) Payment has been made for the requested service, if provided. f) Confirmation by the applicant of the authenticity and correctness of the data submitted.
CF U05.2:06	M	<p>For forms submitted online, only PDF files are accepted.</p> <p>The provider will analyze and propose for approval to the beneficiary the technical characteristics to which the uploaded files must correspond (e.g. size, format, etc.)</p> <p>The provider will ensure that in reasoned cases the parameters are configurable.</p>

CU U05.3 Making changes to the file of the foreigner at the examination stage, at his request.

The use case describes the procedure for receiving and making changes in the application file for granting a right to the foreigner as a result of the change:

- State Border Crossing Document
- changes in their residence

The functional requirements for the use case are presented in the table below

1. Table CF U05.3 Functional requirements of the CU U05.3 use case

Identifier	Obligation	Description of the functional requirement
CF U05.3:01.	M	Changes in the Right Request File are made for a fee and occur as a result of the request for the respective public services
CF U05.3:01	M	The request for modification is entered in the eFile of the case concerned.
CF U05.3:01	M	The system will automatically notify the Executors who are examining the case about the submitted amendment.

CU U05.4 Initiation of the cancellation of the public service request.

The use case describes the procedure for receiving and registering the applicant's refusal to provide the requested public service.

The functional requirements for the use case are presented in the table below

2. Table CF U05.4 Functional requirements of the CU U05.4 use case

Identifier	Obligation	Description of the functional requirement
CF U05.4:01.	M	The request for refusal for the public service can be submitted at any time until the decision for the requested right is issued. For this purpose, the Applicant may submit the application online or by physical presence at the GUDS.
CF U05.4:02	M	The refusal request is confirmed by a Decision-Maker (e.g. Head of GUDS).
CF U05.4:03	M	After the Decider registers and confirms the refusal request, the system will automatically move the eFile to the "canceled" status and will notify the Executors who are examining the request.
CF U05.4:04	M	The file with the status "withdrawn" is transferred to the eArchive (CU U30: Preparation for archiving of eFiles)

What does the issuance of documents refer to?

CU U6 Issuance of documents and documents

This use case presents the functionalities offered by the system to the authorized user to digitally support the activities of handing over documents, including with a special format (e.g. invitation, visa, identity documents, etc.), to external persons, and the confirmation of their delivery.

The key aspect of the handing over of documents is the recording of the fact of handing over the document. If the document provides for certain legal consequences (granting/cancelling/withdrawing a right to the foreigner, etc.), the actions provided for by the document begin to be applied from the moment the document is handed over.

As external persons, the following may be considered:

1. Applicants and Beneficiaries of public services
2. Parties involved in the administrative case
3. The offender and other parties involved in the contravention case
4. Public authorities and persons requesting official information from the IGM

Ways of issuing documents and documents supported by SI "Migration":

Issuance of the document/document on paper with the physical presence of the person:

1. Delivery to the GUDS, the IGM chancellery or another IGM subdivision. In order to hand over the document/document, the applicant/beneficiary shall go to the GUDS or another subdivision of the IGM.
2. Handing "in the hand". The handing over of the document is carried out by the IGM employee, usually the Executor of the combat subdivision, who goes to the place of the person's whereabouts.

Issuance of the document/document on paper without the physical presence of the person:

3. Issuance of the act/document through the MDelivery service. In case of sending the document / document through MDelivery, SI "Migration" ensures the integration with the respective service for filling in the shipment order form and receiving the delivery confirmation.
4. Issuance of the act/document through the Post Office of Moldova

Issuance of the document/act in electronic format:

5. For the issuance of documents in electronic format, the government platform service MDoc is used. Information about the delivery of the electronic document and the reference to it can be consulted in the person's personal office through the MCabinet service.

The functional requirements for the use case are presented in the table below

Table U06. Functional requirements of the CU U06 use case

Identifier	Obligation	Description of the functional requirement
CF U06:01	M	SI "Migration" will ensure the recording of the fact of handing over any document produced in the system, except for documents containing public information, to external persons, including if the document is submitted in electronic format.
CF U06:02	M	SI "Migration" will offer the possibility of delivering documents through MDelivery and/or MDoc services
CF U06:03	M	SI "Migration" will provide functionalities to the user to be able to register notes, as the case may be, documents referring to the process of handing over the document (e.g. information and copy of the power of attorney if the document has been picked up by authorized persons)
CF U06:04	M	The system will notify and ensure the initiation of the pre-defined scenario/workflow for the withdrawal of the identity document, if the handing over of the document provides for the withdrawal of the documents held by the foreigner (e.g. withdrawal of identity documents when handing over the return decision, etc.)
CF U06:05	M	In the case of merged and complex documents (e.g. decision to cancel the right of residence and return decision), the System will record the fact of handing over/receiving each structured document/compartiment.
CF U06:06	M	The handing over of documents that produce a legal effect is to be registered in the electronic register of foreigners in the SI "Migration". The date, if any, the time of handing over the document will serve as a basis for calculating the terms provided by the legislation.
CF U06:07	M	Documentation with national identity documents is mandatory for foreigners who receive the right of temporary, permanent residence, beneficiaries of a form of international protection, stateless persons. The system will notify the GUDS Applicant/Executor about the need to document with identity documents when handing over the decision on granting the right of temporary, permanent residence, beneficiaries of a form of international protection, stateless persons, if the respective service has not been requested.

Identifier	Obligation	Description of the functional requirement
CF U06:08	M	<p>If the moment of delivery of the document provides for the triggering of an event that provides for a deadline for the execution of the prescription, the system will notify the executor and the decision-maker about the non-fulfillment of the prescription by the person concerned (e.g. if the foreigner has not left the country within the prescribed period).</p> <p>The system will notify the data subject, as the case may be, the service applicant, about the expiration of the statute of limitations.</p>

CU U6.1: Issuance of the Certificate on the confirmation of the foreigner's status on the territory of the Republic of Moldova.

The use case presents the functionalities to be offered by the system regarding the preparation and issuance of the Certificate on the confirmation of the foreigner's status on the territory of the Republic of Moldova.

The functional requirements for the use case are presented in the table below

Table U06.1. Functional requirements of the CU U06.1 use case

Identifier	Obligation	Description of the functional requirement
CF U06.1:01	M	SI "Migration" will implement a pre-defined scenario to ensure the digital support of the process of preparation and issuance of the Certificate on the confirmation of the foreigner's status on the territory of the Republic of Moldova.
CF U06.1:02	M	The system will ensure the reception of public service requests submitted online and to GUDS according to CU U06: IGM public service request registration.
CF U06.1:03	M	The system will implement a business rule that will allow the file to be sent to the Executor of the subdivision for combating illegal stay in case of identification of violations or orders ordered regarding the foreigner.
CF U06.1:04	M	<p>The certificate includes information about:</p> <ul style="list-style-type: none"> - assigning the State Identification Number (IDNP) from the State Register of Population; - issuance of the identity document or lack thereof; - registration at home/residence or lack thereof; - family composition. - Etc. <p>The Provider will establish with the Beneficiary and implement in the SI "Migration" a pre-defined template for the Certificate form.</p>
CF U06.1:05	M	The certificate on the confirmation of the foreigner's status on the territory of the Republic of Moldova is signed and issued by the GUDS Executor.
CF U06.1:06	M	The system will allow the preparation of the Certificate in electronic format and on paper, and its delivery to the counter, through MDelivery or MDoc in accordance

Identifier	Obligation	Description of the functional requirement
		with the preference indicated by the applicant (CU U06 Issuance of documents and documents)

What does the management of appeals refer to?

CU U07 Registration and examination of appeals:

The use case describes the procedure for examining appeals for refusal to grant, withdrawal/cancellation of a right to the foreigner and other administrative cases.

The standard appeal review process includes the following activities:

- 1) Registration of the preliminary application for appeal submitted by the applicant to the registry of the subdivision that issued the negative decision (Regional Directorate IGM or central).
- 2) The application shall be attached to the Public Service File requested by the Applicant or the Administrative Case File.
- 3) The application is assigned and examined by the Legal Directorate/Section
 - a) If the Legal Directorate/Section admits the request, the File is sent to the subdivision that issued the negative decision for reconsideration;
 - b) If the Employee of the Directorate/Section maintains the negative decision, the File is sent to the superior body for examination. The Regional Directorate sends the File to the IGM office, the appeals submitted to the IGM central office are sent for examination to the Ministry of Internal Affairs;
- 4) The superior body maintains the negative decision or admits the request and sends the File for re-examination.
- 5) The negative decision of the authority can be appealed in court.
- 6) If the court admits the appeal, then it issues in the IGM the conclusion of receipt in the procedure with the request for summons.
- 7) Negative decisions of the court of law can be appealed to the higher court. Respectively, the appeals are examined in the order of competence by:
 1. Court of first instance
 2. Court of Appeal
 3. Supreme Court of Justice
- 8) The court may refer the file to the IGM for re-examination or to the lower court, as the case may be

The functional requirements for the use case are presented in the table below

Table U07 Functional requirements of the CU U07 use case

Identifier	Obligation	Description of the functional requirement
CF U07:01	M	SI "Migration" will provide the necessary functionalities for the registration and registration in the system of the appeals submitted to the IGM or of the conclusions of receipt in the procedure with the summons request.

Identifier	Obligation	Description of the functional requirement
CF U07:02	D	SI "Migration" will ensure the import of appeals (electronic document and metadata) from SI Chancellery
CF U07:03	D	SI "Migration" will provide functionalities necessary for the digitization of the process of managing appeals examined in the ordinary procedure.
CF U07:04	D	SI "Migration" will provide functionalities necessary for the digitization of the process of managing appeals examined in the courts.
CF U07:05	M	SI "Migration" will provide the necessary functionalities for the preparation / registration and record of the decisions taken following the examination of appeals

What does it mean to document foreigners and stateless persons with identity documents?

CU U08: Documentation of foreigners and stateless persons with identity documents.

The use case describes the specific requirements of the foreigner's documentation process for the production of the identity document.

The functional requirements for the use case are presented in the table below

Table U05 Functional requirements of the CU U05 use case

Identifier	Obligation	Description of the functional requirement
CF U08:01	M	SI "Migration" will provide a pre-defined scenario for digital support of the process of documenting with identity documents foreigners who have received the right to stay on the territory of the Republic of Moldova in accordance with the legal provisions.
CF U08:02	M	SI "Migration" will implement the validations regarding the format and content of the data taken over for documentation with identity documents according to the requirements of the agreement with the ASP.
CF U08:03	I	The BPMN diagram of the documentation process of foreigners with identity documents and the forms of the application form according to the structure and format established by the ASP are presented in the technical annexes (Annex A12 Technical annexes)
CF U08:04	M	<p>The case scenario will provide the necessary functionalities for carrying out the operational activities provided by the regulatory framework and the internal acts referring to the following stages of case management:</p> <ol style="list-style-type: none"> 1. Registration / Receipt of the public service request (CU U05: Registration of the IGM public service request), which also includes: <ol style="list-style-type: none"> a. Filling in the application form according to the structure and format established by the ASP; b. Taking facial image, holographic signature image and fingerprints with the use of specialized equipment.

Identifier	Obligation	Description of the functional requirement
		<p>c. Registration/deletion of foreigners at home and residence;</p> <p>2. Alien Verification</p> <p>a. Verification of eligibility (e.g. whether the alien has been granted/extended the right of residence/asylum/etc.)</p> <p>b. Verification of records and other restrictions in internal records and other information systems (CU U01 Verification of the person in SI "Migration", CU U02: Verification of persons and documents in external sources)</p> <p>3. Registration of the sarin, its identity documents, residence visa data and other information about the foreigner in the RSP, as the case may be, generation and assignment of a State Identification Number (IDNP);</p> <p>4. Issuance of the identity document to foreign citizens, stateless persons, beneficiaries of international protection established with residence or domicile on the territory of the Republic of Moldova and ensure their record (CU U6 Issuance of documents and documents)</p> <p>5. Registration, collection of valid/invalid identity documents for cancellation/destruction;</p> <p>6. Archiving of the file.</p>
CF U08:05	M	For documentation with identity documents, the person's photograph, the image of the handwritten signature and the image of fingerprints are taken. The images are taken with the help of special devices (e.g. Vision Box). The system shall ensure integration with specialised devices for the purpose of retrieving the foreigner's biometric data (CU S01.5 Exchange of data with specialised devices)
CF U08:06	I	Documentation services for foreigners with identity documents can be requested at home. To this end, the IGM forms a mobile team that travels to the applicant's place of residence.
CF U08:07	M	SI "Migration" will allow the documentation of foreigners at home by implementing remote access mechanisms, including the use of special remote devices.
CF U08:08	M	SI "Migration" will provide the executor with a tool for formatting images (facial image, signature image, fingerprint image) in accordance with the requirements of the ASP
CF U08:09	M	SI "Migration" will implement the mechanism for validating the image format according to the requirements of the ASP.
CF U08:10	M	The system will log the fact of image processing (facial image, signature image, fingerprint image).
CF U08:11	M	SI "Migration" will ensure the registration and record of residence/domicile visas of foreigners.
CF U08:12	M	Registration/deletion from the register at the residence or domicile of the foreigner. The record of residence is registered in the State Register of Population.

What does it refer to granting the right of entry, stay, stay, repatriation and emigration of the foreigner?

CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

Generic use case that presents all the processes and sub-processes related to the operational activities regarding the granting of the right of entry, stay, stay according to various reasons and issuance of the authorized emigration permit of the foreigner.

This use case relates to digitizing the following business activities and processes:

- Registration and management of the file regarding the granting of the invitation to foreigners
- Registration and management of the file regarding the issuance of the family reunification notice
- Registration and management of the file on the extension of the foreigner's visa
- Registration and management of the file on the confirmation of the right of temporary stay on the territory of the Republic of Moldova for a period of more than 90 days
- Registration and management of the file regarding the granting/extension of the right of provisional residence for family reunification
- Registration and management of the file regarding the granting/extension of the right of temporary residence for work purposes, according to the following sub-reasons:
 1. migrant workers
 2. foreigners whose specialties are included in the List of Priority Occupations
 3. foreigners engaged in investment projects of national importance
 4. foreigners employed in external assistance projects
 5. highly skilled foreign workers
 6. foreign workers posted to the
 7. foreigners who carry out teaching activities, activities in the field of culture, health, sports or other categories of specific activities of a temporary nature in the profile institutions of the Republic of Moldova
 8. persons with management positions within an applicant beneficiary with activities in the field of information technology and specialists in the field of information technology
 9. Employees of residents of free economic zones
- Registration and management of the file regarding the granting/extension of the right of temporary residence of the foreigner for studies
- Registration and management of the file regarding the granting/extension of the right of temporary residence of the foreigner for humanitarian, voluntary or religious activities.
- Registration and management of the file regarding the granting/extension of the right of temporary residence of the foreigner for long-term medical treatment, spa and recovery.
- Registration and management of the file on the granting/extension of the right of temporary residence of the foreigner for the protection of victims of trafficking in human beings
- Registration and management of the file regarding the granting/extension of the right of temporary residence of the foreigner for the protection of victims of domestic violence
- Registration and management of the file on the granting/extension of the right of temporary residence of the foreigner for foreigners with a leading position within the PJ registered in the Republic of Moldova

- Registration and management of the file on granting the right of permanent residence on the territory of the Republic of Moldova
- Registration and management of the file on the confirmation of the right to repatriation
- Registration and management of the file regarding the issuance of the authorized emigration authorization
- Registration and management of the file on granting the right of permanent residence on the territory of the Republic of Moldova
- Registration and management of the file on the confirmation of the right to repatriation

The generic diagram of the operational activities carried out within the processes listed above is presented in Annex A7 Examples of processes and activities.

The functional requirements for the use case are presented in the table below

Table U10 Functional requirements of the CU U10 use case

Identifier	Obligation	Description of the functional requirement
CF U10:01	M	SI "Migration" will implement pre-defined scenarios for the digital support of service request registration processes.
CF U10:02	I	The list of public services and their provision is presented in Annex A4 List of public services provided by IGM.
CF U10:03	I	Requests for public services can be submitted (1) online, through FOD, eFilling, eVisa (SIGV), etc. (2) in traditional format with physical presence at the IGM subdivision. The physical submission is made at the IGM subdivision in the area in which the PF applicant has domicile/residence, /PJ is registered/has headquarters:
CF U10:04	M	SI "Migration" will provide the necessary functionalities for: 1. Registration of requests for services submitted with physical presence and presentation of documents on paper; 2. Receiving and validating electronic files of public service requests submitted online via third-party applications.
CF U10:05	M	For each public service, the system will allow access to a brief description of it, indicating the eligibility criteria of the applicant/beneficiary, the documents to be submitted, the terms and costs of the service. The information is intended to help the online applicant and the GUDS Executors to identify the necessary service for the foreigner and to guide the applicant on the necessary documents to be submitted, payment and terms of service provision.
CF U10:06	M	Upon initiation of the request submitted to the GUDS, the system generates a temporary unique identification number for the requested service file. Subsequently, if the request is validated and accepted, it will be used as the file number. The generated number is used to generate the file name of the request form.

Identifier	Obligation	Description of the functional requirement
CF U10:07	M	<p>Upon initiation of the public service request, the system will record the notification of the requester for the processing of personal data.</p> <ul style="list-style-type: none"> • In the case of online services – the applicant signs with an electronic signature the text of the notification generated by the system; • In case of submitting the request on paper – the system generates the notification document, after its signature by the applicant, the Executor uploads the scanned image of it and confirms it by its own electronic signature. • In the case of requests submitted by empowered persons/legal representative – the agreement signed by the empowered person shall indicate the reference to the document by which he/she is empowered.
CF U10:08	M	<p>In case of submission of the public service request by an empowered person/legal representative in the system, a scanned copy of the power of attorney shall be entered. The document's metadata indicates whether it includes permission to process personal data.</p> <p>The system will provide the necessary functionality for the registration of powers of attorney and the completion of the metadata describing the document.</p>
CF U10:09	M	<p>The system will provide the user with pre-defined electronic forms for registering public service requests.</p> <p>The system automatically generates forms specific to each public service requested. These forms include sections for entering the necessary information and provide options for attaching documents in electronic format.</p>
CF U10:10	M	<p>The Provider will develop the templates of the public services request forms (applications/approaches) and will validate them with the Beneficiary in the analysis stage.</p> <p>Examples of forms (application/demarche), currently used, for public services provided by IGM are presented in Annex A6 List of public services provided by IGM</p>
CF U10:11	M	<p>SI "Migration" will ensure the possibility of attaching confirmatory documents to the public service application form.</p> <p>The list of mandatory documents to be submitted, for each public service, is established by legislative acts and internal procedures of the IGM.</p> <p>In the analysis phase, the provider will identify the list of mandatory documents for each service, validate it with the Beneficiary and ensure their inclusion in the digitized public service forms.</p>
CF U10:12	M	<p>When filling in the application form, the system automatically pre-fills at least the applicant's identification data, using the information from his profile and MPass.</p>
CF U10:13	M	<p>The Provider will propose and coordinate with the Beneficiary which other data existing in the system will be automatically pre-filled.</p>

Identifier	Obligation	Description of the functional requirement
CF U10:14	M	<p>Management of complementary services: The system will allow you to select several services. At the same time, it will restrict the possibility of selecting only services that are complementary. If a complementary service is mandatory, then the system will warn the user of its necessity.</p> <p>If more than one service is selected, the system joins their forms at the screen shape level for completion.</p> <p>At the same time, if the process provides for the printing of separate forms for certain services, then the system will ensure that they are printed according to individual templates (e.g. the form for the Documentation of Foreigners' Identity Documents service is predetermined by the ASP and is printed separately).</p>
CF U10:15	M	<p>SI "Migration" will implement and apply business rules to ensure the verification and validation of the correctness and completeness of the completion of the public service file (CU S02.2: Automatic verification and validation of the public service request).</p> <p>A public service request (file) is accepted for examination only if all the automatic validations provided by the business rules included in the scenario have been successfully passed.</p>
CF U10:16	M	<p>The system must ensure the automatic verification of the mandatory conditions for the provision of the service, before accepting the registration of the request as "submitted".</p> <p>Examples of mandatory conditions can be considered:</p> <ul style="list-style-type: none"> • verification of the eligibility of the foreign applicant/beneficiary; • verifying the correctness and completeness of the application form, including the fact of attaching the mandatory documents provided for in the form; • making payment for the service, if provided; • the presence of the applicant's consent/notification for the processing of personal data; • signing the application form with a qualified digital signature in case of submitting the application online or of the scanned copy of the application signed by hand, confirmed with the digital signature of the Executor, in case of submitting the application on paper;
CF U10:17	I	<p>Example of applicant eligibility check:</p> <ul style="list-style-type: none"> • Checking whether the applicant meets the requirements to apply for this type of service. <p>E.g. related to the service Issuance of invitation - the right to invite foreigners is held by legal entities registered in the Republic of Moldova in the manner established by law and natural persons domiciled or residing in the Republic of Moldova who have reached the age of 18 and in respect of whom the measure of</p>

Identifier	Obligation	Description of the functional requirement
		<p>judicial protection in the form of guardianship is not instituted, except for foreigners who have arrived for studies or treatment.</p> <ul style="list-style-type: none"> • Checking for lack of restrictive records <p>E.g. related to the Issuance of the invitation service - If at least one of the persons previously invited by the applicant has not left the territory of the country within the validity period of the visa, a 2-year ban on inviting foreigners is applied, regardless of the purpose of the invitation.</p> <p>Ex.2. Persons who are serving a sentence and do not have restrictions on holding an identity document do not require services for granting the right of entry for foreigners.</p> <ul style="list-style-type: none"> • Possession of the digital signature for online applicants; <p>Holding the power of attorney in the case of representing another person, e.g. the legal person.</p>
CF U10:18	I	<p>Example of verification of the eligibility of the beneficiary foreigner:</p> <ul style="list-style-type: none"> • The beneficiary foreigner does not have restrictive records applied; • The beneficiary foreigner corresponds to the category of foreigners liable to be granted the requested right. <p>E.g. related to the service "Issuance of the family reunification notice" - the beneficiaries of the service are the 1st degree relatives of the applicant. Additional in the case of the applicant Citizen of the Republic of Moldova - Foreign partner, unmarried who lives with the citizen of the Republic of Moldova who is unmarried and with whom he has at least one child;</p> <ul style="list-style-type: none"> • The foreigner meets the conditions established by the legislative framework for granting the requested right.
CF U10:19	I	<p>The IGM may refuse the provision of the public service if the applicant and/or the beneficiary do not meet the eligibility conditions for it or have not submitted all the documents/completed the application according to the requirements for the respective service.</p>
CF U10:20	M	<p>The process of examining the eFiles of public services involves external coordination with other authorities.</p> <p>At the analysis and design stage, the Supplier will identify and validate with the Beneficiary all the external coordinations necessary to be implemented.</p>
CF U10:21	M	<p>The non-admission of the request for public service and the reason is registered in the system.</p> <p>If necessary, the system will allow the printing of the notification of non-admission.</p>
CF U10:22	M	<p>The verification of the person (applicant and the foreign beneficiary) and the documents submitted is carried out in the SI "Migration" (CU U01 Verification of</p>

Identifier	Obligation	Description of the functional requirement
		the person in the SI "Migration") and in the external systems (CU U02: Verification of persons and documents in external sources.)
CF U10:23	M	If the information about the foreigner is found to be missing in the register of foreigners in the SI "Migration", the Executor will initiate the process of registering him in the records (CU U03 Registration of foreigner in the SI "Migration")
CF U10:24	M	In case multiple identities of the foreigner are found, the Executor will initiate their connection (CU U04 Connection of the foreigner's identities.)
CF U10:25	M	Information about foreigners applying for the invitation, asylum seekers and beneficiaries of a form of protection is transmitted to the SIS for coordination and approval.
CF U10:26	M	The submission of the IGM public service request can be put "on pause" and resumed.
CF U10:27	M	For all service requests, an electronic eFile file will be opened in the system. The electronic file aims to systematize all the data and documents that refer to the request. SI "Migration" will ensure the automatic creation of the eFile in accordance with the requirements described in the use case CU S02.1: eFile creation
CF U10:28	M	The public service request form is a <i>qualified structured document</i> .
CF U10:29	M	If the payment for the public service is provided, the system will generate the payment account and ensure its shipment to MPay, and the possibility of printing on paper.
CF U10:30	M	The system will ensure payment confirmation in the MPay service.
CF U10:31	M	The system must ensure the possibility of consulting the status of the eFile in real time through MCabinet and eFiling
CF U10:32	M	Public Service Request Registration Triggers Pre-Defined Scenario According to CU S02 Use Case Scenario Initiation and Implementation
CF U10:33	D	Some services provide for the need for the applicant to physically appear at the GUDS. The system will notify the applicant online of the need for physical presentation to the GUDS.
CF U10:34	M	If the requested service has as a complementary service the documentation with identity documents of the foreigner, the applicant will be notified about the need to physically present himself at the GUDS.
CF U10:35	M	The system will provide the applicant with functionalities for scheduling the visit to the GUDS.

Identifier	Obligation	Description of the functional requirement
CF U10:36	M	SI "Migration" will ensure the possibility of using specialized devices for reading data necessary for the provision of the service (CU S01.5 Exchange of data with specialized devices)
CF U10:37	M	The public service request registration scenario will include the registration of the request to suspend the process for a period of time.
CF U10:38	M	The system will monitor the major/critical events and will warn the responsible persons (the executor and the decision-maker) about their approach/triggering. Examples of critical events can be considered: a) Terms established by the legal framework; b) Events that refer to the eligibility of the person and may lead to the cessation of the examination of the application. c) Events referring to the discipline of enforcement; d) Events aimed at changing the status of the eFile and/or the documents included.
CF U10:39	M	The system provides automatic step-by-step guidance for filling out forms and completing registration, ensuring that users understand all the requirements and steps necessary for the correct registration of the request.
CF U10:40	D	User support: In case of problems or questions, the system can provide automated support through chat-bot functionalities or integrated help centers.

CU U10.1: Examination of the file on the issuance of the invitation to foreigners

The use case describes specific aspects of managing eFiles on the issuance of the invitation to foreigners. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The use case refers to the following business processes:

1. Issuance of invitation for foreigners wishing to enter the Republic of Moldova at the request of a natural person from the Republic of Moldova
2. Issuance of invitation for foreigners wishing to enter the Republic of Moldova, at the request of a legal entity registered in the Republic of Moldova

The description of the functional requirements specific to the use case are presented in the table below.

Table U10.1 Functional requirements of the CU U10.1 use case

Identifier	Obligation	Description of the functional requirement
CF U10.1:01	M	SI "Migration" will implement a pre-defined scenario to ensure the digital support of the process of managing the file for the public service regarding the granting of the invitation to the foreigner.

Identifier	Obligation	Description of the functional requirement
CF U10.1:02	I	The system will ensure the reception of public service requests submitted online and to the GUDS according to CU U11: IGM public service request registration.
CF U10.1:03	M	The system will ensure the digitization of the coordination process with SIS of the eligibility of the beneficiary foreigner for granting the invitation.
CF U10.1:04	M	The system will automatically manage the transmission of the file to the coordination to the Executor of the subdivision for combating illegal stay in accordance with the case management requirements (e.g. the foreigner's country of origin)
CF U10.1:05	M	The responsible executor sends the conclusion together with the file for approval to the head of SARS (if it has been examined by the SARS official) or to the head of the SCSI and the Regional Directorate (if it has been examined by the SCSI official) (CU U21 I apply decisions, approve documents);
CF U10.1:06	M	As a result of the provision of the service, the following documents may be issued: <ul style="list-style-type: none"> a) In case of a positive opinion: <ul style="list-style-type: none"> • Decision on granting invitation • Invitation b) In case of refusal decision: <ul style="list-style-type: none"> • Refusal decision on the issuance of the invitation • Letter of information on the refusal decision and appeals c) Other documents produced in the process <ul style="list-style-type: none"> • Conclusions on the outcome of the examination of the application; • Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.) • Coordination note on granting/extending the right (exit letter)

CU U10.2: Examination of the file on the issuance of the family reunification notice

The use case describes specific aspects of the management of eFiles regarding the issuance of the family reunification notice. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The use case refers to the following business processes:

1. Issuance of the Notice for family reunification with the citizen of the Republic of Moldova
2. Issuance of the Permit for family reunification with the foreigner who has the right to stay in the Republic of Moldova

The approval for family reunification is a document issued by the competent authority for foreigners at the request of citizens of the Republic of Moldova domiciled in the Republic of Moldova or foreigners who have the right of residence in the Republic of Moldova and which constitutes one of the conditions for obtaining a long-stay visa for the purpose of family reunification of the applicant for the opinion;

The description of the functional requirements specific to the use case are presented in the table below.

Table CF U10.2 Functional requirements of the CU U10.2 use case

Identifier	Obligation	Description of the functional requirement
CF U10.2:01	M	SI "Migration" will implement a pre-defined scenario to ensure the digital support of the process of managing the file related to the public service regarding the issuance of the family reunification notice.
CF U10.2:01	M	The file must be sent for verification to the section Combating Illegal Stay of Foreigners
CF U10.2:01	M	The system will provide for external coordination with the following authorities within the case management scenario: <ul style="list-style-type: none">• Civil status offices – request for verification of civil status documents of citizens married to foreigners (not all civil status documents are in the RSP).
CF U10.2:01	M	As a result of the provision of the service, the following documents may be issued: <ul style="list-style-type: none">• Decision:<ul style="list-style-type: none">a) to issue the opinionb) to refuse to issue the opinion.• Opinion for family reunification (in case of positive decision)• Conclusions on the outcome of the examination of the application;• Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.)• Coordination note on granting/extending the right (exit letter)

CU U10.3: Examination of the file on the extension of the foreigner's visa

The use case describes specific aspects of the management of eFiles regarding the extension of the short-stay visa and/or the stay according to it. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The use case refers to the following business processes:

1. Extension of the short-stay visa and/or stay at the request of the individual
2. Extension of the short-stay visa and/or stay at the request of the legal entity

The short-stay visa, which has granted a period of stay of less than 90 days, may be extended by new terms so that the total duration of the stay granted does not exceed 90 calendar days during any 180 calendar day period, which implies taking into account the last 180-day period preceding each day of stay.

The extension of the visa can only take place for the same purpose for which it was granted.

The IGM can extend the visa only for the same purpose for which it was granted based on the visa holder's application (natural or legal persons) and the mandatory documents related to the service. Depending on the purpose for which the visa is granted, it can be of the following types:

- a) type "C" - short stay;
- Visas are offered to citizens of the countries specified in Annex no. 1 of Law no. 257/2013.

The description of the functional requirements specific to the use case are presented in the table below.

Table U10.3 Functional requirements of the CU U10.3 use case

Identifier	Obligation	Description of the functional requirement
CF U10.3:01	M	SI "Migration" will implement a pre-defined scenario to ensure the digital support of the process of managing the file for the public service regarding the extension of the visa and/or stay.
CF U10.3:02	I	When defining the pre-defined scenario, the Internal Operational Standard Operating Procedure regarding the reception, examination and extension of validity and/or duration of stay granted through a visa approved by IGM Order 43 of 14.12.2021 will be taken into account
CF U10.3:03	D	It is expected that the provider will propose an optimization of the business process regarding the issuance of the authorized emigration authorization.
CF U10.3:04	I	The IGM can cancel or revoke visas issued to foreigners who no longer meet the conditions for their issuance
CF U10.3:05	M	The system will ensure the reception of public service requests submitted online and to the GUDS according to CU U05: IGM public service request registration.
CF U10.3:06	M	As a result of the provision of the service, the following documents may be issued: <ul style="list-style-type: none"> Decision: <ol style="list-style-type: none"> to extend your visa to refuse the visa extension application. visa revocation/cancellation Conclusions on the outcome of the examination of the application; Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.) Coordination note on granting/extending the right (exit letter)
CF U10.3:07	I	The visa extension is carried out by applying the stamp on visa extension to the Foreigner's travel document, which also indicates the duration of his/her legal stay in the Republic of Moldova
CF U10.3:08	I	Submission of the travel document with the completed visa extension data can be via GUDS or MDelivery service, as per the Applicant's request
CF U10.3:09	M	SI "Migration" will automatically transmit the information about visa extension / refusal of visa extension in SI GV.

CU U10.4: Examination of the file on the confirmation of the right to stay temporarily on the territory of the Republic of Moldova for a period of more than 90 days

The use case describes specific aspects of the management of eFiles regarding the confirmation of the right of temporary stay on the territory of the Republic of Moldova for a period of more than 90 days of certain

categories of foreigners. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The use case refers to the following business processes:

1. Registration and management of the file on the confirmation of the right of temporary stay on the territory of the Republic of Moldova for a period of more than 90 days, for:
 - seasonal workers in agricultural work and frontier workers
 - professional sellers, contract service providers or independent professionals.

The description of the functional requirements specific to the use case are presented in the table below.

Table U10.4 Functional requirements of the CU U10.4 use case

Identifier	Obligation	Description of the functional requirement
CF U10.4:01	M	SI "Migration" will provide a pre-defined scenario to digitally support the process of registration and management of the file on the confirmation of the right of temporary stay on the territory of the Republic of Moldova for a period of more than 90 days of certain categories of foreigners
CF U10.4:02	M	The scenario will provide for external coordination with the following authorities within the case management scenario: 1. Ministry of Labour and Social Protection
CF U10.4:03	M	As a result of the provision of the service, the following documents may be issued: <ul style="list-style-type: none">• Conclusions on the outcome of the examination of the application;• Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.)• Decision confirming the right of temporary stay on the territory of the Republic of Moldova of the foreigner• Decision to refuse the foreigner to stay on the territory of the Republic of Moldova, including:<ul style="list-style-type: none">• Letter of information on the refusal decision and appeals;• Coordination note on granting/extending the right (exit letter)

CU U10.5: Examination of the file on the granting/extension of the right of provisional residence for family reunification

The use case describes specific aspects of the management of eFiles regarding the granting/extension of the right of temporary residence on the territory of the Republic of Moldova of the foreigner for family reunification. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The use case refers to the following business processes:

1. Registration and management of the file on the granting/extension of the right of temporary residence on the territory of the Republic of Moldova to the foreigner for family reunification:
 - with the citizens of the Republic of Moldova

- with foreigners who have the right of temporary or permanent residence in the Republic of Moldova
- granted to family members independently

The description of the functional requirements specific to the use case are presented in the table below.

Table U10.5 Functional requirements of the CU U10.5 use case

Identifier	Obligation	Description of the functional requirement
CF U10.5:01	M	SI "Migration" will provide a pre-defined scenario to digitally support the process of registration and management of the file on the granting/extension of the right of temporary residence on the territory of the Republic of Moldova of the foreigner for family reunification
CF U10.5:02	M	The scenario will provide for external coordination with the following authorities within the case management scenario: <ul style="list-style-type: none"> • Civil status offices – request for verification of civil status documents of citizens married to foreigners (not all civil status documents are in the RSP).
CF U10.5:03	M	As a result of the provision of the service, the following documents may be issued: <ul style="list-style-type: none"> • Decision on granting/extending the right of temporary residence on the territory of the Republic of Moldova of the foreigner for family reunification • Decision refusing to grant/extend the right of temporary residence on the territory of the Republic of Moldova to the foreigner for family reunification, including <ul style="list-style-type: none"> • Letter of information on the refusal decision and appeals • Conclusions on the outcome of the examination of the application; • Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.) • Coordination note on granting/extending the right (exit letter)
	M	In case of granting/extending the right of stay, the foreigner is to be documented with identity documents.

CU U10.6: Examination of the file on the granting/extension of the right of provisional residence for work purposes

The use case describes specific aspects of the management of the eFiles regarding the granting/extension of the right of temporary residence on the territory of the Republic of Moldova to the foreigner for work purposes. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The use case refers to the following business processes:

1. Registration and management of the file on the granting/extension of the right of temporary residence on the territory of the Republic of Moldova of foreigners for work purposes in accordance with the reasons and sub-reasons provided by the legislation, such as:
 - a) migrant workers
 - b) foreigners whose specialties are included in the List of Priority Occupations
 - c) foreigners engaged in investment projects of national importance
 - d) foreigners employed in external assistance projects
 - e) highly skilled foreign workers
 - f) foreign workers posted to the
 - g) foreigners who carry out teaching activities, activities in the field of culture, health, sports or other categories of specific activities of a temporary nature in the profile institutions of the Republic of Moldova
 - h) persons with management positions within an applicant beneficiary with activities in the field of information technology and specialists in the field of information technology
 - i) Employees of residents of free economic zones

The description of the functional requirements specific to the use case are presented in the table below.

Table U10.6 Functional requirements of the CU U10.6 use case

Identifier	Obligation	Description of the functional requirement	
CF U10.6:01	M	SI "Migration" will provide a pre-defined scenario to digitally support the process of registration and management of the file on the granting/extension of the right of temporary residence on the territory of the Republic of Moldova of the foreigner for work purposes in accordance with the reasons and sub-reasons provided by the legislation	
CF U10.6:02	M	The case management scenario will include external coordinations in accordance with the indicated sub-reason:	
		Sub-reason	External coordination
		1. migrant workers	MMPS/ANOFM
		2. foreigners whose specialties are included in the List of Priority Occupations	MMPS
		3. foreigners engaged in investment projects of national importance	MDED
		4. foreigners employed in external assistance projects	MAYEI
		5. highly skilled foreign workers	MMPS/ANOFM
		6. foreign workers posted to the	The Ministry responsible for the field: MEC, MC, MS, etc.

Identifier	Obligation	Description of the functional requirement	
		7. foreigners who carry out teaching activities, activities in the field of culture, health, sports or other categories of specific activities of a temporary nature in the profile institutions of the Republic of Moldova	The Ministry responsible for the field: MEC, MC, MS, etc.
		8. persons with management positions within an applicant beneficiary with activities in the field of information technology and specialists in the field of information technology	MDDED
		9. Employees of residents of free economic zones	MDDED
CF U10.6:03	M	As a result of the provision of the service, the following documents may be issued: <ul style="list-style-type: none"> Decision on granting/extending the right of temporary residence on the territory of the Republic of Moldova of the foreigner according to the legal reason Decision on refusal to grant the right of temporary residence on the territory of the Republic of Moldova to the foreigner, including <ul style="list-style-type: none"> Letter of information on the refusal decision and appeals Conclusions on the outcome of the examination of the application; Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.) Coordination note on granting/extending the right (exit letter) 	
	M	In case of granting/extending the right of stay, the foreigner is to be documented with identity documents.	

CU U10.8: Examination of the file on the granting/extension of the right of temporary residence of the foreigner for studies

The use case describes specific aspects of the management of eFiles regarding the granting/extension of the right of temporary residence on the territory of the Republic of Moldova of the foreigner for studies. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The description of the functional requirements specific to the use case are presented in the table below.

Table U10.8 Functional requirements of the CU U10.8 use case

Identifier	Obligation	Description of the functional requirement
CF U10.8:01	M	SI "Migration" will provide a pre-defined scenario for the registration and management of files for granting/extending the right of temporary residence on the territory of the Republic of Moldova of the foreigner for studies.
CF U10.8:02	M	The case management scenario will provide for the following external coordinations: <ol style="list-style-type: none"> 1. Ministry of Education, 2. Ministry of Health, in the case of students enrolled in subordinate educational institutions
CF U10.8:03	M	As a result of the provision of the service, the following documents may be issued: <ul style="list-style-type: none"> • Decision on granting/extending the right of temporary residence on the territory of the Republic of Moldova to a foreigner for study purposes • Decision on refusal of the right of temporary residence on the territory of the Republic of Moldova of a foreigner for the purpose of studies, including <ul style="list-style-type: none"> • Letter of information on the refusal decision and appeals • Conclusions on the outcome of the examination of the application; • Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.) • Coordination note on granting/extending the right (exit letter)
CF U10.8:03	M	In case of granting/extending the right of residence, the beneficiary foreigner is to be documented with identity documents.

CU U10.9: Examination of the file on the granting/extension of the right of temporary residence of the foreigner for humanitarian, voluntary or religious activities.

The use case describes specific aspects of the management of eFiles regarding the granting/extension of the right of temporary residence on the territory of the Republic of Moldova to the foreigner for humanitarian, voluntary or religious activities. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The description of the functional requirements specific to the use case are presented in the table below.

Table U10.9 Functional requirements of the CU U10.9 use case

Identifier	Obligation	Description of the functional requirement
CF U10.9:01	M	SI "Migration" will provide a pre-defined scenario for the registration and management of files for granting/extending the right of temporary residence on the territory of the Republic of Moldova for humanitarian, voluntary or religious activities.
CF U10.9:02	M	The case management scenario will provide for the following external coordinations:

Identifier	Obligation	Description of the functional requirement
		1. Confirmation from the Ministry of Culture
CF U10.9:03	M	As a result of the provision of the service, the following documents may be issued: <ul style="list-style-type: none"> Decision on granting/extending the right of temporary residence on the territory of the Republic of Moldova to a foreigner for humanitarian, voluntary or religious activities Decision denying the right of temporary residence on the territory of the Republic of Moldova to a foreigner for humanitarian, voluntary or religious activities, including <ul style="list-style-type: none"> Letter of information on the refusal decision and appeals Conclusions on the outcome of the examination of the application; Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.) <ul style="list-style-type: none"> Coordination note on granting/extending the right (exit letter)
	M	In case of granting/extending the right of residence, the beneficiary foreigner is to be documented with identity documents.

CU U10.10: Examination of the file on the granting/extension of the right of temporary residence of the foreigner for long-term medical treatment, spa and recovery.

The use case describes specific aspects of the management of eFiles regarding the granting/extension of the right of temporary residence on the territory of the Republic of Moldova of the foreigner for studies. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The description of the functional requirements specific to the use case are presented in the table below.

Table U10.10 Functional requirements of the CU U10.10 use case

Identifier	Obligation	Description of the functional requirement
CF U10.10:01	M	SI "Migration" will provide a pre-defined scenario for the registration and management of files for granting/extending the right of temporary residence on the territory of the Republic of Moldova of the foreigner for long-term medical treatment, spa and recovery.
CF U10.10:02	M	The case management scenario will provide for the following external coordinations: <ol style="list-style-type: none"> Ministry of Health or Medical-Sanitary Institutions
CF U10.10:03	M	As a result of the provision of the service, the following documents may be issued:

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> Decision on granting/extending the right of temporary residence on the territory of the Republic of Moldova of the foreigner for long-term medical treatment, spa and recovery Decision denying the right of temporary residence on the territory of the Republic of Moldova to a foreigner for long-term medical treatment, spa and recovery, including <ul style="list-style-type: none"> Letter of information on the refusal decision and appeals Conclusions on the outcome of the examination of the application; Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.) <ul style="list-style-type: none"> Coordination note on granting/extending the right (exit letter)
	M	In case of granting/extending the right of residence, the beneficiary foreigner is to be documented with identity documents.

CU U10.11: Examination of the file on the granting/extension of the right of temporary residence of the alien for the protection of victims of trafficking in human beings

The use case describes specific aspects of the management of eFiles regarding the granting/extension of the right of temporary residence on the territory of the Republic of Moldova to the foreigner for the protection of victims of trafficking in human beings. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The description of the functional requirements specific to the use case are presented in the table below.

Table U10.11 Functional requirements of the CU U10.11 use case

Identifier	Obligation	Description of the functional requirement
CF U10.11:01	M	SI "Migration" will provide a pre-defined scenario for the registration and management of files for granting/extending the right of temporary residence on the territory of the Republic of Moldova for the protection of victims of trafficking in human beings.
CF U10.11:02	M	The case management scenario will provide for the following external coordinations: 1. Criminal prosecution body (MIA, Prosecutor's Office)
CF U10.11:03	M	As a result of the provision of the service, the following documents may be issued: <ul style="list-style-type: none"> Decision on granting/extending the right of temporary residence on the territory of the Republic of Moldova to the foreigner for the protection of victims of trafficking in human beings

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> Decision denying the right of temporary residence on the territory of the Republic of Moldova to a foreigner for the protection of victims of trafficking in human beings, including <ul style="list-style-type: none"> Letter of information on the refusal decision and appeals Conclusions on the outcome of the examination of the application; Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.) <ul style="list-style-type: none"> Coordination note on granting/extending the right (exit letter)
	M	In case of granting/extending the right of residence, the beneficiary foreigner is to be documented with identity documents.

CU U10.12: Examination of the file on the granting/extension of the right of provisional residence of the foreigner for the protection of victims of domestic violence

The use case describes specific aspects of the management of the eFiles on the granting/extension of the right of temporary residence on the territory of the Republic of Moldova to the foreigner for the protection of victims of domestic violence. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The description of the functional requirements specific to the use case are presented in the table below.

Table U10.12 Functional requirements of the CU U10.12 use case

Identifier	Obligation	Description of the functional requirement
CF U10.12:01	M	SI "Migration" will provide a pre-defined scenario for the registration and management of files for granting/extending the right of temporary residence on the territory of the Republic of Moldova for the protection of victims of domestic violence.
CF U10.12:02	M	<p>The case management scenario will provide for the following external coordinations:</p> <ol style="list-style-type: none"> Criminal prosecution body (MIA, Prosecutor's Office)
CF U10.12:03	M	<p>As a result of the provision of the service, the following documents may be issued:</p> <ul style="list-style-type: none"> Decision on granting/extending the right of temporary residence on the territory of the Republic of Moldova to the foreigner for the protection of victims of domestic violence Decision denying the right of temporary residence on the territory of the Republic of Moldova to a foreigner for the protection of victims of domestic violence, including <ul style="list-style-type: none"> Letter of information on the refusal decision and appeals Conclusions on the outcome of the examination of the application;

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.) Coordination note on granting/extending the right (exit letter)
	M	In case of granting/extending the right of residence, the beneficiary foreigner is to be documented with identity documents.

CU U10.13: Examination of the file on the granting/extension of the right of temporary residence on the territory of the Republic of Moldova of the foreign investor

The use case describes specific aspects of the management of eFiles regarding the granting/extension of the right of temporary residence on the territory of the Republic of Moldova to the foreign investor. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The description of the functional requirements specific to the use case are presented in the table below.

Table U10.13 Functional requirements of the CU U10.13 use case

Identifier	Obligation	Description of the functional requirement
CF U10.13:01	M	SI "Migration" will provide a pre-defined scenario for the registration and management of files for granting/extending the right of temporary residence on the territory of the Republic of Moldova of the foreign investor
CF U10.13:02	M	The eligibility of the Beneficiary Foreigner (the fact that he is a leader) is verified at the ASP in the RSUD.
CF U10.13:03	M	The case management scenario will provide for the following external coordinations: 1. MDED ,
CF U10.13:04	M	As a result of the provision of the service, the following documents may be issued: <ul style="list-style-type: none"> Decision on granting/extending the right of temporary residence on the territory of the Republic of Moldova of the foreign investor Decision on refusal of the right of provisional residence on the territory of the Republic of Moldova of the foreign investor, including <ul style="list-style-type: none"> Letter of information on the refusal decision and appeals Conclusions on the outcome of the examination of the application; Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.) <ul style="list-style-type: none"> Coordination note on granting/extending the right (exit letter)
CF U10.13:05	M	In case of granting/extending the right of residence, the beneficiary foreigner is to be documented with identity documents.

CU U10.14: Examination of the file on the granting/extension of the right of temporary residence on the territory of the Republic of Moldova of the foreigner with a leading position within the Ministry of Justice registered in the Republic of Moldova

The use case describes specific aspects of the management of eFiles regarding the granting/extension of the right of provisional residence on the territory of the Republic of Moldova of the foreigner with a management position within the PJ registered in the Republic of Moldova. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The description of the functional requirements specific to the use case are presented in the table below.

Table U10.14 Functional requirements of the CU U10.14 use case

Identifier	Obligation	Description of the functional requirement
CF U10.14:01	M	SI "Migration" will provide a pre-defined scenario for the registration and management of files for granting/extending the right of temporary residence on the territory of the Republic of Moldova of the foreigner with a leading position within the PJ registered in the Republic of Moldova.
CF U10.14:02	M	The eligibility of the Beneficiary Foreigner (the fact that he is an investor) is verified at the ASP in the RSD.
CF U10.14:03	M	The case management scenario will provide for the following external coordinations: 2. MMPS / ANOFM ,
CF U10.14:04	M	As a result of the provision of the service, the following documents may be issued: <ul style="list-style-type: none"> Decision on granting/extending the right of temporary residence on the territory of the Republic of Moldova of the foreigner with a leading position within the Ministry of Justice registered in the Republic of Moldova Decision denying the right of temporary residence on the territory of the Republic of Moldova to the foreigner with a leading position within the Ministry of Justice registered in the Republic of Moldova, including <ul style="list-style-type: none"> Letter of information on the refusal decision and appeals Conclusions on the outcome of the examination of the application; Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.) <ul style="list-style-type: none"> Coordination note on granting/extending the right (exit letter)
CF U10.14:05	M	In case of granting/extending the right of residence, the beneficiary foreigner is to be documented with identity documents.

CU U10.15: Examination of the file on the granting/extension of the right of provisional residence on the territory of the Republic of Moldova for trainees graduating from higher education

The use case describes specific aspects of the management of eFiles regarding the granting/extension of the right of provisional residence on the territory of the Republic of Moldova for trainees graduating from higher education. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The description of the functional requirements specific to the use case are presented in the table below.

Table U10.15 Functional requirements of the CU U10.15 use case

Identifier	Obligation	Description of the functional requirement
CF U10.15:01	M	SI "Migration" will provide a pre-defined scenario for the registration and management of files for granting/extending the right of temporary residence on the territory of the Republic of Moldova for trainees graduating from higher education.
CF U10.15:02	I	In order to establish the eligibility of the beneficiary Foreigner, the fact of graduation from the higher institution is verified. The verification is made on the basis of the certificate presented by the study institution or through questionnaires to the ministry (MEdu / MS) to which it is subordinated.
CF U10.15:03	M	The case management scenario will provide for the following external coordinations: 3. ME / MS, depending on the institution graduated
CF U10.15:04	M	As a result of the provision of the service, the following documents may be issued: <ul style="list-style-type: none"> Decision on granting/extending the right of temporary residence on the territory of the Republic of Moldova for foreigners who are trainees who have graduated from higher education Decision on refusal of the right of temporary residence on the territory of the Republic of Moldova of foreigners who have graduated from higher education, including <ul style="list-style-type: none"> Letter of information on the refusal decision and appeals Conclusions on the outcome of the examination of the application; Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.) <ul style="list-style-type: none"> Coordination note on granting/extending the right (exit letter)
CF U10.15:05	M	In case of granting/extending the right of residence, the beneficiary foreigner is to be documented with identity documents.

CU U10.16: Examination of the file on granting the right of permanent residence on the territory of the Republic of Moldova

The use case describes specific aspects of the management of eFiles regarding the granting of the right of permanent residence on the territory of the Republic of Moldova to the foreigner. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The use case refers to the following business processes:

2. Registration and management of the file on granting the right of permanent residence on the territory of the Republic of Moldova for foreigners married to a citizen of the Republic of Moldova who has the right of residence for at least 3 years
3. Registration and management of the file on granting the right of permanent residence on the territory of the Republic of Moldova to other categories of foreigners who have the right of legal and continuous temporary residence on the territory of the Republic of Moldova for at least 5 years
4. Registration and management of the file on granting the right of permanent residence on the territory of the Republic of Moldova to foreigners who benefit from the right to acquire the citizenship of the Republic of Moldova through recognition or reacquisition.

The description of the functional requirements specific to the use case are presented in the table below.

Table U10.16: Functional requirements of the CU U10.16 use case

Identifier	Obligation	Description of the functional requirement
CF U10.16:01	M	SI "Migration" will provide a pre-defined scenario to digitally support the process of examining the case (eFile) of granting the right of permanent residence on the territory of the Republic of Moldova. The pre-defined scenario will include all activities according to the business process that will be agreed with the IGM (CU 10: Registration and management of eFiles related to the granting of the right of entry, stay, stay and emigration of foreigners).
CF U10.16:02	M	SI "Migration" will implement capabilities regarding the verification of the applicant's eligibility to apply for the service. The following are considered eligible for applying/granting the right of permanent residence on the territory of the Republic of Moldova: <ul style="list-style-type: none">• foreigner married to a citizen of the Republic of Moldova who has the right of residence for at least 3 years• other category of foreigners who have the right of legal and continuous temporary residence on the territory of the Republic of Moldova for at least 5 years• the foreigner who benefits from the right to acquire the citizenship of the Republic of Moldova through recognition or reacquisition.
CF U10.16:03	M	The granting of the right of permanent residence also involves carrying out the following checks:

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> • The foreigner has the right of temporary residence on the territory of the Republic of Moldova; • Has continuous legal residence on the territory of the Republic of Moldova according to the conditions established by law; • Verification of the absence of records and prohibitions applied to the foreigner (CU U01 Verification of the person in the SI "Migration", CU U02: Verification of persons and documents in external sources), including: • In the case of a foreigner who applies for the right of permanent residence on the basis of marriage with a citizen of the Republic of Moldova - verification that the marriage is not fictitious • In the case of the foreigner who benefits from the right to acquire citizenship - verification that the foreigner is eligible for acquiring the citizenship of the Republic of Moldova (the file for granting the citizenship of the Republic of Moldova has been accepted for examination)
CF U10.16:04	M	<p>Foreigners who receive the right of permanent residence are obliged to document themselves with identity documents</p> <p>The system will notify the GUDS Applicant/Executor about the need for documentation with identity documents when handing over the decision on granting the right of permanent residence if the respective service has not been requested.</p>
CF U10.16:05	M	<p>As a result of the provision of the service, the following documents may be issued:</p> <ul style="list-style-type: none"> • Decision on granting the right of permanent residence on the territory of the Republic of Moldova to the foreigner • Decision denying the right of permanent residence on the territory of the Republic of Moldova to the foreigner, including <ul style="list-style-type: none"> • Letter of information on the refusal decision and appeals • Conclusions on the outcome of the examination of the application; • Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.) • Coordination note on granting/extending the right (exit letter)

CU U10.17: Examination of the file on the confirmation of the right to return

The use case describes specific aspects of the management of eFiles regarding the granting of the right to repatriation. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The use case refers to the following business processes:

1. Confirmation of the right to repatriation

Confirmation of repatriation is an official document issued by the competent authority for foreigners, which confirms the right to repatriation. The confirmation of repatriation serves as a basis for issuing the permanent residence permit on the territory of the Republic of Moldova.

The right to repatriation is granted to persons who were born in the Republic of Moldova and who, for some reason, did not acquire the citizenship of the Republic of Moldova, as well as to their descendants, regardless of their place of residence.

The description of the functional requirements specific to the use case are presented in the table below.

Table U10.17 Functional requirements of the CU U10.17 use case

Identifier	Obligation	Description of the functional requirement
CF U10.17:01	M	SI "Migration" will provide a pre-defined scenario for the registration and management of files for granting/extending the right of temporary residence on the territory of the Republic of Moldova for humanitarian, voluntary or religious activities.
CF U10.17:02	M	The verification scenario will include verification in the RSP on the lack of Moldovan citizenship
CF U10.17:03	M	As a result of the provision of the service, the following documents may be issued: <ul style="list-style-type: none"> • Confirmation of repatriation • Decision refusing confirmation of repatriation, including <ul style="list-style-type: none"> • Letter of information on the refusal decision and appeals • Conclusions on the outcome of the examination of the application; • Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.) • Coordination note on granting/extending the right (exit letter)
CF U10.17:04	M	In case of confirmation of the right of repatriation, the beneficiary applicant is to be documented with identity documents.

CU U10.18: Examination of the file on the issuance of the authorisation for authorised emigration

The use case describes specific aspects of the management of the eFiles regarding the issuance of the authorized emigration authorization. The use case is an extension of CU U10: Registration and management of eFiles related to the granting of the right of entry, stay, stay, repatriation and emigration of foreigners

The use case refers to the following business processes:

1. Issuance of the authorized emigration permit for foreigners with permanent residence in the Republic of Moldova

The authorization of emigration is the official permission of the authorities of the Republic of Moldova on departure for the establishment abroad of foreigners with permanent residence in the Republic of Moldova.

The functional requirements for the use case are presented in the table below

Table U10.18 Functional requirements of the CU U10.18 use case

Identifier	Obligation	Description of the functional requirement
CF U10.18:01	M	SI "Migration" will provide a pre-defined scenario to digitally support the process of registration and management of files regarding the issuance of the authorized emigration authorization.
CF U10.18:02	M	The application for authorized emigration is included and examined in the eFile of the right of permanent residence.
CF U10.18:03	M	<p>The issuance of the authorized emigration authorization also involves carrying out the following checks:</p> <ul style="list-style-type: none"> • The foreigner has the right of permanent residence on the territory of the Republic of Moldova; • Verification of the absence of records and prohibitions applied to the foreigner (CU U01 Verification of the person in the SI "Migration", CU U02: Verification of persons and documents in external sources), including: <ul style="list-style-type: none"> ○ Verification of the absence of a ban on leaving the territory of the Republic of Moldova • Verification of the absence of debts to the public budget: <ul style="list-style-type: none"> ○ Checks at IFPS and CNAS
CF U10.18:04	M	The issuance of the authorized emigration authorization involves the return of the identity document held by the foreigner and the deletion from the record at home/residence.
CF U10.18:05	M	The fact of issuing the authorized emigration authorization and the withdrawal of the identity document issued by the IGM is included in the RSP.
CF U10.18:06	M	<p>As a result of the provision of the service, IGM issues:</p> <ul style="list-style-type: none"> • Authorized Emigration Authorized or • Refusal decision • Conclusions on the outcome of the examination of the application; • Reports (informative note) on findings and actions (e.g. suspension, extension of the deadline, finding of non-compliance, etc.) • Coordination note on granting/extending the right (exit letter)
CF U10.18:07	M	<p>The refusal decision is issued in cases when:</p> <ul style="list-style-type: none"> • The foreigner has debts to the state budget; • Foreigner is forbidden to leave the territory of the Republic of Moldova
CF U10.18:08	M	The system will provide functionalities that allow the applicant to be notified about debts to the state budget in order to settle them in the terms provided for the examination of the service request.
CF U10.18:09	M	At the request of the applicant, the examination deadline may be extended in order to have time to solve the identified non-conformities.

Identifier	Obligation	Description of the functional requirement
CF U10.16:10	M	The system will keep track of the term of stay of the foreigner on the territory of the Republic of Moldova based on the information about his entry into the country (from the IGPF SI or the "Migration" IS)
CF U10.18:11	M	<p>When issuing the authorized emigration authorization, the GUDS Executor:</p> <ul style="list-style-type: none"> • applies the stamp on emigration to the national passport of the Foreigner; • requests the return of the identity document issued by the IGM <p>The fact of returning the identity document issued by the IGM is registered in the system and is registered in the RSP.</p>

What does it refer to granting international protection (refugee, humanitarian protection)

CU U11 Registration and management of files regarding the granting of international protection (refugee, humanitarian protection)

The use case indicates the system's ability to digitally support the process of Registration and management of files on granting international protection (refugee, humanitarian protection).

The use case refers to the following business processes:

1. Registration and takeover of asylum applications submitted at the border
2. Registration and management of asylum files - Receiving, processing, examining and solving, at the administrative stage, asylum applications
3. Procedure for dealing with a new asylum application;
4. Issuing and recording temporary documents for asylum seekers;
5. Documentation with identity documents of beneficiaries of international protection (refugees and beneficiaries of humanitarian protection);
6. Procedure for termination and cancellation of a form of protection;

The functional requirements for the use case are presented in the table below

Table U11 Functional requirements of the CU U11 use case

Identifier	Obligation	Description of the functional requirement
CF U11:01	M	SI "Migration" will provide a pre-defined scenario to support the digital process of registration and management of files on granting international protection (refugee, humanitarian protection).
CF U11:02	M	<p>The case scenario will provide the necessary functionalities for carrying out the operational activities provided by the regulatory framework and the internal acts referring to the following stages of case management:</p> <ol style="list-style-type: none"> 1. Reception of the asylum application; 2. Issuance of the temporary asylum seeker document; 3. Conducting the interview; 4. Examination of the application;

Identifier	Obligation	Description of the functional requirement
		5. Preparation and issuance of the decision; 6. Handing over/communicating the decision; 7. Monitoring activities of events that may lead to the termination of the form of protection granted; 8. Management of the appeal of the negative decision, as the case may be; 9. Archiving the file 10. Documentation with identity documents of the beneficiary of a form of protection.
CF U11:03	M	<p>The system will provide functionalities for the registration of the asylum application within the Foreigners Registration Offices.</p> <p>A foreigner who has applied for asylum at a state border crossing point or at the police body will be issued a provisional certificate, the validity of which does not exceed 48 hours. The provisional certificate serves as a temporary identity document and allows the holder to travel to the Asylum and Statelessness Directorate/Section.</p> <p>The system will provide functionalities for the registration of the fact of picking up the national travel document / national identity card of the foreigner requesting a form of protection at the point of the Foreigner Registration Offices;</p>
CF U11:04	D	<p>The system will provide functionalities for registering the asylum application at a state border crossing point (IGPF), at the police body, in detention, etc.</p> <p>A foreigner who has applied for asylum at a state border crossing point or at the police body will be issued a provisional certificate, the validity of which does not exceed 48 hours. The provisional certificate serves as a temporary identity document and allows the holder to travel to the Asylum and Statelessness Directorate/Section.</p> <p>The system will provide functionalities for recording the fact of picking up the national travel document / national identity card of the foreigner requesting a form of protection at the border crossing point;</p>
CF U11:05	M	<p>The supplier will ensure the inclusion in the case management scenario, in accordance with the legal provisions and the standard operating procedure of the IGM, of the following activities:</p> <ul style="list-style-type: none"> • Registration of the asylum application, including the notification regarding the processing of the asylum seeker's personal data; • Initiation of the orchestrated case management scenario and automatic creation of the case eFiles (CU S02 Initiation and implementation of the case management scenario, CU S02.1: Creation of the eDossier.) • Generation, registration and issuance of the provisional certificate of the asylum seeker (OIS regulation, IGM order 35/2024), including monitoring and managing the event of its validity;

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> • Verification of the foreigner in the SI "Migration" and in external systems (CU U01 Verification of the person in the SI "Migration", CU U02: Verification of persons and documents in external sources); • Registration of the alien, merging of the alien's identities, as the case may be (CU U03 Alien's registration in SI "Migration", CU U04 Connection of alien's identities.) • Retrieval of the applicant's biometric data <ul style="list-style-type: none"> ○ registration of the fact of taking over biometric data (fingerprints and palms) for registration in SIA AFIS ○ taking over biometric data (photo, fingerprints and signature image) for documentation with identity documents according to ASP requirements • Registration of the fact of withdrawal of the national travel document / national identity document of the foreigner requesting a form of protection or lack thereof; • Organizing and documenting the interview. • Work with documents: <ul style="list-style-type: none"> ○ loading and digitizing the documents received on paper. ○ drafting, joint drafting, coordination of documents produced with the support of the system; ○ endorsement and signing of documents. ○ Etc according to CU G05: I create/upload and draft documents. • Initiation of tasks, execution and monitoring of the execution discipline, including within pre-defined workflows. • Managing correspondence and monitoring deadlines in the case of external coordination activities. • Issuance of the resulting documents and their delivery in accordance with the method requested by the beneficiary (CU U6 Issuance of documents and documents) • Management of appeals in ordinary procedure and in the trial process (CU U07 Registration and examination of appeals) • Documentation of the benefit of international protection (refugees and beneficiaries of humanitarian protection) with identity documents (CU U08: Documentation of foreigners and stateless persons with identity documents) • Preparation and archiving of eFiles (CU U40: Preparation for archiving of eFiles) • Registration and keeping records in the electronic registers of the SI "Migration" (CU S04 I delete the object of record from the Register)
CF U11:06	M	SI "Migration" will ensure the record of applications and issuance of the national travel document for temporary use. SI "Migration" will monitor its return.

Identifier	Obligation	Description of the functional requirement
CF U11:07	M	SI "Migration" will keep track of the fact that the identity of the person is declared or established.
CF U11:08	M	<p>SI "Migration" will provide pre-defined document templates for all documents developed by the Executor within the file management process, such as:</p> <ul style="list-style-type: none"> • Asylum application-application • Interview note • Decision to grant the form of protection • Reasoned decision on the rejection of the asylum application • Reasoned decision on the termination/cancellation of a form of protection • Decision on access/non-access to the asylum procedure • Asylum termination order <p>Note: The list will adjust in the analysis stage (the change will not exceed +/- (2-3) documents).</p>
CF U11:09	M	SI "Migration" will provide the necessary functionalities for planning and organizing the interview (CU G06: Consult and manage personal agenda) and document it.
CF U11:10	M	<p>After interviewing the asylum seeker, the Decision Counsellor completes the draft decision and sends it to the Decision-Maker for approval.</p> <p>The system will digitally support the process of preparing, coordinating, approving and signing the decision.</p>
CF U11:11	M	The system will ensure the registration of changes in the relevant electronic registers kept in the SI "Migration".
CF U11:12	M	<p>The system will monitor major/critical events and warn the responsible persons (executor and decision-maker) about their approach/triggering.</p> <p>Examples of critical events can be considered:</p> <p>a) Events related to the process, such as: assignment for execution, transmission to the coordination, changes in the file, change in the status of the file, etc.</p> <p>b) Events targeting persons</p> <ul style="list-style-type: none"> • Exit/entry of the applicant from the territory of the Republic of Moldova; • Change of identity data and documents in the registers kept in the SI "Migration" and RSP; <p>c) Events concerning the situation in the country of origin (modification of the country of origin report)</p> <ul style="list-style-type: none"> • Termination of the reason for applying for asylum
CF U11:13	I	The procedure for examining the asylum application is carried out in the ordinary or rapid procedure
CF U11:14	M	SI "Migration" will ensure the possibility of setting the deadline for examining the application.

CU U11.1: Termination/cancellation of a form of protection

The use case describes the process of applying for a form of protection (today) when crossing the border:

The use case refers to the following business processes:

1. Procedure for termination and cancellation of a form of protection

Humanitarian protection ceases if:

- a) the circumstances that led to its grant have ceased to exist or have changed to such an extent that the protection granted is no longer justified;
- b) the beneficiary has voluntarily regained the lost nationality or has acquired a new nationality, having the protection of the country of which he has become a national;
- c) the stay on the territory of the Republic of Moldova is legalized in another way;
- d) the beneficiary has waived the protection granted in accordance with this law.

Humanitarian protection is cancelled if:

- a) it was granted on the basis of false declarations, the alien refused to submit certain data or used false documents that were taken into account in the examination of his asylum application and which were decisive for the recognition of humanitarian protection, there are no other reasons leading to the maintenance of humanitarian protection;
- b) after granting humanitarian protection, the foreigner committed one of the acts specified in art. 20 "Grounds for exclusion from granting humanitarian protection", Law 270/2009 or it was discovered that he committed such an act before the decision granting him this protection remained irrevocable.

The procedure for terminating or cancelling refugee status shall be initiated at the disposal of the Head of the Regional Directorate.

In the event of the initiation of the procedure for the termination or cancellation of refugee status, the decision adviser conducts an interview with the refugee in order to clarify his or her situation.

After interviewing the asylum seeker, on the basis of the information prepared by the Decision Adviser, the Head of the Regional Directorate takes one of the following decisions:

- a) maintaining the refugee status;
- b) the termination of the refugee status;
- c) cancellation of refugee status

The functional requirements for the use case are presented in the table below

Table U11.1 Functional requirements of the CU U11.1 use case

Identifier	Obligation	Description of the functional requirement
CF U11.1:01	M	SI "Migration" will provide a pre-defined scenario to digitally support the processes of termination/cancellation of a form of protection.
CF U11.1:02	M	The system will track the events leading to the termination/cancellation of the right of asylum and will notify the Executor in charge of the file and the Decision-Maker

Identifier	Obligation	Description of the functional requirement
CF U11.1:03	M	The procedure for terminating or cancelling the refugee status is initiated at the disposal of the Head of the Regional Directorate (CU G11: I assign the task/file/document for execution/examination).
CF U11.1:04	M	SI "Migration" will provide the necessary functionalities for planning and organizing and documenting the interview with the refugee in order to clarify his/her situation (CU G06: Consult and manage personal agenda).
CF U11.1:05	M	After interviewing the asylum seeker, the Decision Counsellor prepares the draft decision and sends it to the Head of the Regional Directorate for approval. The system will digitally support the process of preparing, coordinating, approving and signing the decision.
CF U11.1:06	M	The SI "Migration" will ensure the registration of changes in the relevant electronic registers kept in the SI "Migration".

CU U12: Management of the country of origin information file

The use case indicates the system's capability to digitally support the process of creating and managing analytical-information files on the situation in the countries of origin of asylum seekers.

This information is used both by the Asylum Directorate in the process of examining asylum applications and for making other decisions, including by other subdivisions of the IGM.

The description of the functional requirements specific to the use case are presented in the table below.

Table U12 Functional requirements of the CU U12 use case

Identifier	Obligation	Description of the functional requirement
CF U12:01	M	SI "Migration" will provide functionalities to digitally support the process of creating and managing analytical-informative files on the situation in the countries of origin of asylum seekers.
CF U12:02	M	SI "Migration" will allow setting the rights of access to the information in the information file on the country of origin at the level of file, document and metadata.
CF U12:03	M	In order to ensure the protection of personal data, the asylum seeker's file will unilaterally refer to the information file on the country of origin, which means that from the information file on the country of origin it will not be possible to access the information about the files granting a form of protection in which it is referred.

CU U13: Retrieval of data on applicants/beneficiaries of temporary protection from the SI "Temporary Protection" for the purpose of centralised recording of them

The use case indicates the capability of the system to retrieve data on temporary protection applicants/beneficiaries from the IS "Temporary Protection" for the purpose of centralised recording of them.

The description of the functional requirements specific to the use case are presented in the table below.

Table U13. Functional requirements of the CU U13 use case

Identifier	Obligation	Description of the functional requirement
CF U13:01	M	The provider will deliver the necessary tools for the periodic import of data on temporary protection applicants/beneficiaries from the "Temporary Protection" IS;
CF U13:02	M	The tools offered will allow the verification and validation of the data before they are registered in the electronic registers of the SI "Migration".
CF U13:03	M	The registration of data on applicants/beneficiaries of temporary protection is done in accordance with the requirements of Law 71/2007 (CU S02.3: I register a record object in the register)

What does it refer to the management of requests for recognition of the stateless stator

CU U14: Registration and management of stateless status files

The use case indicates the system's capability to digitally support the process of registering and managing stateless status files.

The procedure for the recognition of stateless status can be initiated ex officio, by the competent authority for foreigners or at the request of the person claiming not to be a citizen.

The application for recognition of stateless status can be submitted in writing or verbally to the competent authority for foreigners. The application for recognition of stateless status submitted in writing will be signed by the applicant personally. If the applicant is illiterate, this fact will be recorded in a report when the report is submitted.

The functional requirements for the use case are presented in the table below

Table U14 Functional requirements of the CU U14 use case

Identifier	Obligation	Description of the functional requirement
CF U14:01	M	IS "Migration" will provide a pre-defined scenario to digitally support the registration process and the management of stateless status confirmation cases.
CF U14:02	M	The case scenario will provide the necessary functionalities for carrying out the operational activities provided by the regulatory framework and the internal acts referring to the following stages of case management: <ol style="list-style-type: none">1. Receipt of the application for recognition of stateless status;2. Registration of the alien, if applicable;3. Organizing and Conducting the Interview4. Examination of the application5. Preparation and issuance of the decision6. Handing over/communicating the decision7. Activities to monitor events that may lead to the termination of stateless status, in case there is a decision to recognise stateless status

Identifier	Obligation	Description of the functional requirement
		8. Management of the appeal of the negative decision, as the case may be 9. Archiving the file 10. Documentation with identity documents of the stateless person
CF U14:03	M	<p>The system will provide digital support and functionalities, and will ensure the inclusion in the case management scenario, and the management orchestrated by the system in accordance with the legal provisions and the standard operational procedure of the IGM of the following activities:</p> <ul style="list-style-type: none"> • Registration of statelessness request submitted online via FOD and eFilling applications (CU U05.2 Receipt of IGM public service requests submitted online) • Registration of the request for statelessness submitted to the IGM by physical presence (CU U05.1: Registration of the IGM public service request submitted at the counter) • Initiation of the orchestrated case management scenario and automatic creation of the case eFiles (CU S02 Initiation and implementation of the case management scenario, CU S02.1: Creation of the eDossier.) • Verification of the foreigner in the SI "Migration" and in external systems (CU U01 Verification of the person in the SI "Migration", CU U02: Verification of persons and documents in external sources), • Registration of the alien, merging of the alien's identities, as the case may be (CU U03 Alien's registration in SI "Migration", CU U04 Connection of alien's identities.) • Organizing, partying and documenting the interview. • Work with documents: <ul style="list-style-type: none"> ○ framing and digitizing the documents received on paper. ○ drafting, joint drafting, coordination of documents produced with the support of the system; ○ endorsement and signing of documents. ○ Etc according to CU G05: I create/upload and draft documents • Initiation of tasks, execution and monitoring of the execution discipline, including within pre-defined workflows. • Managing correspondence and monitoring deadlines in the case of external coordination activities. • Issuance of the resulting documents and their delivery/communication of the decision in accordance with the modality requested by the beneficiary (CU U06 Issuance of documents and documents) • Management of appeals in ordinary procedure and in the trial process (CU U07 Registration and examination of appeals) • Documentation of stateless persons with identity documents (CU U08: Documentation of foreigners and stateless persons with identity documents) • Preparation and archiving of eFiles (CU U40: Preparation for archiving of eFiles)

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> Registration and keeping records in the electronic registers of the SI "Migration" (CU S04 I delete the object of record from the Register)
CF U14:04	M	<p>SI "Migration" will provide pre-defined document templates for all documents developed by the Executor within the file management process, such as:</p> <ul style="list-style-type: none"> Application-request of the public service regarding the recognition of the status of stateless person Interview note Templates of letters, in different languages of international circulation, in order to request the necessary information for the examination of the case from the authorities of other states, diplomatic missions and consular offices of the Republic of Moldova accredited abroad. Decision recognising stateless status Reasoned decision on the rejection of the application for recognition of stateless status Reasoned decision on the annulment of stateless status <p>Note: The list will adjust in the analysis stage (the change will not exceed +/- (2-3) documents).</p>
CF U14:05	I	<p>The application for stateless status does not have a predefined structure. The application must contain a clear and detailed statement of the facts, information and evidence necessary to support the application, and in particular, it must state the applicant's place of birth, his family ties with other persons who hold the nationality of a State, his place of habitual residence in any other State and its duration.</p>
CF U14:06	M	<p>SI "Migration" will ensure the pre-completion of the request-request for the service and other documents produced with the support of the system.</p> <p>At least the data about the applicant will be pre-filled.</p>
CF U14:07	I	<p>For the procedure for the recognition of stateless status, there is no predefined list of documents to be submitted – attached to the file. In order to obtain the necessary documents in support of the application, the competent authority for foreigners will contact the authorities of other states, diplomatic missions and consular offices of the Republic of Moldova accredited abroad. Public documents issued by the authorities of other states are accepted by the competent authority for foreigners as facts with probative force</p>
CF U14:08	M	<p>The system will ensure the addition of external documents to the file.</p> <p>For all externally uploaded documents, the metadata that allows their identification and describes: the author and their content must be completed.</p>
CF U14:09	M	<p>The system will monitor the major/critical events and will warn the responsible persons (the executor and the decision-maker) about their approach/triggering.</p> <p>At least the following critical events will be considered:</p>

Identifier	Obligation	Description of the functional requirement
		<p>a) Terms established by the legal framework regarding the examination of the case;</p> <p>b) Events that refer to the person and may lead to the cessation of the examination of the application, the annulment of the decision to recognize the status of stateless, the termination of the status of stateless.</p> <p>c) Events referring to the discipline of enforcement;</p> <p>d) Events aimed at changing the status of the eFile and/or the documents included.</p>
CF U14:10	M	The case management scenario will include pre-defined workflows for the approval and approval of documents produced during the case review (CU G08: I initiate pre-defined workflow)
CF U14:11	I	The decision on the recognition of stateless status is issued by the Head of the Regional Directorate.
CF U14:12	M	The case management scenario will ensure the signing of the documents according to the hierarchy established in the normative acts, if they expressly provide for such situations
CF U14:13	M	The case scenario will include notifying the Applicant (in the case of online filing) and the Executor about the need to initiate the complementary service Documentation with Identity Documents of the Foreigner (CU U08: Documentation of the Foreigner and Stateless Persons with Identity Documents).
CF U14:14	M	<p>The management scenario of the eFile on the recognition of stateless status will include the management of the events leading to the termination/cancellation of the process.</p> <p>The competent authority for aliens shall terminate the procedure for recognising stateless status in the following cases:</p> <ul style="list-style-type: none"> • the death of the applicant; • withdrawal of the application; • failure of the applicant to attend the interview despite repeated written notifications; • when the stateless person acquires the citizenship of the Republic of Moldova or the citizenship of another state. • the applicant receives protection or assistance from United Nations bodies or agencies, with the exception of the Office of the United Nations High Commissioner for Refugees - for the duration of the protection or assistance • Other cases provided for by law
CF U14:15	M	<p>The case management scenario will provide for the possibility of suspending the case recognition procedure and resuming it.</p> <p>The system will notify the Executor about the occurrence of an event that determines the suspension of the procedure.</p>

Identifier	Obligation	Description of the functional requirement
		<p>Events that determine the suspension/resumption of the procedure can be considered:</p> <ul style="list-style-type: none"> • submission by the applicant of the asylum application • the issuance of an irrevocable decision rejecting the asylum application or a provision on the cessation of the examination of the asylum application file
CF U14:16	M	<p>The system will ensure the management of the events leading to the cancellation of the stateless status and will notify the Executor about their occurrence.</p> <p>Events that lead to the termination of stateless status are:</p> <ol style="list-style-type: none"> 1. The foreigner acquires the citizenship of the Republic of Moldova; 2. The foreigner acquires the citizenship of another state;
CF U14:17	M	<p>The case management scenario will include the notification and record of the withdrawal of the identity document issued by the IGM in case of cancellation/termination of the stateless status.</p> <p>If the holder of the identity card for stateless persons loses his or her status as a stateless person, he or she is obliged to submit the document to the competent authority for foreigners, which withdraws and cancels it</p>

What does the management of administrative case files refer to?

CU 20: Registration and Management of Administrative Case Files

Generic use case describing the functionalities offered by the system to digitally support the processes of registration and management of administrative files.

The use case refers to the following business processes:

1. Registration and management of the requests / steps of the foreigner or the applicant for revocation/termination of the right granted to the foreigner (e.g. termination of the right to work as a result of the termination of the contract)
2. Registration of the notification/self-notification regarding the violation of the law
3. Examination of notifications and issuance of decisions on the termination/cancellation/revocation of a right granted to the foreigner and the decision on the application of precautionary measures:
 - a. Cancelling the invitation
 - b. visa cancellation/revocation
 - c. revocation of the right of residence for a period of more than 90 days
 - d. revocation/cancellation of the right of provisional residence
 - e. termination/revocation/cancellation of the right of permanent residence
4. Registration, examination of notifications/self-notifications and issuance of decisions for the application of precautionary measures
 - a. Issuance of the return decision
 - b. issuance of the return decision under escort
 - c. Declaring the foreigner an undesirable person
 - d. application of entry and exit bans to/from the Republic of Moldova

5. Application of precautionary measures
 - a. Detention and organization of the process of removal of foreigners from the territory of the Republic of Moldova
 - b. Preventive accommodation (for a period of up to 72 hours)
 - c. Escorted removal of foreigners within 24 hours, including the purchase of tickets from IGM sources, other maintenance and removal expenses
 - d. Application of the regime of toleration of the foreigner's stay on the territory of the Republic of Moldova
 - e. Enforcement of the expulsion measure (ordered by the courts)
6. Assisted voluntary return/return
 - a. Registration of applications, examination and organization of the process of assisted voluntary return of foreigners
 - b. Voluntary return/return of foreigners who do not have travel documents
 - c. Voluntary return/return of the asylum seeker
 - d. Assisted voluntary return/return of foreign nationals in respect of whom a restrictive measure has been applied
7. Registration and management of the records of foreigners placed in the Temporary Placement Center
 - a. Registration and removal from the register of foreigners taken into custody placed in the Temporary Placement Centre
 - b. Identification and retrieval of biometric data of foreigners placed in the Temporary Placement Center
 - c. Identification of foreigners placed in the Temporary Placement Center, including
 - Verification for the purpose of identifying the alien in the SI "Migration" and other external SIAs
8. Examination of requests/steps to lift/halve the ban on entry into the Republic of Moldova
9. Records management

The description of the functional requirements specific to the use case are presented in the table below.

Table U20. Functional requirements of the CU U20 use case

Identifier	Obligation	Description of the functional requirement
CF U20:01	M	SI "Migration" will have pre-defined scenarios for the registration and management of Administrative Files
CF U20:02	I	The administrative case is initiated on the basis of a notification, received from IGM or external employees, or on the self-notification of the employee of the subdivision for combating illegal stay.
CF U20:03	I	In case of notification, no later than 24 hours, after the examination, the Enforcement Officer shall draw up a report in free form, which shall contain the factual and legal circumstances regarding the foreigner, and the proposal regarding the classification of the case/solution, and shall submit the report for approval to the head of the section and/or the head of the directorate.

Identifier	Obligation	Description of the functional requirement
		<p>In case of finding a violation, the Decision-Maker appoints the Enforcement Officer who will manage the case. An Executor other than the one who submitted the report examining the complaint may be appointed.</p> <p>After receiving the notification or report for examination, the Combat Executor (case officer) studies the resolution/indication of the leader and subsequently analyzes the legal situation of the foreigner, investigates the case, conducts interviews as the case may be, interviews him, hears witnesses, undertakes other procedural and procedural activities, accumulates evidence.</p>
CF U20:04	M	<p>SI "Migration" will provide the Executor responsible for the management of administrative cases with templates of documents slipped in accordance with the case management scenario.</p> <p>Examples of such documents can be considered:</p> <p>Procedural and procedural documents:</p> <ul style="list-style-type: none"> • Report / conclusion / detection report – document prepared by the Enforcement Officer following the examination of the complaint or in the case of self-notification. • Ascertaining officer's report * • Contravention report / CA decision on the finding of the contravention act * • Summons • Interview note • Notification/letter/interpellation (e.g. notification of the PJ regarding the withdrawal of the foreigner's right of residence. Request for information about the foreigner addressed to the PF/PJ. . Notice regarding the initiation of administrative procedures concerning the foreigner) • Letters - requests for information from public authorities. • Acknowledgment of the rights and obligations of the person (Document prepared in the language known by the foreigner) • Agreement on access to personal data. • Confirmation of delivery of the document (in the case of paper documents, the person writes confirmation and signature on the back of the copy of the document). • The record of the refusal to sign the handed-over document. • Handover confirmation report in case of refusal to hand over • Letter of reply to the prosecutor/court to the ordinance/enforceable act/etc. • Response regarding the approval/refusal of the person's transit (Decision-maker: Head of DSRS) • Response regarding the approval of the readmission / refusal of the readmission of the person (Decision-maker: Head of DSRS)

Identifier	Obligation	Description of the functional requirement														
		<ul style="list-style-type: none">• Approach to the IGPF on the date of organization of the foreigner's transit on the territory of the Republic of Moldova (Decision-maker: Head of DSRS)• Request for readmission of the foreigner from the IGM to the country of origin (Decision-maker: Head of DSRS)• Permission to accompany/escort outside the area of residence of persons taken into custody (Decision-maker: Head of DR)• Notification of applied bans• Receipt report – surrender of the foreigner – document drawn up in case of escort of the foreigner by empowered persons (e.g. carabinieri, IGPF employees, etc.)• PV on the training of the escort group• Notice of the right to appeal <p>Note: *The procedural and procedural acts, including the contravention PV, are completed in the SIA RSC and are taken over by the SI "Migration" through the interoperability mechanism. The notifications and self-notifications of the IGM employees are completed in the SI "Migration" and are sent to SIA RSC. The external notifications registered in the SIA CSR are automatically taken over by the IS "Migration" through the interoperability mechanism.</p> <p>Decision documents:</p> <table><tr><th>Decision documents:</th><th>Decision-maker</th></tr><tr><td>Order for the removal of the foreigner from the territory of the Republic of Moldova (foreigners placed in the CPTS)</td><td>Head of IGM</td></tr><tr><td>Return decision</td><td>Head of DR, Head of DSRS</td></tr><tr><td>Return decision under escort</td><td>Head of DR, Head of DSRS</td></tr><tr><td>Decision on the declaration of the foreigner as an undesirable person</td><td>Head of IGM</td></tr><tr><td>Decision on the application of the ban on entry into the territory of the Republic of Moldova</td><td>Head of DR, Head of DSRS</td></tr><tr><td>Decision to lift the ban/halve the term of the ban on entry into the territory of the Republic of Moldova</td><td>Head of IGM</td></tr></table>	Decision documents:	Decision-maker	Order for the removal of the foreigner from the territory of the Republic of Moldova (foreigners placed in the CPTS)	Head of IGM	Return decision	Head of DR, Head of DSRS	Return decision under escort	Head of DR, Head of DSRS	Decision on the declaration of the foreigner as an undesirable person	Head of IGM	Decision on the application of the ban on entry into the territory of the Republic of Moldova	Head of DR, Head of DSRS	Decision to lift the ban/halve the term of the ban on entry into the territory of the Republic of Moldova	Head of IGM
Decision documents:	Decision-maker															
Order for the removal of the foreigner from the territory of the Republic of Moldova (foreigners placed in the CPTS)	Head of IGM															
Return decision	Head of DR, Head of DSRS															
Return decision under escort	Head of DR, Head of DSRS															
Decision on the declaration of the foreigner as an undesirable person	Head of IGM															
Decision on the application of the ban on entry into the territory of the Republic of Moldova	Head of DR, Head of DSRS															
Decision to lift the ban/halve the term of the ban on entry into the territory of the Republic of Moldova	Head of IGM															

Identifier	Obligation	Description of the functional requirement	
		Decision on the application of the regime of toleration of the foreigner's stay on the territory of the Republic of Moldova	Head of DR, Head of DSRS
		Decision to extend the toleration	Head of DR, Head of DSRS
		Decision on the cancellation/revocation of the right of residence	Head of DR, Head of DSRS
		Decision on visa cancellation	Head of DR, Head of DSRS
		Provision on the preventive accommodation of the alien to be removed or taken into custody	Head of DR, Head of DSRS
		Report on the announcement of the person in orientation (decision on the application of the informative sign)	Head of DR, Head of DSRS
		Report on the transmission of the file according to competences	Head of DR, Head of DSRS
		Report on the establishment of restrictive consignments	Head of DR, Head of DSRS
		Contravention report / CA decision on the finding of the contravention	Head of IGM, Heads of Directorates and Sections.
		Escort mission approval report	Head of DR, Head of DSRS
		Note: The exhaustive list of documents to be digitized in the SI "Migration" will be adjusted at the analysis stage (the change will not exceed +/- (4-5) documents).	
CF U20:05	M	Registration and initiation of cases: The system must ensure: <ul style="list-style-type: none">Registration of notifications or self-notifications, including details such as the date, the source of the complaint and the identity of the data subject.Automatic creation of an electronic file for each case.Association of supporting documents (notifications, reports, conclusions).	
CF U20:06	M	In the attachment to the administrative eFile of an existing document in the SI "Migration", attached to another eFile, it will be referenced and will not be duplicated.	

Identifier	Obligation	Description of the functional requirement
CF U20:07	M	The system will provide functionalities to ensure the verification of foreigners in the SI "Migration" (CU U01 Verification of the person in SI "Migration") and in external systems (CU U02: Verification of persons and documents in external sources.)
CF U20:08	M	If the information about the foreigner is found to be missing in the register of foreigners in the SI "Migration", the Executor will initiate the process of registering him in the records (CU U03 Registration of foreigner in the SI "Migration")
CF U20:09	M	In case multiple identities of the foreigner are found, the Executor will initiate their connection (CU U04 Connection of the foreigner's identities.)
CF U20:10	M	The administrative case management scenarios will include pre-defined workflows for the coordination, approval and transmission of documents/eFiles in accordance with the decision-making hierarchy established for each type of case.
CF U20:11	M	The system must ensure the possibility of managing bilingual documents (state language and an international language) or with translation support.
CF U20:12	M	<p>The decisions must include the reasons of fact and law, according to the legal provisions.</p> <p>The system will provide functionalities for assisted pre-filling of decision documents that will include the factual and legal reasons, according to the legal provisions.</p> <p>The provider will propose the solution for structuring the text for pre-filling the decision documents (e.g. based on the nomenclature that includes the articles of the legislative acts).</p>
CF U20:13	M	The provider is responsible for designing and implementing the data architecture necessary for pre-filling the documents generated by the system related to administrative cases.
CF U20:14	I	The beneficiary is responsible for filling in the nomenclature used to pre-fill the documents generated by the system related to administrative cases.
CF U20:15	M	<p>Communication of decisions, delivery of administrative act: The system must provide functionalities for the management of notifications with confirmation to data subjects (CU G01.2: Communication with external persons, CU U6 Issuance of documents and documents), including:</p> <ul style="list-style-type: none"> • Direct delivery, with confirmation signature. • Indirect communication by registered mail with acknowledgement of delivery • Public display of information in cases where the delivery of the administrative act is not possible (e.g. IGM website) • Registration of refusal to sign documents and inclusion of witnesses.
CF U20:16	M	The system must keep track of the application of the prohibition stamp in the foreigner's travel document.

Identifier	Obligation	Description of the functional requirement
CF U20:17	M	Interoperability: The system must ensure the automatic transmission of information about the change in the legal status of foreigners, prohibitions and records applied to them to the interoperable IT systems of the process partners.
CF U20:18	M	The removal of the foreigner from the territory of the Republic of Moldova provides for the withdrawal of the documents issued by the IGM. The system must implement a pre-defined workflow or scenario that provides for the Pick-up and cancellation of identity documents issued by the IGM.
CF U20:19	M	The "Migration" SI must ensure the automatic registration in the electronic registers kept in the "Migration" SI of the data, facts and events that are the subject of the record at their documentary registration in the system (CU S02.3: I register the object of evidence in the register).
CF U20:20	M	Appeal management: The system must ensure the registration, recording and management of appeals referring to decisions on administrative cases (CU U07 Registration and examination of appeals:)
CF U20:21	M	Monitoring compliance with deadlines: The system must apply and allow for the tracking of deadlines, such as: a) Terms of examination of the documents established by the decision-maker for the execution of tasks; b) Terms expressly established by the legislative framework, such as: <ul style="list-style-type: none"> • Term of stay of the foreigner • The deadline for examining the administrative case; • Deadline for challenging decisions/administrative acts • The period of action of a record Deadline for submission of documents and notifications to the relevant institutions. <ul style="list-style-type: none"> • Deadline for registration of decisions in the register of records. • Etc.
CF U20:22	M	The system will monitor major/critical events and notify the responsible persons (executor and decision-maker) about their approach/triggering. Examples of critical events can be considered: a) Events related to the process, such as: assignment for execution, transmission to the coordination, changes in the file, change in the status of the file, etc. b) Events targeting persons <ul style="list-style-type: none"> • Exit/entry of the applicant from the territory of the Republic of Moldova; • Modification of identity data, residence, marital status, employment relations with the PJ of the Republic of Moldova, affiliation of a PJ, etc. • Changes in the criminal and contravention record;

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> Legal relations with the IGM: request, granting, withdrawal of a right; <p>c) Events concerning the situation in the country of origin (modification of the country of origin report)</p> <ul style="list-style-type: none"> There are eminent risks that the foreigner will be persecuted in the country to which he is to be expelled. <p>d) Events aimed at the execution of the terms of execution/implementation of restrictive measures</p> <ul style="list-style-type: none"> Record of the deadline granted for leaving the territory of the Republic of Moldova Record of the period of the entry ban Deadline for challenging decisions/administrative acts The period of action of a record <p>e) Etc.</p>
CF U20:23	M	<p>At the end of the examination of the case, the responsible executor prepares a report-conclusion on the results and the proposal for settlement of the case and sends it to the head for approval. The files are sent to the archive only after the approval of the settlement of the case.</p> <p>The system will implement a case settlement scenario and preparation of the file for submission to the eArchive.</p>
CF U20:24	M	The system will have pre-defined statistical and analytical reports related to administrative cases in accordance with the list presented in Annex A11.
CF U20:25	M	The system will provide functionalities for generating add-hoc reports related to administrative and contravention cases.
CF U20:26	D	<p>The system will provide functionalities for generating reports related to the risk analysis, such as:</p> <ul style="list-style-type: none"> Risks based on the country of origin; Migration flows; Personal risk profile; Etc. <p>The system is expected to carry, prepare, and export datasets to BI systems for performing risk analysis.</p>
CF U20:27	M	<p>The Provider, during the analysis phase, will identify the administrative case management scenarios that provide for coordination with other authorities and will implement them after coordination with the Beneficiary.</p> <p>The system will provide functionalities that will allow external coordinations in accordance with the administrative case management scenario.</p> <p>Examples of cases involving external coordination can be considered:</p>

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> • Coordination with the State Labour Inspectorate is carried out in the line of combating illegal work carried out by foreigners and employment in the field of work in violation of the legislation; • Coordination with the guardianship authority of LPAs and MMPS regarding cases involving minors.
CF U20:28	M	<p>The system will implement mechanisms for recording the term of action, prohibitions and events leading to the lifting and halving of the term of the ban on the entry of foreigners into the Republic of Moldova.</p> <p>The system will notify the responsible persons in case of an event that leads to the lifting and halving of the term of the foreigner's entry ban.</p>
CF U20:29	M	<p>The system must ensure the record and management of the increase of the prohibition in the case of expenses incurred by the IGM:</p> <ul style="list-style-type: none"> • Identification of the entity that must reimburse the expenses. • Calculation and automatic application of the cumulative period of the prohibition in case of expenses incurred by the IGM.
CF U20:30	M	The system will have a scenario that allows the merging of administrative cases (eAdministrative files).
CF U20:31	M	The system will allow, within the eFile of the case in the SI "Migration", the reference of external files related to the case managed by other competent authorities or managed in other SIAs (e.g. Court Files; ex2. eFile of the contravention case managed in SIA CSR)

CU U20.1 Registration and examination of reports/notifications regarding the violation of the legislation in the field of competence of the IGM.

The use case describes the functionalities offered by the system for recording and examining reports/notifications regarding the violation of the legislation in the field of competence of the IGM.

The use case refers to the following business processes:

1. Registration and examination of reports/notifications regarding the violation of the legislation in the field of migration and asylum presented by employees of subdivisions other than the Officers in charge of managing administrative and contravention cases;
2. Complaints submitted by other persons or authorities;
3. Notifications automatically generated by the SI "Migration" system.

The description of the functional requirements specific to the use case are presented in the table below.

Table U20.1: Functional requirements of the CU U20.1 use case

Identifier	Obligation	Description of the functional requirement
CF U20.1:01	M	SI "Migration" will have pre-configured scenarios for the registration and examination of reports/notifications regarding the violation of the legislation in the field of competence of the IGM, found by persons other than the IGM Officers empowered with the management of administrative and contravention cases, including notifications regarding the violations automatically identified by the system according to the business rules;
CF U20.1:02	I	External complaints are submitted to the Chancellery and are directed to the subdivision responsible for combating illegal residence according to the field of responsibility and territorial competence.
CF U20.1:03	I	The executor of the Anti-Illegal Stay Subdivision responsible for examining the case: 1) if it finds the violation, depending on the qualification of the case, it initiates (a) an administrative file in the SI "Migration" or (b) registers the notification in the SIA RSC for the management of the contravention case 2) if a violation is not found – prepares a reasoned report. The executor reports the result of the examination of the report/notification to the Decision-Maker who sent him the task.
CF U20.1:04	M	At the time of registering the complaint, the System will initiate (create) an administrative eFile / Contravention File depending on the legal classification of the act.
CF U20.1:05	I	If the absence of violations is found, after the approval of the eFile report, the file is sent for archiving.
CF U20.1:05	M	The system will have a set of pre-defined reports that will allow the inventory of reports/notifications regarding the violation of the legislation in the field of competence of the IGM and the monitoring of their examination discipline.

WITH U20.2. Records management

The use case describes the functionalities to be offered by SI "Migration" to support the processes and activities of establishing and managing records.

The use case refers to the following business processes:

1. Recording and keeping track of restrictive entries
 - a. Automatic registration of restrictive entries (as a result of signing/registering the decision-making document in the SI "Migration")
 - b. Registration and management of international restrictive measures
2. Management of the files of requests regarding the establishment of informative records, including:
 - o Recording and keeping track of informative records

The description of the functional requirements specific to the use case are presented in the table below.

Table U20.2. Functional requirements of the CU U20.2 use case

Identifier	Obligation	Description of the functional requirement
CF U20.2:01	M	SI "Migration" will ensure the registration and record of the records in the electronic sub-register of records (CU S02.3: I register the object of record in the register.).
CF U20.2:02	M	<p>SI "Migration" will automatically record the restrictive records at the time of signing the decision documents establishing a record in accordance with the pre-defined business rules within the scenarios.</p> <p>To this end, the Solution Provider will identify at the Analysis and Design stage the events that lead to the establishment of a record (e.g. the signing of the decision to apply a restrictive measure).</p> <p>SI "Migration" will notify the Executor and the Decision-Maker about the registration of the consignment.</p>
CF U20.2:03	M	<p>The SI "Migration" will ensure the digitization of the sub-process of registration of the records ordered based on the decisions of other competent authorities (e.g. the Prosecutor's Office, the Courts) received by the IGM through the Chancellery (in letter form) or in electronic format from the systems with which the SI "Migration" is interoperable.</p> <p>The Provider, in the Analysis and Documentation phase, will define together with the Beneficiary the digital management scenario of the registration process based on external information.</p> <p>The supplier will propose mechanisms and implement business rules that will allow minimizing labor</p>
CF U20.2:04	M	<p>SI "Migration" will ensure the digitization of the sub-process of registration of international restrictive measures and their record-keeping.</p> <p>The Provider in the Analysis and Documentation phase will define the digital management scenario of the process of registration and record of international restrictive measures, and will coordinate it with the Beneficiary.</p> <p>The supplier will propose mechanisms and implement business rules that will allow minimizing labor</p>
CF U20.2:05	M	<p>SI "Migration" will provide functionalities for the registration and management of requests for the application of informative records (guidance).</p> <p>It is expected to implement a pre-defined workflow for the process of recording and coordinating the arrangement of informative records.</p>
CF U20.2:06	M	SI "Migration" will automatically notify all the Executors who have a pending case in which the person to whom the registration has been applied / withdrawn is concerned.
CF U20.2:07	M	SI "Migration" will ensure the automatic transmission of information about interoperable records in the SIA of the process partners if there is a business rule in this regard.

Identifier	Obligation	Description of the functional requirement
CF U20.2:08	M	The Provider will propose, agree with the Beneficiary and implement in the "Migration" IS a solution that will allow the visual identification of the level of risk presented by the data subject depending on the type of record.

WITH U20.3. Identification of unidentified aliens

The use case describes the functionalities to be offered by SI "Migration" to digitally support the process of identifying unidentified aliens placed within the CPTS.

The use case refers to the following operational activities:

Identification of unidentified aliens placed in the CPS, including:

- verification of the person in the IS "Migration" and external systems
- interviewing the stranger
- communication with the authorities of the country of origin regarding the identification of the foreigner
- Biometric data collection

The description of the functional requirements specific to the use case are presented in the table below.

Table U20.3. Functional requirements of the CU U20.3 use case

Identifier	Obligation	Description of the functional requirement
CF U20.3:01	M	SI "Migration" will have a pre-defined scenario to digitally support the process of identifying unidentified aliens placed in the CPTS.
CF U20.3:02	M	SI "Migration" must ensure the record of both identified and unidentified foreigners (who do not have an identity). Unidentified aliens do not have an IDNP. The record of unidentified foreigners is taken to the Register of Foreigners in the SI "Migration".
CF U20.3:03	M	For the record of unidentified strangers, in addition to the declared identity, informational attributes describing the person can be used (e.g. eye color, hair color, distinct signals). The solution provider at the analysis and documentation stage, together with the Beneficiary, will establish the set of additional attributes necessary for the record in the case of unidentified persons.
CF U20.3:04	I	When defining the pre-defined scenario, the following normative acts are to be considered: <ul style="list-style-type: none"> • Order no. 68 of 16.06.2023 On the approval of the Internal Operational Standard Operating Procedure carried out by the Returns and Escort Section of the CPTS of the IGM in the field of identification of foreigners placed in public custody

Identifier	Obligation	Description of the functional requirement
CF U20.3:05	M	Verification of the person and documents: The STEM will provide functionalities to ensure the verification of foreigners in the SI "Migration" (CU U01 Verification of the person in the SI "Migration") and in external systems (CU U02: Verification of persons and documents in external sources.), and documentation of the fact.
CF U20.3:06	M	The system will ensure the record of correspondence with public authorities in foreign countries for the purpose of identifying the person.
CF U20.3:07	I	The collection of the foreigner's biometric data is carried out for the following purposes 1. Registration in the dactyloscopic register (SIA AFIS). Fingerprint and palm images are taken. The information is taken over in SIA AFIS specific formats. This data is not stored in the SI "Migration". 2. For the purpose of registration in the Register of Foreigners, as the case may be, RSP, potentially for documentation with identity documents/travel document, the following are taken: the photo, the images of the fingerprints (according to the requirements of the ASP), the image of the signature.
CF U20.3:08	M	The system will ensure integration with special devices (CU S01.5 Data exchange with specialized devices) and the necessary functionality for taking over the biometric data of the unidentified foreigner according to the requirements for documentation with identity documents of the foreigner. <ul style="list-style-type: none"> • photograph • Fingerprint • signature image
CF U20.3:09	M	The system will allow the registration of the biometric data of the foreigner in the SIA AFIS.
CF U20.3:10	M	The "Migration" SI must ensure the automatic registration in the electronic registers kept in the "Migration" SI of the data, facts and events that are the subject of the record at their documentary registration in the system (CU S02.3: I register the object of evidence in the register).

CU U21 Application of the toleration regime

The use case describes the sub-process of condition verification and application of the toleration regime.

The functional requirements for the use case are presented in the table below

Table U21. Functional requirements of the CU U21 use case

Identifier	Obligation	Description of the functional requirement
CF U21:01	M	SI "Migration" will implement a pre-defined scenario to ensure the digital support of the sub-process of verifying the need to apply the tolerance regime, its

Identifier	Obligation	Description of the functional requirement
		application and the termination of the conditions for the application of the tolerance regime.
CF U21:02	M	SI "Migration" will implement business rules that verify the need to apply the toleration regime
CF U21:03	M	SI "Migration" will invoke the sub-process of verifying the need to apply the toleration regime in all scenarios that provide for the removal of the foreigner.
CF U21:03	M	SI "Migration" will ensure the registration of the beneficiaries of the toleration regime and the related documents, events. The record of the beneficiaries of the toleration regime is kept in the register of Foreigners in the SI "Migration".

CU U22 I register a notification / self-notification regarding the contravention

The use case describes the procedure for registering notifications / self-notification regarding a contravention act.

The use case refers to the following business processes:

1. Registration of notifications/self-notifications on contravention cases and their transmission in the SIA RSC
2. Record of contravention cases managed by IGM employees and sanctions ordered
3. Integration with SIA CSR

In accordance with the Contravention Code (Law no. 218 of 24.10.2008), the role of Ascertaining Agent within the IGM is played by the head and deputy heads of the IGM, the heads of the regional directorates and the head of the Directorate for combating illegal stay, the heads of the sections for combating illegal stay and the officers of the Directorate and Sections for combating illegal stay.

The primary record and management of contravention cases is carried out within the Automated Information System for the Record of Contraventions, Contravention Causes and Persons Who Have Committed Contraventions (Law no. 185 of 11.09.2020).

SI "Migration" is to integrate with the Automated Information System for Recording Contraventions of the Ministry of Internal Affairs in order to ensure:

1. Sending the notifications and self-notifications to the Ascertaining Agents of the IGM to the Automated Information System for Recording Contraventions of the Ministry of Internal Affairs.
2. Access to the information stored in the Automated Information System for Recording Contraventions of the Ministry of Internal Affairs, such as:
 - 2.1. List of foreign citizens and stateless persons who committed administrative offences and contraventions on the territory of the Republic of Moldova;
 - 2.2. The person's criminal record
 - 2.3. Statistical information, such as:
 - The number of contravention files and contravention sanctions applied by the Inspectorate's employees;
 - Statistics on misdemeanours committed by foreigners

- Etc.

In case of finding the contravention by the ascertaining agent, the "Report on the contravention" and "Decision on the examination of the contravention based on the personal finding of the ascertaining agent" fulfill the role of self-notified.

The functional requirements for the use case are presented in the table below

Table U22. Functional requirements of the CU U22 use case

Identifier	Obligation	Description of the functional requirement
CF U22:01	M	SI "Migration" will integrate with the SIA CSR of the Ministry of Internal Affairs in order to ensure the dispatch of notifications and self-notifications to the Ascertaining Agents of the IGM regarding contraventions
CF U22:02	M	The eFile of the contravention case in the SI "Migration" will have the number of the eFile in the SIA RSC of the Ministry of Internal Affairs and will refer to the last one.
CF U22:03	M	SI "Migration" will use the data from the MIA's Contravention Record SIA for statistical reports on contravention cases initiated/managed by the IGM Ascertaining Agents
CF U22:04	M	SI "Migration" will register in the Electronic Register of Foreigners (as the case may be, the sub-register of records) the contravention sanctions applied to foreigners by reference to the respective register in the Register of Contraventions and Offenders in the SIA for the record of contraventions of the Ministry of Internal Affairs

What does the readmission process refer to?

CU U23 I also record the management of readmission case files

The use case describes the functionalities to be offered by SI "Migration" to digitally support the initiation process and the management of readmission activities and files.

The use case refers to the following business processes:

1. Readmission of Moldovan citizens
2. Readmission of foreign nationals - removal of foreigners based on readmission agreements

The description of the functional requirements specific to the use case are presented in the table below.

Table U23. Functional requirements of the CU U23 use case

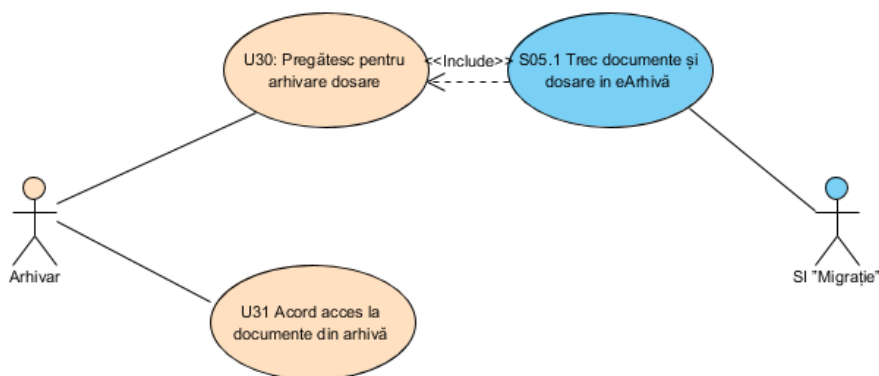
Identifier	Obligation	Description of the functional requirement
CF U23:01	M	SI "Migration" will ensure the digitization of the operational processes related to the management of readmission.

Identifier	Obligation	Description of the functional requirement
CF U23:02	M	<p>The SI "Migration" will have at least the following pre-defined scenarios related to the management of readmission:</p> <ol style="list-style-type: none"> 1. Readmission of Moldovan citizens 2. Readmission of foreign nationals - removal of foreigners based on readmission agreements 3. Management of cases of transit of the territory of the Republic of Moldova by foreigners concerned in readmission procedures
CF U23:03	I	Readmission files are a sub-type of administrative case files.
CF U23:04	I	The readmission of Moldovan citizens is made at the request of the countries with which the Republic of Moldova has readmission agreements. Applications for readmission from the foreign state are sent to readmisie@igm.gov.md e-mail.
CF U23:05	I	<p>The readmission of foreigners is initiated by the IGM and provides for the return of foreign nationals to their countries of origin in accordance with the readmission agreements concluded with that country.</p> <p>The process of readmission of aliens is initiated as a result of a decision to remove the alien.</p> <p>The management of the process of readmission of aliens removed on the basis of a decision to remove the alien is carried out within the eAdministrative file of the basic case.</p>
CF U23:06	M	<p>Within the scenario, the system will provide the necessary functionalities for the digital support of the operational activities carried out within the readmission process of Moldovan citizens and foreigners, such as:</p> <ol style="list-style-type: none"> 1. Registration and management of readmission applications; 2. Verification of the eligibility of persons for readmission; 3. Communication with national and international authorities; 4. Monitoring the deadlines and stages of the process; 5. Management of associated documentation; 6. Reporting and analysis; 7. Ensuring compliance with international legislation and agreements; 8. Event planning and organization 9. Etc.
CF U23:07	M	<p>Registration of applications for readmission: The system must allow:</p> <ul style="list-style-type: none"> • Submission of applications for readmission, received from the authorities of other states or initiated by national authorities. • Automatic registration of the details of the request: identity of the data subject, reasons for readmission, supporting documents and relevant information. • Generation of a unique identification number for each application.

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> Creating and Managing the Case eFile (CU S02.1: Creating the eFile.)
CF U23:08	M	<p>Identification of individuals and management of data subjects: The system shall support:</p> <ul style="list-style-type: none"> Registration and updating of information about the data subject (CU U03 Alien Registration in SI "Migration"). Automatic verification of information in domestic, national and international databases (CU U01 Verification of the person in the IS "Migration", CU U02: Verification of persons and documents in external sources.).
CF U23:09	M	<p>Verification of eligibility for readmission: The system must ensure the implementation of business rules for:</p> <ul style="list-style-type: none"> Analysing the compliance of the application with national legislation and readmission agreements. Automatic highlighting of the criteria applicable for readmission, including legal analysis (e.g. Law no. 200/2010). Management of emergency situations (vulnerable people, minorities, asylum seekers).
CF U23:10	M	<p>Issuance and management of documentation The System shall allow:</p> <ul style="list-style-type: none"> Generation of procedural and procedural documents, in the form of structured documents according to the requirements described in chapter 5.4 Data architecture, based on predefined templates. Creating and managing reports and conclusions that support decisions. Preparation of relevant documents to national and international authorities.
CF U23:11	M	<p>Monitoring of deadlines and stages of the process The system must provide:</p> <ul style="list-style-type: none"> A mechanism for tracking legal deadlines for each stage of the readmission process. Alarms and notifications for deadlines close to expiration. Ability to view the progress of each case in real-time.
CF U23:12	M	<p>Communication between institutions: The system shall support interoperability with the IS of the process partners in accordance with the requirements described in Chapter 5.5.3. IS Reference Model 'Migration', point D. Interoperability and co-opted capabilities:</p> <ul style="list-style-type: none"> Exchange of data and documents with national (Border Police, Ministry of Foreign Affairs, etc.) and international authorities. Integration with international partners' systems for information exchange in accordance with readmission agreements

Identifier	Obligation	Description of the functional requirement
		<ul style="list-style-type: none"> Generating requests and responses to the institutions involved based on pre-defined templates.
CF U23:13	M	Management of the escort process: The system must ensure: <ul style="list-style-type: none"> Planning and recording details related to escorting the person to the state border or country of origin. Generating the necessary documents for transport and coordinating with the relevant authorities. Record of the completion of the escort process.
CF U23:14	M	Archiving and management of documents: The system must allow: <ul style="list-style-type: none"> Electronic storage of all documents associated with a case (applications, decisions, correspondence). Quick search and access of documents according to criteria such as case number, name of the data subject or date. Automatic archiving of closed cases, according to the nomenclature.
CF U23:15	M	Reporting and analysis: The system must provide: <ul style="list-style-type: none"> Regular reports on the number of applications processed, acceptance/rejection rates, and processing time. Detailed statistics on cases by category (nationality, reason for readmission, etc.).

What does the management of the archive refer to?



CU U30: Preparing for archiving eFiles

The use case describes the functionalities made available by the system to the user with the role of Archivist in order to transfer eFiles, documents and records to the eArchive.

The "Migration" SI will have capabilities for storing and accessing files, documents and records from registers in/from the electronic archive in accordance with the procedures for managing the archival fund within the Ministry of Internal Affairs.

The functional requirements for the use case are presented in the table below

Table U40. Functional requirements of the CU U50 use case

Identifier	Obligation	Description of the functional requirement
CF U30:01	M	The archiving and storage of files is carried out in accordance with the MIA Order no. 401//2016 "On the implementation of the document indicator and their retention terms for the central apparatus, administrative authorities and institutions subordinated to the Ministry of Internal Affairs" in the IGM archive.
CF U30:02	M	The system will notify the user with the role of Archivist about the eFolders, documents and records in the registers that have been automatically entered into the eArchive according to predefined scenarios.
CF U30:03	M	The system will provide the user with the role of Archivist with the necessary tools for identifying and preparing for the transfer to the eArchive the eFiles, documents and records from the registers kept in the SI "Migration". For the transfer to eArchive, the user with the role of Archivist applies the systematized label "for archiving" to the respective object.
CF U30:04	M	The system will ensure the transfer to the eArchive of the entire set of documents associated with the eFile if it has been labeled "for archiving".
CF U30:05	M	After the file has been prepared for archiving, the system performs the archiving according to the use case CU S07 Automated Procedures.

CU U31: Granting access to documents from the archive.

Use case through which the workflow is carried out regarding granting access to archived files, electronic documents and data (e.g. records from state registers placed in the archive).

The user with the role of Archivist is responsible for granting access to the documents and data entered in the archive.

Access to the data in the archive can be granted upon request to other users for a specified period of time.

The functional requirements for the use case are presented in the table below

Table U31. Functional requirements of the CU U31 use case

Identifier	Obligation	Description of the functional requirement
CF U31:01	M	Access to archived documents is provided in accordance with the IGM Archive Data Management Regulation. SI "Migration" will provide authorized users with pre-defined workflows through which they can request access to the documents in the archive
CF U31:02	M	The request for access to the data in the archived file must be motivated by the requester.
CF U31:03	M	Access to the documents in the archive is granted for a certain period of time.
CF U31:04	M	SI "Migration" will include in the pre-defined workflow for requesting access to data from the eArchive (CU G08: I initiate the pre-defined workflow.)

Other use cases

CU U32: I take care of the logistics.

This use case describes the functionalities required for organizing logistics activities.

The functional requirements for the use case are presented in the table below

Table U42. Functional requirements of the CU U42 use case

Identifier	Obligation	Description of the functional requirement
CF U32:01	M	SI "Migration" will digitally support the logistical organization of the process of production and distribution of identity documents for foreigners
CF U32:02	M	SI "Migration" will digitally support the process of registration and management of blanks/numbers of documents with special evidence
CF U32:03	M	SI "Migration" will digitally support the process of scheduling the foreigner's visas at GIM Integration with the Earlyone solution used by IGM for electronic row management is expected
CF U32:04	D	The supplier can include in its offer the digital support of other logistics processes related to/tangential to automated operational processes, such as: <ul style="list-style-type: none">• Organization of the process of providing the services of the Mobile Documentation Office at the Person's home• Management of the venues and equipment for the organization of the meetings of the Agenda related to the location

CU U32.1: Registration of the data of logistical organization of the process of production and distribution of identity documents for foreigners.

This use case describes the functionalities required for organizing the registration of logistical organization data of the process of producing and distributing identity documents for foreigners.

The functional requirements for the use case are presented in the table below

Table U32.1. Functional requirements of the CU U32.1 use case

Identifier	Obligation	Description of the functional requirement
CF U32.1:01	M	SI "Migration" will include pre-defined scenarios for the digital support of the process of logistical organization of the production and distribution of identity documents for foreigners.
CF U33.1:02	M	The process of preparing identity documents includes the following key activities: <ol style="list-style-type: none">1. Formation of the order for the preparation of identity documents and its dispatch to the ASP;

Identifier	Obligation	Description of the functional requirement
		<ol style="list-style-type: none"> 2. Receipt of the completed identity documents, as the case may be, the management of scraps. 3. Interaction with the ASP regarding clarifications, scrap management, etc. 4. Distribution of identity documents to counters for handing over to foreigners 5. Registration/update of the status of the identity document in the RSP 6. Distribution of identity documents through GUDS, other specialized IGM offices and the MDelivery service.
CF U33.1:02	M	The system will implement reports on the status of the document and the stages of the process (e.g. completion, handover, pick-up, destruction of identity documents, including in territorial profile, responsible subdivision, etc.)

CU U32.2: registration and management of blanks/numbers of documents with special records.

This use case describes the functionalities required for organizing the registration of logistical organization data of the process of producing and distributing identity documents for foreigners.

The functional requirements for the use case are presented in the table below

Table U32.2. Functional requirements of the CU U32.2 use case

Identifier	Obligation	Description of the functional requirement
CF U32.2:01	M	
CF U32.2:01	M	<p>The blanket management process includes the performance of the following key business functions:</p> <ol style="list-style-type: none"> 1. Generation of unique numbers of the registration documents and their assignment 2. Allocation of unique numbers according to distributed blanks 3. Record of the use of unique numbers of the registration documents, including discarded documents. 4. Generating reports on the stock, distribution and use of unique numbers / blanks with special records
CF U32.2:01		<p>SI "Migration" will ensure the registration and record of the blanks of forms of strict evidence for documents such as:</p> <ol style="list-style-type: none"> 1. Invitation 2. Visa 3. Confirmation of repatriation 4. etc
CF U32.2:01	M	SI "Migration" will ensure the generation and record of unique numbers for all documents and eFiles managed in the system.

Identifier	Obligation	Description of the functional requirement
	M	<p>The provider during the analysis phase will propose to the IGM the approach for the structure of the eFiles and documents managed by the system</p> <p>The FA system supports the possibility of defining the structure of the record number of eFiles and documents in accordance with the jointly approved approach.</p>

CU U33: Registration/takeover of documents received through the Chancellery

Generic use case presenting the capabilities of SI "Migration" to register and retrieve external documents, which refer to the operational processes and records made by IGM.

The primary use case refers to the following groups of documents:

1. Notification regarding the termination of the employment contract with the foreigner submitted by the employer;
2. The opinions of the competent authorities, process partners, requested by the IGM during the examination of requests for granting a right to the foreigner.
3. Information about the natural and legal persons entitled to request / benefit from the granting of a right to the foreigner.
4. Appeals against the IGM decision not to grant a right to the foreigner;
5. Prosecutor's orders;
6. Summons to court on cases related to challenging decisions not to grant rights to foreigners
7. Conclusion/sentence/decision of the court of law on cases where foreigners are concerned
8. etc.

The functional requirements for the use case are presented in the table below

Table U33. Functional requirements of the CU U42 use case

Identifier	Obligation	Description of the functional requirement
CF U33:01	M	The SI "Migration" will allow the registration of external documents and their association to an eFile (CU G05: I create/upload and draft documents)
CF U33:02	M	SI "Migration" will ensure the import of external documents and their associated metadata from interoperable external systems (CU S01: Exchange of data with other SIAs)
CF U33:03	M	The SI "Migration" will provide functionalities for the assignment for execution of external documents (CU G11: I assign task/file/document for execution/examination.) and the monitoring of their execution discipline (CU G13 I monitor the examination of the task/file/document).
CF U33:04	M	The SI "Migration" will ensure the initiation of the registration in the electronic register kept in the SI "Migration" if the document refers to an object of their record (CU S02.3: I register an object of record in the register).

Identifier	Obligation	Description of the functional requirement
		The provider will configure within the pre-defined scenarios of management of the eFolders / pre-defined workflows the handling of these events.

CU U34: Data Migration

Generic use case presenting the capabilities of SI "Migration" to load data from existing systems to be replaced by SI "Migration"

The functional requirements for the use case are presented in the table below

Table U34. Functional requirements of the CU U34 use case

Identifier	Obligation	Description of the functional requirement
CF U34:01	M	<p>The supplier will deliver to IGM a tool for importing data from existing information systems.</p> <p>The data import tool must provide at least the following functionalities:</p> <ol style="list-style-type: none"> 1. Retrieval of data from the existing system; 2. Automatic data verification according to pre-defined rules; 3. Possibility of visual verification of data; 4. Validation of data by the user; 5. Possibilities of data transformation according to pre-defined scenarios; 6. Import data into SI "Migration"; 7. Logging of user actions; 8. Reports on the activities carried out and characteristics of the data.
CF U34:02	I	<p>The provider will propose the tool for data migration.</p> <p>It can be part of the SI Migration or standalone application.</p>
CF U34:03	M	<p>The provider will configure the proposed tool to ensure the migration/population with data from at least the following systems:</p> <ol style="list-style-type: none"> 1. Migrating data from Ssl BMA 2. Import data from SI Temporary protection 3. Import data from SIMBASE (asylum) 4. Populating the Foreigner's Register with RSP data
CF U34:04	M	SI "Migration" will ensure the import of external documents and their associated metadata from interoperable external systems (CU S01: Exchange of data with other SIAs)

6.4. IS administration functionalities "Migration"

Use cases associated with the IS administration roles "Migration"

The SI administration and configuration functionalities "Migration" are shown in the diagram in the figure below and consist of the following specific use cases.

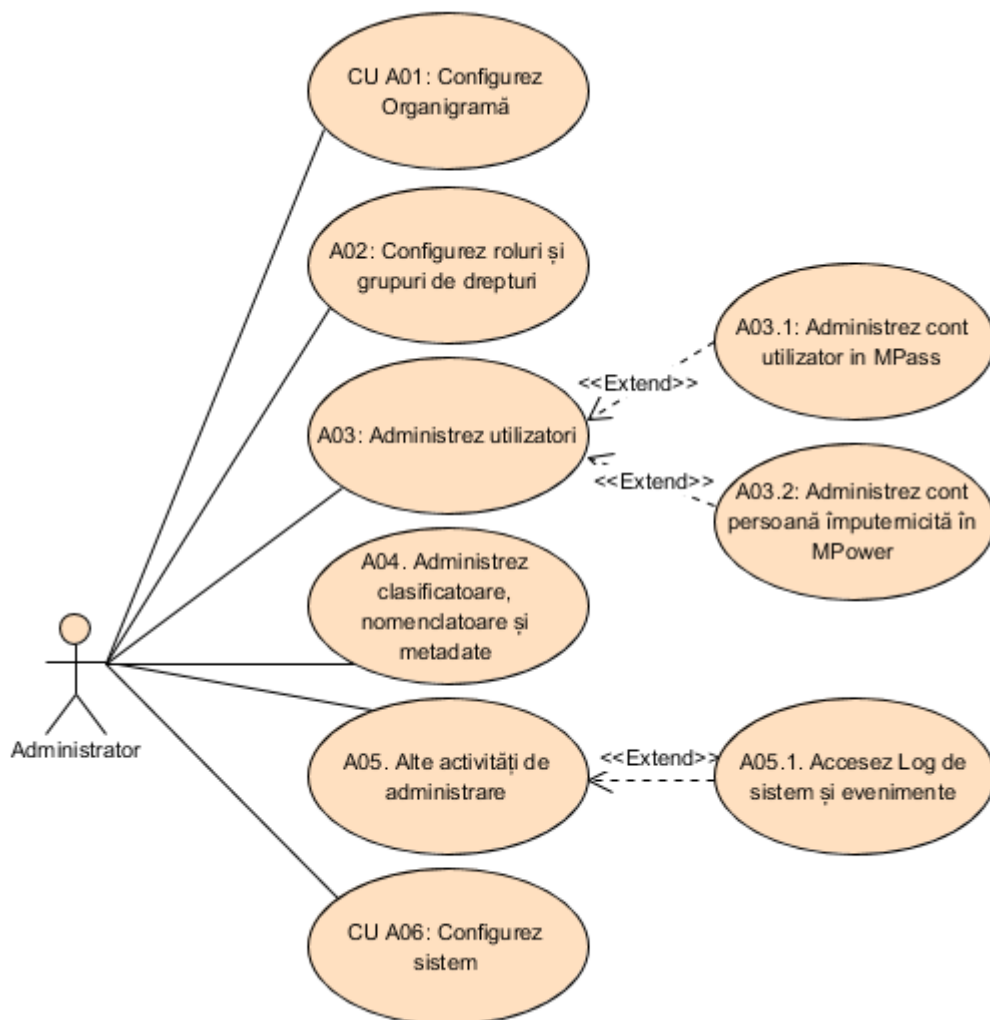


Figure 7. Use cases for IS administration "Migration"

CU A01: I set up the org chart

Use case that provides the functionalities that allow the configuration and management of the IGM organizational chart that will be used for role management, as well as the configuration of case management scenarios and workflows.

The description of the functional requirements for the use case are presented in the table below.

Table A01. Functional requirements of the CU A01 use case

Identifier	Obligation	Description of the functional requirement
CF A01:01	M	The system will provide the necessary functionality for configuring the organizational structure of the IGM – the IGM organizational chart.

Identifier	Obligation	Description of the functional requirement
		The IGM organizational chart will be used by the system to define functions. user groups and subordination hierarchy.
CF A01:02	M	The IGM organizational chart is hierarchical, in the form of a tree where the nodes are represented by subdivisions, and the leaves by functions.
CF A01:03	M	The system will allow you to create the subdivision and include it in the hierarchy
CF A01:04	M	The system will allow the function to be associated with case management scenarios and workflows.
CF A01:05	M	In scenarios and workflows, the head of the subdivision represents the subdivision if an explicit employee from the subdivision is not indicated.
CF A01:06	M	The system will allow the creation and management of the nomenclature of functions.
CF A01:07	M	User roles are determined by the combination of function + subdivision to which it belongs.

WITH A02: I set up roles and entitlement groups.

This use case describes the functionalities necessary to define user access rights to user interface components, data or documents and specifies the behavioral particularities of user interface components in interaction with authorized users.

The description of the functional requirements for the use case are presented in the table below.

Table A01. Functional requirements of the CU A01 use case

Identifier	Obligation	Description of the functional requirement
CF A02:01	M	The information system will provide the necessary functionalities for the management of the groups/roles and the rights associated with them that are to be subsequently assigned to authorized users.
CF A02:02	M	The access rights to the functionalities offered by the system, the user interface and the database records will be defined by the group/role related to the user or explicitly for each user.
CF A02:03	M	For specific roles, user access rights to the data and functionalities of the "Migration" SI will be explicitly assigned by users with administrator roles
CF A02:04	M	The system will provide the administrator with a mechanism through which he can export and synchronize the roles and access rights defined in the SI "Migration" in MPass. MPass will be used for user authentication and granting access rights

Identifier	Obligation	Description of the functional requirement
CF A02:05	M	The system will have capabilities to set user groups. The group can be used to set different parameters specific to the user group: e.g. action scenarios, components displayed in the dashboard, etc.
CF A02:06	M	The system will provide the possibility to associate the roles of users to the functions defined by the organizational chart.

CU A03: I manage users.

This is a use case whereby the local administrator via SI "Migration" manages user accounts.

It also includes associating user roles with the functions defined by the org chart.

The functional requirements for the use case are presented in the table below.

Table A03. Functional requirements of the CU A03 use case

Identifier	Obligation	Description of the functional requirement
CF A03:01	M	The system will provide the administrator with a mechanism through which he can assign the roles and access rights defined in the SI "Migration" with the users registered in the MPass. MPass will be used to authenticate users and grant access rights.
CF A03:02	M	The system will provide the administrator with a mechanism through which they can associate SI "Migration" users with the powers configured in MPower. MPower will be used to validate the special power of attorney of IGM employees (e.g. Ascertaining Agent)
CF A03:03	M	The system will allow you to create a new account, as well as block it if necessary
CF A03:04	M	The system will allow the user to be assigned a defined role in the system
CF A03:05	M	The system will allow the user to be associated with a function of a subdivision defined in the IGM Organizational Chart
CF A03:06	M	The system will allow the user data to be updated
CF A03:07	M	The system will provide the history of user accesses to the system
CF A03:08	M	The system will allow, if necessary, the assignment of additional access rights to the user, in addition to those offered by the user's role
CF A03:09	M	The system will allow the synchronization of users' data with the information in the IS Collaborator

CU A04. I manage classifiers, nomenclatures, and metadata.

It is a functionality intended for the IS Administrator "*Migration*" through which he manages all the nomenclature and metadata related to the System (including the user interface of the IT system).

A particularity of this use case is the provision of correspondence table drafting functionalities necessary for the normalization of data received from external sources in accordance with the identifiers of nomenclature and classifiers used in eFile and Electronic Registers

The list of nomenclatures and classifiers used in the SI "*Migration*" is presented in Annex no. A10 List of nomenclature and classifiers SI '*Migration*'

The functional requirements for the use case are presented in the table below.

Table A04. Functional requirements of the CU A03 use case

Identifier	Obligation	Description of the functional requirement
CF A04:01	M	The system will provide the authorized user with nomenclature and metadata management functionalities
CF A04:02	M	The change in the values of the nomenclature must not affect the historical data referring to the values of the nomenclature.
CF A04:03	M	The elements of the nomenclatures, in addition to the informative fields, will necessarily contain values for: <ul style="list-style-type: none">• Validity period start date• End date of validity period
CF A04:04	M	New values can be added only if necessary, providing the reason and/or reference to a normative act or indication.
CF A04:05	M	When adding a new value, the date of the start of the validity period must be specified. The start date of the validity period may be a future date. At the same time, the introduction of changes with the latest date will be restricted
CF A04:06	M	The nomenclature of the articles/points of the normative acts, which are taken over in the procedural/procedural documents, must support versions. For each version, the validity period can be determined. The time of entry into force is considered to be 00 hours of the indicated day.
CF A04:07	M	The nomenclatures will not allow the removal of values. To exclude a value from use, specify the end date of the validity period.
CF A04:08	M	In the case of nomenclature whose elements, over time, may change some parameters, in addition to the record identifier provided by the database, unchanged values will also be used. An example of such a case is the classifier of localities, which, in the course of history, can change their territorial subordination (district). In order to keep the correct values in such cases, it is also necessary to use the unique identifier provided by CUATM.

Identifier	Obligation	Description of the functional requirement
		<p>In this way, a locality will be able to exist in the classifier in several records having different values of the record identifier, but they will keep the same CUATM identifier.</p> <p>For such cases, the date of the beginning of the validity period and the end date of the validity period must be specified.</p>

CU A05. Other administration activities.

Set of functionalities outside the implementation objectives of this TOR intended for the Administrator of the SI "Migration" which includes all the operations of administration and ensuring the functionality of the System that have not been described in other use cases and will be carried out through the mechanisms of the operating system or other IT solutions operated within the IGM/MAI.

WITH A05.1 I access the System Log and Events.

The use case is an extension of the "CU A04. Other administration activities" designed to highlight the functionalities offered by the system for managing the system logs. The following specific requirements are to be ensured for the management of logs and events:

- The system should only allow access to system logs to authenticated users, ensuring that only users with appropriate permissions can access this sensitive data.
- The system must provide an intuitive interface for viewing system logs and events. This should include details such as: the date and time of the event, the type of the event, the user involved, the IP address, the action performed, and the result of the action (success, failure).
- The user must be able to filter and sort the logs by different criteria, such as time period, event type, user involved, etc., in order to be able to effectively analyze the activity in the system.
- The system must include advanced search functionality that allows users to quickly find specific events or datasets based on complex criteria.
- The system should have the ability to send notifications or alerts to users in the event of critical events (e.g. unauthorised access attempts, serious system errors) as soon as they occur
- Users should have the ability to export event logs and reports in a common format (CSV, PDF, etc.) for external analysis or archival retention.
- The system must allow the generation of periodic or on-demand reports, based on the activities recorded in the logs, with options to customize the information included.
- Changes in logs and events should be restricted.
- The system must ensure that changes are logged in audit settings, with details about the user who made the change, the date and time, and the nature of the change.
- The system must ensure the visualization in both the local logs and those entered in MLog.
- The logging will keep a sufficient set of data so that the nature of the changed or deleted data is clear and the records affected by the events of creation or modification of the IS "Migration" information entities can be easily retrieved.
- The journaled event will contain a direct access reference to the informational object (document, electronic form, etc.) related to the business event. The exception will be only the events of suppression of informational objects.
- SI "Migration" will provide the mechanism for generating reports related to logging events.

The description of the functional requirements specific to the use case are presented in the table below.

Table CU A05.1. Functional requirements of the CU A05.1 use case

Identifier	Obligation	Description of the functional requirement
CF A05.1:01	M	The user with the Administrator role will be able to configure the logging strategies for each category of business event produced by SI "Migration".
CF A05.1:02	I	<p>The Provider will propose and coordinate with the Beneficiary the pre-defined slab of logging strategies that can be applied in the "Migration" IS.</p> <p>Examples of aspects that will include their journaling strategy:</p> <ul style="list-style-type: none"> • Where the logs will be stored (in the system or in MLog) • The level of detail of the information about the event and the set of data describing the event; • Log retention duration • SLA Error Category • Risk/impact category • Etc.
CF A05.1:03	M	The SI administrator "Migration" will be able to configure the categories of business events that will be additionally logged through MLog.
CF A05.1:04	M	The vendor shall ensure that the requirements for the management of logs and system events described above are implemented in the use case.

CU A06: Configure System

It is a use case that provides the necessary functionalities to configure the operating parameters of the IS "Migration". The SI "Migration" must be a configurable system and its adaptation to the current needs of the users and the legal framework in force must be done through the user interface without the need to intervene in the program code, its compilation and repeated activities of the computer system.

The System Administrator will be able to define at least the following settings:

- jobs for automated procedures;
- access paths, values of variables necessary for the operation of the IS "Migration";
- Configuring Report Forms
- rules for validating the content, type and size of documents;
- retention periods for documents (according to the categories of documents and their sources) and records in the registers (CF GC10 eArchive capabilities, CU S06 I delete the object of evidence from the Register);
- rules for indexing the content of documents (CF GC07. Data indexing and search capabilities);
- integration parameters with external information systems;
- configuration of Payment Accounts, includes:
 - a. Set up treasury accounts for each payment type, including payment items

- b. Design of standard payment account templates (the payment account is a qualified structured document)
- c. Associating the payment account template with the eService, the management scenario of eFolders, workflows or other entities of the relevant SI "Migration"
- Nomenclature and classifiers
- configurations related to the information security management system;
- other relevant settings.

WITH A06.1 I set up the user's workspace.

Through Access Use Case

The system offers the possibility to configure a user-friendly and intuitive interface, adapted to their specific needs.

The functional requirements for the use case are shown in the table below:.

Table A06.1 Functional requirements of the CU A06.1 use case

Identifier	Obligation	Description of the functional requirement
CF A06.1:01	M	The system will provide the Administrator with a tool that allows the configuration of the elements that will be provided by the User Workspace for each group of users, and the access rights to these system artifacts. This ensures that users have access to all the tools they need to complete their tasks and minimizes distractions.
CF A06.1:02	I	The provider will define the Dashboard templates intended for different user roles. The dashboard will ensure the grouping and presentation of notifications and other relevant information for the user in real time.
CF A06.1:04	M	The User Workspace configuration tool provided by the system will provide the possibility to view User Workspace templates for different resolutions and types of equipment (e.g. PC and tablet)

CU A06.4 I set up forms (screen shapes, documents, and reports)

This use case is a generic case that defines the functionalities that the system will make available to the user with the role of the Administrator in order to have the possibility to dynamically create, compose and implement forms: screen shapes, document templates, report templates.

The following table presents functional requirements regarding the management functionalities and forms that the system must provide.

Table A06.4. Functional requirements of the CU A06.4 use case

Identifier	Obligation	Description of the functional requirement
CF A06.4:01	M	The system must allow the creation, configuration and customization of forms: screen shapes, document templates, report templates.
CF A06.4:02	M	The system must allow the creation of the following types of pre-defined templates for forms:

Identifier	Obligation	Description of the functional requirement
		<ol style="list-style-type: none"> 1. Screen shapes 2. Structured Electronic Document Templates 3. Report templates: Unstructured documents intended for printing. 4. Printable document and report templates may have a different format/structure than screen shapes.
CF A06.4:03	D	It is expected that the IT system will integrate a solution dedicated to the configuration and generation of reports that will also be reused for the configuration and generation of unstructured standard documents, specific to the business processes of SI "Migration".
CF A06.4:04	M	Form creation and design: The system must provide an intuitive interface that guides the user with the Administrator role step by step in creating a new form template (screen shapes, document, report), including options for selecting and customizing its format.
CF A06.4:05	M	Layout customization: The system must allow customization of the layout of the form, including placing its elements in specific positions, with options for formatting colors, fonts, and sizes.
CF A06.4:06	M	The system must allow form templates to be organized into libraries or categories, making it easy to quickly access and search for templates needed for different types of forms
CF A06.4:07	M	The system must allow versions of forms to be saved and managed so that users can revert to a previous version if necessary
CF A06.4:08	M	The administrator must be able to preview the forms during and after editing, to verify their accuracy and appearance before the final generation
CF A06.4:09	M	The system shall ensure the possibility to associate forms with specific case management scenarios, workflows or other entities.
CF A06.4:10	M	The system shall allow for the configuration of the data validation rules to be entered into the screen forms to ensure that they are correct and complete
CF A06.4:11	M	The system shall ensure the possibility to configure the mechanism for pre-filling forms (screen forms, documents and reports) using the data stored in the IS "Migration" and interoperable systems or/and the data filled in the screen forms.
CF A06.4:12	M	The system shall ensure the possibility of generating structured documents based on the data or information filled in the screen forms and/or stored in the entities
CF A06.4:13	M	<p>The system must ensure the possibility of presenting the information in a structured electronic document in screen form.</p> <p>In the case of the qualified structured document (digitally signed), the system will present the information in readable mode. The user will be able to initiate the drafting, in which case a new version of the document will be generated.</p>

Identifier	Obligation	Description of the functional requirement
CF A06.4:14	M	The system will provide the possibility to create templates of printable documents and reports. Printable document and report templates may have a different format/structure than screen shapes. E.g. In the case of public services, the screen forms associated with each service will be merged to exclude repeated data entry, but the forms of the printed request forms may remain separate.
CF A06.4:15	M	The system must allow the Administrator to select and configure the data fields that will be included in the report, including sorting and filtering the data according to the needs of the report
CF A06.4:15	M	The system must allow the definition of data aggregations to extract relevant information and generate statistics necessary for reports.
CF A06.4:16	M	The system must allow users to schedule the automatic generation of reports at specific time intervals (e.g., daily, weekly, monthly) and to configure automatic notifications regarding their availability.
CF A06.4:17	M	The system will have the ability to configure the scenario of using printed reports/documents according to the mode of dissemination (e.g. documents printed on strictly evident blanks cannot be printed multiple, e.g. 2: reports intended strictly for printing cannot be stored in the form of files, etc.)
CF A06.4:18	M	The system must allow the definition of roles and permissions to control who can create, view or modify the forms

WITH A06.5: I configure the pre-configured workflow.

It is a use case that provides the necessary functionalities to configure and manage pre-defined workflows.

The functional requirements for the use case are shown in the table below:.

Table A06.5. CU A06.5 Use Case Functional Requirements

Identifier	Obligation	Description of the functional requirement
CF A06.5:01	I	The system will deliver to the Administrator a tool through which he/she will be able to configure/associate the steps/activities defined in flow with the functions in the organizational chart.

CU A06.6 I set up registers.

Through access use case are defined the functionalities offered by the system to the user with the role of Administrator to define and modify registers, record structure and rules for keeping records.

The functional requirements for the use case are shown in the table below:.

Table A06.6. Functional requirements of the CU A06.6 use case

Identifier	Obligation	Description of the functional requirement
CF A06.6:01	M	The system must allow for the creation and configuration of different types of registers. The system's capabilities must include options for defining the structure of each register – the structure of informational objects. This structure must be flexible so that it can be adjusted to the specific needs of the IGM
CF A06.6:02	M	The system will ensure the storage of information in the form of records. A record refers to a document or information that is kept in a static and unchangeable format to serve as a form of record in the event of litigation or unclear rights and obligations.
CF A06.6:03	M	The system will provide rule-defining capabilities for validating records in registers. All records and their attributes must correspond to a well-established set of rules. These will ensure that each entry in the register is logically intact and coherent (the attributes of the record will only be able to take correct values). The rules for validating records will be applied to the creation/modification of data through user interfaces, as well as through application interfaces;
CF A06.6:04	M	The system will provide the possibility of configuring rules for scheduling deregistrations – it refers to the ability to have rules for deregistering records in accordance with the retention rules. A record cannot be kept if the legal basis on which it was made has expired. The deregistration plan is used to manage the lifecycles of records according to established legal procedures. Likewise, the service ensures that at the disposal there remains a residual inscription for the entire life of the system. Residual registration demonstrates not only that a record was once active, but more importantly, that the record was correctly removed in accordance with an appropriate removal protocol
CF A06.6:05	M	The system will ensure the possibility of configuring retention rules - the ability to prevent the application of a rule of deletion of a record, in case of a theme that has arisen. Removing records does not always mean destruction.
CF A06.6:06	M	The system will provide functionalities for configuring the interoperability mechanism with other systems that allow to ensure the exchange of data and synchronization of information.

WITH A06.7 I configure the data exchange interface.

Through access use case the Administrator configures new interoperability flows both via MConnect and custom automated interfaces (APIs).

The functional requirements for the use case are shown in the table below:.

Table A06.7 Functional requirements of the CU A06.7 use case

Identifier	Obligation	Description of the functional requirement
CF A06.7:01	M	The provider will provide within the SI "Migration" to the user with the Administrator role a tool for adding and configuring data exchange flows with external systems via MConnect.
CF A06.7:02	M	The system will ensure the possibility of configuring the authentication mechanism to ensure that only authorized users can access the APIs.
CF A06.7:03	D	The system will provide mechanisms for implementing security measures to protect data transmitted through APIs
CF A06.7:04	M	The system will ensure logging of API creation and configuration activities.
CF A06.7:05	M	The provider will propose tools for testing and debugging APIs, and will provide guides for their use, including for creating automatic and manual test scenarios.

CU A06.8: I register and configure specialized devices.

This use case provides necessary functionalities for configuring the mechanisms of integration/use by SI "Migration" of specialized devices.

The functional requirements for the use case are shown in the table below:.

Table A06.9. Functional requirements of the CU A06.9 use case

Identifier	Obligation	Description of the functional requirement
CF A06.8:01	M	SI "Migration" will allow the configuration of the integration mechanism with special devices to ensure the possibility of connecting new devices of the listed type.
CF A06.8:01	M	The 'Migration' SI is to integrate with specialised devices used by the IGM specified in Chapter 5.2.1. Reference model for the SI application 'Migration', sub-chapter D 'Interoperability and co-opted capabilities'

WITH A06.9: I set up the person's Profile

This use case provides functionality needed to configure views, data sources, and access rights within the person's Profile

The functional requirements for the use case are presented in the table below.

Table A06.9. Functional requirements of the CU A06.9 use case

Identifier	Obligation	Description of the functional requirement
CF A06.8:01	M	The system will offer the possibility of adding new information systems in which information about foreign persons will be searched/accessed.
CF A06.8:02	M	The system will allow the Administrator to specify the data sources and access rights for the information that will be displayed in the person's Profile.

7. NON-FUNCTIONAL REQUIREMENTS

This compartment establishes the requirements regarding the non-functional characteristics that the IT solution that is the subject of this acquisition must have.

7.1. Conventions for the formulation of non-functional requirements

The requirements for the implementation of the SI "Migration" set out in this document are marked using the following convention:

- all requirements have a unique identifier consisting of two **X.Y values**, where **X** is the category of the requirement described in Table 7.1 and **Y** is the unique identifier of the requirement in the category to which it belongs.
- for each requirement, the obligation is mentioned: **M** – mandatory requirement to be implemented (from the English notion *Mandatory*), **D** – desired requirement to be implemented, optional (from the English notion *Desirable*) and **I** – informative requirement.

Table 7.1. Categories of requirements of the specification

Value	Meaning	Interpretation
CRL	Licensing and Intellectual Property Requirements	The requirements refer to the intellectual property rights related to the "Migration" SI and the software components necessary for the operation of the "Migration" IS.
ARCH	Architectural requirement	The requirement refers to the architectural aspects of conceptualizing the <i>IS "Migration"</i> .
DEL	Requirement Against Deliverable	The requirement refers to the deliverables to be submitted by the SI developer <i>"Migration"</i> .
FLEX	Extensibility requirement	The requirement refers to the extensibility of the adaptation <i>of the IS "Migration"</i> to new needs.
GMS	Warranty requirement, maintenance and post-implementation support	The requirement refers to the characteristics of the operational maintenance and post-implementation development services <i>of the SI "Migration"</i> , requested in the acquisition.
INT	Interoperability requirement	The requirement relates to the IS interoperability framework <i>'Migration'</i> .

Value	Meaning	Interpretation
SLA	Requirement for the level of services offered	The requirement refers to the quality parameters to which warranty, maintenance and post-implementation support services must be provided.
MG	Project Management Requirement	The requirement refers to project management aspects during the design, development, implementation, commissioning and operation of the <i>"Migration"</i> IS.
PERF	Performance Requirement	The requirement relates to the operating performance of the SI <i>"Migration"</i> .
RC	Requirement of resilience and continuity	The requirement relates to the response properties of the SI <i>"Migration"</i> to critical events and rapid restoration of its functionality.
DRY	Security requirement	The requirement refers to the information security aspects to which the SI <i>"Migration"</i> must correspond.
SC	Scalability requirement	The requirement relates to the scalability properties of the IS <i>"Migration"</i> to increasing the number of users, transactions and information base.
SM	Maintenance requirement	The requirement relates to the post-delivery maintenance aspects of the <i>"Migration"</i> IS.
TP	Platform Requirement	The requirement relates to the technology platform requested for the IS <i>"Migration"</i>
UI	User Interface Requirement	The requirement relates to the user interface that SI will provide <i>"Migration"</i> to authorized users.

The bid submitted by the bidder must necessarily comply with all the requirements indicated as binding.

The bid submitted by the bidder will gain a competitive advantage for each optional requirement to which it corresponds.

Informational requirements are intended to provide more information, for a better understanding of the context of other requirements.

7.2. General requirements

Table 7.2. contains the specification of the non-functional, general requirements to be observed in the development of the "Migration" IS.

Table 7.2. General requirements

ID	Obligation	Requirement
MG 001	M	The Service Provider shall ensure and, if necessary, be able to demonstrate that any component of the Migration SI has been designed and complies with the principles

ID	Obligation	Requirement
		set out for the Migration SI specified in Chapter 2.7 Principles to be applied to the design and development of the Migration SI of this document.
MG 002	I	<p>The IGM grants resources for the configuration of the following operating environments for IS:</p> <ul style="list-style-type: none"> - Production environment; - Testing/training environment; <p>The beneficiary will deliver the operating environments for the IS "Migration" within the MCloud platform.</p>
MG 003	M	<p>The supplier will provide the necessary infrastructure resources for:</p> <ul style="list-style-type: none"> - Development environment; - Project Library

7.3. Licensing and Intellectual Property Requirements

IGM will hold all the necessary rights for the unlimited use of the information system and all the software components necessary for its proper functioning.

Table 7.3. It contains the specification of the licensing requirements and intellectual property rights over the information system and the software components necessary for its operation.

Table 7.3. Licensing and Intellectual Property Requirements

ID	Obligation	Requirement
LCR 001	M	<p>The bidder will include in its offer the licenses for all COTS software products, necessary for the implementation and use of IS in the three environments made available by IGM, such as: operating systems, database management systems, software libraries, utilities and other system software.</p> <p>The amount of licenses offered must allow access to and use of IS (in any environment in which it operates) by an unlimited number of nominal users, as well as unlimited external systems. There will be no restrictions on the number of documents, transactions or how to access the IS (e.g. limitations on concurrent access).</p> <p>The amount of licenses offered must allow access to the application interfaces of the IS by any external application and system.</p>
LCR 002	M	The licensing offer for all software components offered under the above conditions will be "perpetual".
LCR 003	M	The bidder shall transmit to IGM all rights over the developments, adjustments, configurations and customizations made for the implementation of the IS according to

ID	Obligation	Requirement
		the requirements. They can be related to licensed third-party software products, or they can be separate components.
LCR 004	M	The bidder will provide the source code for all SI application components "Migration" developed specifically for IGM.
LCR 005	M	For COTS products there will be at least 3 local vendors using the solution. Otherwise, the bidder will provide the source code for COTS products.
LCR006	M	Any data stored in the SI databases are the property of IGM. Access to this data throughout the supplier's contracting period, as well as after, is subject to information confidentiality requirements and clauses.
LCR007	M	The bidder will present its proposed licensing model for the solution, which must meet the above requirements. The bidder will describe the proposed licensing model, arguing why it is the optimal one for IGM. It will present a comparative analysis with other licensing models usually offered for the solution offered.

7.4. System architecture requirements

The IS architecture "Migration" must be aligned with the needs of *the IGM* at least in the aspects related to extensibility, flexibility and maintenance of the information system. IGM opts for an open, modular architecture based on interoperable components. These principles must be visible at all levels of architecture.

7.4.1. General Architectural Requirements

Table 7.4. contains the specification of the general non-functional requirements submitted to the architecture of the information system.

Table 7.4. General Architectural Requirements

ID	Obligation	Requirement
ARH 001	M	The IT solution in general is to correspond to the "Reference model for the architecture of the information systems of the Ministry of Internal Affairs" defined by GD no. 147 of 28.02.2024, and each level of architecture to the reference models described in chapter 5." IS architecture "Migration"
ARH 002	M	The IS architecture "Migration" must be based on open standards.
ARH 003	M	The SI architecture "Migration" must be service-oriented (SOA).
ARH 004	M	The IS architecture "Migration" will be designed integrated, developed with the application of best practices in the field (<i>example: architecture principles and reference architectures aligned with TOGAF 9.2</i>).
ARH 005	M	The SI "Migration" architecture will be a client-server architecture, organized in at least 3 vertical levels:

ID	Obligation	Requirement
		1) Presentation Level 2) Application Logic Level (Business Logic) 3) Data Access Layer The levels must be clearly divided so that each upper level depends only on its lower level.
ARH 006	M	The SI architecture "Migration" must be adapted to the deployment and use in virtualized environments. Characteristics of an information system with an architecture oriented on implementation in virtualized environments are: latency aware, component failure aware, parallelizable, resource utilization aware.
ARH 007	M	Communication between all system components will be secure, using the internal interfaces of the system components for this purpose.
ARH 008	M	The architecture must be designed in such a way as to ensure that the application is scalable – to be able to adapt to an increase in the number of users and/or the volume of data, without reducing performance.
ARH 009	M	Fault tolerance: The software solution must be able to handle errors and recover quickly in the event of system or network failures.
ARH 010	M	The "Migration" SI architecture must support running it in the Kubernetes compute orchestration environment (K8s).

7.4.2. Architecture Presentation Level Requirements

The presentation level of the architecture is responsible for ensuring user interaction with the business functions of the architecture. This level of architecture manages the way in which users access and use the functions of the information system both for the purpose of performing their job duties and for administrative purposes.

Table 7.5. contains the specification of the non-functional requirements submitted to the presentation level of the information system architecture.

Table 7.5. Architecture Presentation Level Requirements

ID	Obligation	Requirement
ARH 011	M	SI "Migration" will integrate user interfaces to allow the user to use a single point of access for all business functions for which they have been authorized. Exceptions are allowed for roles with privileged rights (e.g. application component designer, system administrator, etc.).
ARH 012	M	The client application may be run in standard operating environments or with minimal configurations from the Beneficiary (<i>example: only standard system software</i>).

ID	Obligation	Requirement
ARH 013	M	The default client application will be the WEB explorer.
ARH 014	M	SI "Migration" will be compatible with at least 3 of the most used WEB explorers (Microsoft Edge, Google Chrome, Safari).
ARH 015	M	The presentation layer will not implement business rules, except for the validation of input data.

7.4.3. Architecture Business Logic Level Requirements

The level of business logic of the architecture implements the basic functionalities of the information system. Business logic is responsible for accessing, processing and transforming the data in the application, manages the business rules and ensures the consistency and correctness of the data.

The level of business logic is accessed by the presentation level to make the business functions of the information system available to users. It can also offer these functions to external computer applications, through specialized application interfaces that are also part of the business logic level.

An SOA architecture requires a high level of granularity at the level of the building blocks for Business Logic. Each logic block provides its functions through its internal and/or external interfaces. They can be accessed by other components of the business logic, components of the presentation level, or external systems.

Table 7.6. contains the specifications of the non-functional requirements submitted to the level of the business logic of the information system architecture.

Table 7.6. Architecture Business Logic Level Requirements

ID	Obligation	Requirement
ARH 016	M	The level of business logic must be completely independent of the level of presentation and the level of the database.
ARH 017	D	The level of business logic must have a fully modular architecture, based on reusable components and abstract interfaces. There must not be identical functionalities performed by different components at this level (<i>example: access to data</i>).
ARH 018	M	Business entities must be clearly identified at the level of business logic and encapsulated in " <i>business entities</i> " components.
ARH 019	M	The " <i>business entity</i> " components must be integral and contain all the data and business logic related to the business entity to which it belongs, necessary for carrying out business operations, applying the relevant business rules and for maintaining the integrity and correctness of the data contained.
ARH 020	M	The components related to the level of business logic must communicate with each other through dedicated internal interfaces / functions (<i>tight coupling</i>).
ARH 021	M	The components related to the business logic layer must be accessible to external applications only through external application interfaces defined for this purpose.

ID	Obligation	Requirement
ARH 022	M	The architecture of the level of business logic will allow concurrent access to objects and functions.

7.4.4. Architecture Data Tier Requirements

At this level of architecture, data is stored and accessed. The data are accessible through database management systems (DBMS). At the level of the DBMS, the data integrity rules are established. The data layer must ensure that the data will only be accessible by authorised entities and its integrity and veracity will be ensured.

The data level must provide the necessary data for the provision of the functionalities and business services required by the *IGM*. The data layer requirements of the architecture are set out in Table 7.7.

Table 7.7. Architecture Data Tier Requirements

ID	Obligation	Requirement
ARH 023	M	The data model implemented and supported shall meet the 'requirements described in Chapter 5.4 Data Architecture of the SI 'Migration'
ARH 024	M	The architecture of the data layer must ensure the realization of the royal ACID (atomicity, consistency, isolation, durability) designed to guarantee the validity of the data despite errors, power outages and other accidents.
ARH 025	M	<i>The SI "Migration"</i> must support an integrated data model for the reference information.
ARH 026	M	The conceptualised data model shall be aligned with the European Interoperability Framework by applying the ISA2 ² , SEMIC ³ and SDMX ⁴ reference models to ensure integration with the systems used by the European Union.
ARH 027	M	<i>SI "Migration"</i> must support the creation, modification, processing, storage and access of text in Unicode format.
ARH 028	M	The data must be accessible only through the components contained in the level of business logic.
ARH 029	M	The stored data must be neutral and independent of the level of business logic.
ARH 030	M	The data architecture must be optimized in terms of quickly accessing data for making transactions and for generating statistics and analysis reports. The generation of analysis reports must not affect the performance of the system's transactional operations.
ARH 031	M	The implemented data model must be documented in detail. The documentation must contain both the technical description of the data layer (e.g. XSD) and the semantic

² Interoperability Solution for European Public Administration (http://ec.europa.eu/isa/index_en.htm)

³ Semantic Interoperability Community (<https://joinup.ec.europa.eu/community/semic/home>)

⁴ Statistical Data Exchange Model (https://www.ecb.europa.eu/stats/ecb_statistics/sdmx/html/index.ro.html)

ID	Obligation	Requirement
		description (the association of data structures to the business entity and their properties). The semantic description of the data must be available to users within the system, where it is useful (<i>example: configuring reports</i>).
ARH 032	M	Each record of the information object will have a unique identification number at the system level. The algorithm for assigning the identification number will be configurable within the system and will allow the identification of record corruption.
ARH 033	M	The system architecture must ensure the integrity and correctness of the data when accessing and modifying several entities simultaneously (users, internal processes, external applications).
ARH 034	M	The data will be protected in proportion to its level of sensitivity. Security requirements must be defined <i>at the data level</i> (not at the application level). This means that data security requirements must be established at the level of the data itself, which then serve as a basis for defining the security model applied at the application and infrastructure level. The security model applied at the level of the data architecture must ensure sufficient granularity to establish access rights in accordance with the legal regulations applicable to the protection of data, including personal data.
ARH 035	M	The CRUD (Create, Read, Update, Delete) matrix will be used to present and validate the data access model.
ARH 036	M	The definition of the data security model will be carried out in accordance with the provisions of the ISO27001 standard.

7.4.5. Requirements of the technological level of architecture

At this level of architecture are placed the ICT infrastructure components (soft and hard) necessary for running the components that are part of the above levels (data level, business logic level and presentation level).

The technological level of the architecture must ensure the availability and accessibility of the system components. The requirements of the technological level of the architecture are set out in Table 7.8.

Table 7.8. Requirements advanced to the technological level of the architecture

ID	Obligation	Requirement
ARH 038	M	The technological architecture of the system must have a high level of resistance to falls, not containing single drop points (SPOF).
ARH 039	M	The technological architecture must ensure the rational and balanced use of processing resources.

ARH 040	M	The technological architecture of the system must be defined taking into account the requirements of consolidating data centers in the public sector and streamlining the administration of state information systems (GD no. 414 of 08.05.2018).
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7.5. Technology Platform Requirements

The technological platform consists of all the software and hardware components necessary to ensure the operating environment in which it will run. The technological platform includes: development platforms and programming languages in which the computer system code is developed, database management systems, operating systems on which the system components can run, specific program assurance necessary to be installed for the correct running of the computer system, the hardware platform on which the system components run, etc.

In order to have the system scalable, flexible and easily maintainable, there must be a minimum level of dependence of the system on the technological platform on which its components run.

7.5.1. General requirements for the technology platform

Table 7.9. contains the specification of the general non-functional requirements submitted to the technological platform of the information system.

Table 7.9. General requirements for the technology platform

ID	Obligation	Requirement
TP 001	M	The platform technologies present in the architecture must be open technologies (without proprietary technologies of the vendor).
TP 002	M	Components must be independent of the technology platform on which they run (except where such requirements explicitly result from the current Terms of Reference).
TP 003	M	The system architecture must be optimized for running in <i>cloud computing</i> environments. Characteristics of a system with architecture oriented towards the implementation of Cloud solutions are: latency aware, component failure aware, parallelizable, resource utilization aware.
TP 004	M	The technologies present at the level of the technology platform must be homogeneous (minimum number of different technologies, <i>e.g. the same operating systems for middleware and database</i>).
TP 005	M	The bidder shall indicate in its bid complete and exhaustive information on the technology platforms supported by its application and the relevant constraints.

7.5.2. Technology Platform Presentation Level Requirements

This section contains the requirements related to the technologies present at the level of presentation of the information system. Table 7.10 contains all the requirements specific to the level of presentation of IS's technology platform 'Migration'.

Table 7.10. Presentation level requirements of the technology platform.

ID	Obligation	Requirement
TP 006	M	The system must be accessible to any user connected to the IGM corporate network, using the standard computing technique owned at the workplace (desktop stations, portable computers, tablets, printers, etc.).
TP 007	M	<p>All visualizations and reports generated by must be printable on the indicated page format. must automatically size the output documents to fit the format indicated by the user (<i>example: A2/A3/A4/A5/A6, portrait/landscape, etc.</i>).</p> <p>There must be one or more options for the type of output documents (<i>example: PDF, XML, XLS, DOC, etc.</i>).</p>
TP 008	M	The client side of the system must be able to run in Windows 10, Android 12, IOs 11 and newer operating environments.
TP 009	M	The client side of the system must be independent of the operating environment on which it runs (accessed via state-of-the-art web explorers).

7.5.3. Requirements of the level of business logic of the technology platform

This compartment contains the requirements related to the technologies present at the level of business logic
a. Table 7.11 contains all the requirements specific to the level of business logic of the technological platform of IS "Migration".tag.

Table 7.11. The requirements of the level of business logic of the technological platform.

ID	Obligation	Requirement
TP 010	M	The components that make up the level of business logic must be developed in modern programming languages, widely accepted in the industry and especially in the ICT sector of the Republic of Moldova (e.g.: <i>Java, C# etc.</i>).
TP 011	M	The technologies present at this level must allow the integration of the components that are or will be developed by IGM through the application interfaces made available.
TP 012	M	The Helm solution will be used to define the packages intended for the installation and configuration of the application in the Kubernetes orchestration environment.

7.5.4. Requirements on the technology platform to support the data layer

This section contains the requirements for the technologies present at the data level. Table 7.12 contains all the data-level requirements of IS's technology platform 'Migration'.

Table 7.12. Requirements for the SI technology platform "Migration" to support the data layer.

ID	Obligation	Requirement
TP 013	M	The provider will design the technology platform required to support the data tier in accordance with the volumes and characteristics of the data architecture.
TP 014	M	The technological platform needed to support the data level will be homogeneous. All functional components will use the same DBMS for data storage/management. As an exception, a different DBMS may be used to store the configuration metadata of system components.
TP 015	M	DBMS for data storage and management will be Enterprise (e.g. MS SQL Server, PostgreSQL)
TP 016	M	In case of need, the Provider will identify additional needs to ensure the legality and performance of the system (additional licenses, data storage equipment, etc.).
TP 017	M	The 'Migration' SI shall be compatible with the database management systems used at the time by the IGM.

7.5.5. Technology Platform Technology Level Requirements

This section contains the requirements related to the technologies used by the platform. Table 7.13 contains all the technology-specific requirements of the IS Technology Platform 'Migration'.

Table 7.13 Requirements for technology platform technologies.

ID	Obligation	Requirement
TP 018	M	All system components (<i>e.g., operating systems, middleware, databases</i>) must be able to run in virtualized environments
TP 019	M	<p>For the purpose of aligning with the technology stack used for government solutions, if applicable, the following technologies/solutions will be used:</p> <ul style="list-style-type: none"> • Container Orchestrator - Kubernetes. • The automatic configuration and installation of Kubernetes clusters will be based on Helm packages. • As a caching or session server, if applicable, Redis will be used. • As a storage system for files or binary objects, if applicable, MinIO will be used. • Kafka will be used as a system for managing queued messages or distributing events, if applicable.
TP 020	D	<p>If applicable, the use of the following recommended technologies/solutions will be considered an advantage:</p> <ul style="list-style-type: none"> • As an ORM (Object-Relational Mapping) system, the Entity Framework Core is recommended • The recommended backend technology is ASP.NET Core • The recommended frontend technology is Blazor. • As a compilation dependency management system, NuGet is recommended. • As a DBMS, SQL Server is recommended. • As a platform capability for reporting, SQL Server Reporting services is recommended.
TP 021	M	<p>The bidder will include in its bid detailed information on the recommended technological platform (within the limits of the available alternatives), taking into account the needs of the <i>IGM</i> set out in this specification.</p> <p>In the case of the winning bid, it will be taken as the basis for establishing the technological platform related to the system.</p>

7.6. Requirements of the interoperability framework

Interoperability is the characteristic of the computer system to communicate with other computer applications. The system architecture establishes the interfaces that must exist between other systems of the *IGM* or of the public authorities of the Republic of Moldova. Table 7.14 defines the requirements for the interoperability characteristics of the *IGM* required.

Table 7.14. Requirements of the interoperability framework.

ID	Obligation	Requirement
INT 001	M	All interfaces exposed by must be based on open standards. All message flows between and external entities will be carried out using open standards.
INT 002	M	All interfaces provided by will be able to interact with external applications both in real and offline mode.
INT 003	D	The system will have capabilities to define new standard interfaces for accessing all key business functions of the system (e.g.: document generation, transaction generation, accessing information about the business entities stored within the system). These interfaces must allow the management of business entities with the application of all relevant business rules and the use of all related properties of the business entities.
INT 004	D	The system will have capabilities to define new interfaces for accessing external systems using open standards. These interfaces will be accessible for dialing within the system functions, when implementing the functionalities.
INT 005	D	The system will have standard interfaces for data export within <i>Data Warehouse tools</i> .
INT 006	M	The system will ensure compliance with the requirements of the European Interoperability Framework by applying the ISA2 ⁵ , SEMIC ⁶ and SDMX reference models ⁷
INT 007	M	All system interfaces must be properly documented (<i>e.g., with the application of the Web Services Description Language model</i>).
INT 008	D	<i>SI "Migration"</i> will have specific capabilities similar to <i>ESB solutions</i> . These capabilities will be able to be used both for integration with external systems as well as for the interoperability of external systems without participating in the flow of information exchange.

The SI "Migration" must take into account the related aspects regarding the information technologies used and the initiatives in the field in force on the territory of the Republic of Moldova. The relevant requirements in this regard are specified in Table 7.15.

Table 7.15. ICT-related requirements and initiatives

ID	Obligation	Description of the performance requirement
INT 009	M	<i>SI "Migration"</i> will integrate with the interoperability framework of the <i>MConnect Government</i> for the purpose of interacting and exchanging data with external

⁵ Interoperability Solution for European Public Administration (http://ec.europa.eu/isa/index_en.htm)

⁶ Semantic Interoperability Community (<https://joinup.ec.europa.eu/community/semic/home>)

⁷ Statistical Data Exchange Model (https://www.ecb.europa.eu/stats/ecb_statistics/sdmx/html/index.ro.html)

ID	Obligation	Description of the performance requirement
		information systems (e.g. integration with state registers, exchange of documents with central public authorities, etc.).
INT 010	M	SI "Migration" will use the MPass platform service as a mechanism for authenticating users through electronic identity.
INT 011	M	SI "Migration" will use the state information resource Register of Authorized Persons (via MPower or MPass) to validate the decision-making mandate of the ascertaining agent.
INT 012	M	SI "Migration" will use the MSign platform service as the infrastructure for the use of the digital signature.
INT 013	M	SI "Migration" will use the MLog platform service as a mechanism for logging critical business events.
INT 014	M	SI "Migration" will use the MNotify platform service as a mechanism to notify users.
INT 015	M	SI "Migration" will use the MCabinet platform service as a mechanism for interaction with external actors who do not have a user account or do not use a system interoperable with SI "Migration".
INT 016	M	SI "Migration" will use the MDoc platform service for storing documents intended for the parties participating in the process who do not have a user account or do not use a system interoperable with SI "Migration".
INT 017	M	SI "Migration" will integrate with the Open Data Portal of the Republic of Moldova (http://date.gov.md) for the purpose of publishing public datasets.
INT 018	M	SI "Migration" will use the government service MDelivery as a solution for delivering the documents requested by the beneficiaries.

7.7. Performance requirements

The "Migration" SI must have the capacity to process in a timely manner the transactions made by IGM users, according to the volume resulting from the IGM activity. Table 7.16 identifies the performance requirements to be met.

Table 7.16. Performance requirements

ID	Obligation	Requirement
PERF 001	M	The response time to a transactional user/service query provided by the system should not exceed one second (it does not refer to the generation of reports and the time required to extract data from other computer systems).
PERF 002	M	The "Migration" SI must be able to manage up to 200 concurrent sessions (authorized user connections and external systems).

ID	Obligation	Requirement
PERF 003	M	The bidder will include in the system administration and operation guides information on the processes that may diminish the performance and its recommendations regarding the concurrent running of these processes (<i>example: it is not recommended to run process X for generating daily reports, simultaneously with process Y for generating the backup</i>).
PERF 004	M	Generating reports and accessing information for business analysis purposes must not affect the operational performance of the system at the level of transaction processing. The system documentation will identify the reports with a significant impact on performance and formulate the supplier's recommendations regarding the generation of these reports so that they do not influence the performance indices.
PERF 005	M	The bidder will indicate in its bid the minimum guaranteed values for the performance characteristics of the system, with reference to the technological platform recommended by the bidder.
PERF 006	M	<i>SI 'Migration'</i> must have the capacity to process at least 10 000 transactions per day.

7.8. Flexibility requirements

The SI "Migration" must have the capacity to be adapted over time to new needs generated by the activity of *the IGM*. It is preferable that this is possible through adjustments in the system configurations (without modifying the program code), thus minimizing the adjustment costs on the *IGM* side. Table 7.17 contains the flexibility requirements to be met.

Table 7.17. Flexibility requirements

ID	Obligation	Requirement
FLEX 001	D	<i>The "Migration" SI</i> will allow you to configure views and shapes intended for users. The information system will allow the creation of new user forms for accessing the business logic of the <i>IS "Migration"</i> .
FLEX 002	M	<i>SI "Migration"</i> will allow you to configure existing reports (<i>example: adjust dataset, reformat</i>).
FLEX 003	M	<i>SI "Migration"</i> will allow adding and configuring new reports and statistics (<i>example: define dataset, format report, define calculated fields</i>).
FLEX 004	D	<i>The SI "Migration"</i> will allow you to configure the performance indicators (<i>KPIs</i>) and the ways of graphical presentation of the indicators in <i>the Dashboard</i> .
FLEX 005	M	<i>SI "Migration"</i> will allow you to configure automatic report generation. Automatic generation will occur at certain events within the system or at certain points in time.

ID	Obligation	Requirement
		The generated reports can be stored within the system or sent to the email addresses / or users set.
FLEX 006	D	<i>The "Migration" SI</i> will allow the definition and configuration of the business entities stored within the system (example: definition of new properties), by corresponding adjustment of its data model.
FLEX 007	D	<i>SI "Migration"</i> will allow you to configure the scheduled execution of system procedures (jobs) according to the time parameters or execution of certain events in the system. The information system will allow the installation and configuration of new system procedures.
FLEX 008	D	<i>SI "Migration"</i> will allow the definition and configuration of case management scenarios (eFiles)
FLEX 009	D	The "Migration" SI will allow the definition and configuration of business flows (example: sequence of operations, state transformations for business entity properties, generated documents and records, notifications, roles involved and allowed operations, etc.).
FLEX 010	M	<i>The IS "Migration"</i> will allow the definition and management of the normative reference information used within the system. The data source for the reference information can be internal or external (example: External database, external web service, external file).
FLEX 011	M	The potentially variable information in (example: different parameters, constants, data storage paths, connection paths with external services, classifiers, etc.) will be configurable and will NOT require recompilation of the solution or direct interventions in the database. The changes in question must be able to be made in user interfaces that are convenient for administrators.
FLEX 012	D	<i>SI 'Migration'</i> shall allow the integration of components developed by IGM into other IT application development projects. These components will have access to the public functions and properties of the system components.
FLEX 013	M	<i>The SI "Migration"</i> must allow the definition of the states in which an information object or electronic form can be found. The access rights must allow the establishment of the operations allowed to the user, depending on the states allowed for the information object (the computer system must have a conflict detection mechanism in case the states for which rights are set are modified).

7.9. Requirements for user interface and ergonomics

The system interface must be user-friendly, easy and intuitive to use. The time required for training in order to use it must be minimal. Users will have access to support information at all times to facilitate the correct use of the system. Table 7.18 contains requirements for the usability characteristics to be met.

Table 7.18. Requirements for the user interface.

ID	Obligation	Requirement
UI 001	M	All business functions accessible to users must be accessible through graphical user interfaces.
UI 002	M	<p>The system must have user interfaces that are friendly, intuitive and convenient to use for users with non-administrator and administrator roles. The information necessary for the user for the purpose of performing the job duties must be visible and accessible.</p> <p>The user interface must possess unique graphic design styles. The graphic elements and texts used must be used consistently in terms of the meaning associated with them.</p>
UI 003	M	All user interfaces must be developed in at least Romanian and Russian. The user will be able to select the language version of the user interface.
UI 004	M	User interface elements must comply Level A with the <i>Web Content Accessibility Guidelines (WCAG) 2.0 requirements</i> .
UI 005	M	The user interface will be optimized for desktop computers or notebooks with 1360x768 resolution.
UI 006	M	<i>SI "Migration"</i> will have, for the most important functionalities, the possibility of adapting the user interface (it will deliver a responsive interface) depending on the device used by the user (notebook, desktop computer, tablet, smartphone).
UI 007	M	<i>The SI "Migration"</i> must allow the definition or centralized translation of the specific terms used within the system (<i>example: Delete = Elimination</i>). These terms will be taken over in that way in all cases of their use within the system.
UI 008	M	<i>SI "Migration"</i> will allow the intermediate saving of work and operations initiated by the user (automatically or at the request of the user).
UI 009	M	<i>The SI "Migration"</i> must have an integrated data search function. The procedures for retrieving data and records will be carried out by means of simple searches (specifying search strings) or searches of higher complexity, through which a more accurate filtering of the information can be achieved (QBE forms). Regardless of the nature of the information sought, the user will use the same method of querying and retrieving the data for any compartment of the user interface of the computer product.
UI 010	M	In addition to the QBE search module that will give the possibility to define sophisticated queries visually, the user interface must provide the possibility to refine the search results by ensuring the possibility of filtering the information in the list of search results.
UI 011	M	Indexed quantities (values from classifiers, nomenclatures) must be filterable by choosing the value from predefined lists. For numeric or date fields, it must be possible to filter by the exact value of the searched feature (<i>Example: 01.01.2016 - all records</i>

ID	Obligation	Requirement
		<i>with a specified date</i>) or by logical criteria (Example: < 31.12.2016 - all records with a date older than 31.12.2016, > 07.04.2009 - all records with a date younger than April 7, 2009).
UI 012	M	It shall be possible to filter the results by mask (e.g. <i>filtering by IDNO</i>) according to the model: 1006600058* - all sequences beginning with the string " 1006600058 ", *EANU - all sequences ending with the string " EANU " or *IMMUNE* - all sequences containing the string " IMMUNE ".
UI 013	M	The contents of any results table must be able to be exported in either DOC/DOCX, XLS/XLSX, and PDF formats.
UI 014	M	The system will allow the attachment of files to informational objects, or references to files stored on the file/web server for all default informational objects. This functionality will be used by users depending on the access profile settings. The attachment sheets will contain a set of attributes: date created, date modified, responsible person, size.
UI 015	M	System users will have access to <i>context-sensitive help</i> in all system interfaces.
UI 016	M	When using the report definition and configuration functions, users must be able to access the data dictionary stored within the system.

7.10. Requirements for maintainability

In order to be available and accessible to business users at the agreed level, the IT system must be continuously monitored and maintained. The information system must allow the proactive identification of problems and their prevention by easily carrying out operational maintenance activities at the level of all components of the system. Table 7.19 contains requirements for the maintainability characteristics to be possessed by SI 'Migration'

Table 7.19. Maintenance requirements of the SI "Migration"

ID	Obligation	Requirement
SM 001	M	SI " <i>Migration</i> " will have mechanisms to monitor the level of load and operation for all key components (example: <i>the components of the business logic level and the data level</i>).
SM 002	M	SI "Migration" will generate notifications if the load level on certain components exceeds critical thresholds (example: for a certain period, the average load level was more than 90%).
SM 003	M	All errors and exceptions in the operation of the system will be logged. This will be ensured both automatically by the system, in case of exception or system errors, and by

ID	Obligation	Requirement
		the customer support service in case of their reporting by the system users or detection by the maintenance/development team.
SM 004	M	The provider will list the means that will be used for the technical troubleshooting of the system
SM 005	M	The provider will prepare means that facilitate the system administration functions: <ul style="list-style-type: none"> • start-up of system components; • restart of system components, • Backing up your database and content files • restore functionality based on the indicated backup,
SM 006	M	The source code will be developed according to the recommendations for writing the easy-to-maintain source code, including: well structured, accompanied by comments, suggestive variables, etc.
SM 007	M	The architecture will allow the implementation of system-wide changes in a simplistic manner for <i>IGM</i> . The perimeter affected by the changes will be minimal, and the components necessary to be tested as a result of the changes, clearly identifiable.
SM 008	M	The "Migration" SI will allow the definition and execution of scheduled tasks for operational maintenance activities (example: archiving historical data, preparing data for complex reports, synchronizing data from external registers, etc.).
SM 009	M	The architecture will allow the implementation of new versions delivered by the vendor without affecting existing configurations, components implemented by <i>IGM</i> and interfaces implemented for interaction with external information systems.
SM 010	M	<i>The "Migration" IS</i> will be able to be easily deployed from the production environment to other operating environments in order to ensure the testing and development processes of the system. The system documentation must describe this process.
SM 011	M	<i>SI "Migration"</i> will have procedures for processing all generated errors. The errors produced during the operation of the system will be recorded and accessible for further analysis and improvement of the quality of the operation of the IT solution.

7.11. Requirements for scalability

Over the course of use, the number of transactions processed and concurrent users may increase or decrease significantly from one period to the next. In order to have a rational use of processing resources, the computer system must be easily scalable (up and down). Table 7.20 contains requirements for the related scalability characteristics.

Table 7.20. Scalability requirements of SI "Migration"

ID	Obligation	Requirement
SC 001	M	SI "Migration" will allow the increase of processing capacity without interrupting their operation. For this purpose, the system will support the horizontal expansion of processing capacity (example: adding new server nodes and performing load balancing).
SC 002	D	SI "Migration" will be able to be configured for automatic scaling at the level of key components (lag sensitive). System scaling will be done both up and down.
SC 003	M	The system must have the possibility to serve practically an unlimited number of transactions, provided that the appropriate allocation of data processing and storage resources. Resources will be allocated horizontally (allocating new servers, without increasing performance on existing servers).
SC 004	M	The SI "Migration" must support running in the orchestration environment of computing resources. Kubernetes (K8s), to ensure horizontal scalability.

7.12. Requirements for ensuring security

The *Migration IS* must allow for adequate control over the information security risks associated with use. The security measures implemented must be aligned with the security policies approved under the *IGM* and ensure the prevention, detection and appropriate response to security incidents.

SI "Migration" must implement a "Multi-layered security" approach at the system level and have the ability to integrate into *IGM*'s institutional model for information security management (based on the ISO 27000 family of standards).

This compartment sets out the requirements for the system-related security features required by the *IGM*.

7.12.1. Security Architecture Requirements

The given compartment contains the requirements related to the security architecture implemented in the framework. Table 7.21 contains all the requirements of the security architecture of the .

Table 7.21. Security Architecture Requirements

ID	Obligation	Requirement
SEC 001	M	The architecture must be designed by applying a "Secure by design" approach .
SEC 002	M	The security architecture of the system must be documented at all levels. The documentation will contain a description of the security model implemented, the components present and the role of each component from a security point of view.
SEC 003	M	SI "Migration" will comply with the provisions of the Government Decision 1123 of 14.12.2010 on the security guidelines for the protection of personal data.
SEC 004	M	For the technical level, the documentation will contain the specifications regarding the placement at the network level of the system components and the recommendations of the provider regarding the network level access rules to be set

ID	Obligation	Requirement
		by the <i>IGM</i> in order to secure access to all system components (<i>example: communication matrix between services</i>).
SEC 005	M	All system processes related to system components will run with minimum privileges necessary to execute the assigned tasks.
SEC 006	M	All access credentials used by the application must be configurable in administrative interfaces. No hard-coded access credentials will be contained.
SEC 007	M	<i>SI "Migration"</i> will not contain stored at the level of its components (in the database, configuration files) access credentials in open form.
SEC 008	M	All external interfaces will be accessed with the application of secure authentication methods (<i>example: X.509 certificates</i>).
SEC 009	M	Access to the functions offered to unauthenticated users (in the case of exposing services to the official <i>IGM</i> website) is controlled by means of protection against the overload of the service by one or a few nodes of the network.
SEC 010	M	All fields in the forms filled in by users must be validated by type on both the client and the server.
SEC 011	M	<i>SI "Migration"</i> will be secured for OWASP Top 10 vulnerabilities.
SEC 012	M	<i>SI "Migration"</i> will ensure the confidentiality of data transmitted-received on communication channels.
SEC 013	M	User actions are recorded in electronic logs.
SEC 014	D	The system emits a periodic signal indicating its functional status.

7.12.2.Requirements for the authentication mechanism

The given compartment contains the requirements related to the authentication mechanism to be implemented within the framework. Table 7.22 contains all the requirements of the authentication mechanism.

Table 7.22. Requirements for the authentication mechanism

ID	Obligation	Requirement
SEC 015	M	<i>SI "Migration"</i> will allow access to its functions only after the successful authentication of the user/administrator.
SEC 016	M	<i>SI "Migration"</i> will provide support for at least the following authentication methods: via M-Pass.
SEC 017	M	<i>SI "Migration"</i> will allow the registration of users and their profile information (<i>e.g.: ID, surname, surname, email, etc.</i>).

ID	Obligation	Requirement
SEC 018	M	User passwords must be protected. The method of protecting passwords must ensure that they cannot be intercepted, deduced or recovered.
SEC 021	M	SI "Migration" will allow you to block, deactivate, or suspend user accounts at the application level.
		•
SEC 026	M	SI "Migration" will allow you to set the number of simultaneous connections that can be initiated by a user.
ESA 027	M	SI "Migration" will allow you to set the timeout time of user sessions in case of inactivity.
SEC 028	M	SI "Migration" will have effective mechanisms to prevent the unauthorized takeover of active sessions initiated by legitimate users.
SEC 029	M	The work session will be locked at the user's request or automatically when the user's session expires.

7.12.3.Requirements for the authorisation mechanism

This section contains the requirements related to the authorization mechanism to be implemented within the framework. Table 7.23 contains all the requirements of the authentication mechanism.

Table 7.23. Requirements for the SI authorisation mechanism "Migration"

ID	Obligation	Requirement
SEC 030	M	SI "Migration" will allow the granular management of access rights to all objects of the information system and the possible actions on them (<i>example: business entities, properties of business entities, electronic forms, menus, reports, create/view/update/remove actions</i>).
SEC 031	M	The method of authorization within the system will be based on the principle "everything that is not explicitly allowed is prohibited".
SEC 032	M	The "Migration" SI will allow the definition of user groups and roles within the system and the association of users to these groups and roles.

ID	Obligation	Requirement
SEC 033	M	<i>SI "Migration"</i> will allow granting access rights at the explicit user, group, and role level. A user group will be able to contain more than one subgroup/role. A user can be associated with one or more groups and roles, and their access rights are determined cumulatively.
SEC 034	M	<i>SI "Migration"</i> will allow granting access rights based on business rules (example: modifying the document only if the user is the author, or if the operation is done within a certain time frame, state or context).
ESA 035	M	<i>SI "Migration"</i> will allow the temporary assignment of rights held by one user, to another user. The assignment may be made with the preservation or suspension of the rights held by the user to whom the rights are delegated.
SEC 036	D	<i>The "Migration" SI</i> will allow the segregation of administrative activities (example: Administrator 1 changes, Administrator 2 confirms).
SEC 037	M	<i>SI "Migration"</i> will provide views and reports on configured access rights. They will be parameterized according to at least the following criteria: user group/role in, user ID, business entity, ownership related to the business entity, supported actions.

7.12.4.Requirements for the mechanism for validating input/output data

This section contains the requirements related to the mechanism for validating input/output data within the electronic forms provided by. Table 7.24 contains all the requirements of the mechanism for validating the input/output data of the electronic forms provided by.

Table 7.24. Requirements for the mechanism for validating the input/output data of electronic forms provided by SI "Migration"

ID	Obligation	Requirement
SEC 038	M	<i>SI "Migration"</i> will have appropriate mechanisms in place to prevent the manipulation of input data (input data received from authorized users, input data received from external applications).
SEC 039	M	<i>SI "Migration"</i> will ensure the opening in a protected regime, directly in the user interface, of structured and unstructured documents, both those produced by the system and those uploaded from external sources.
SEC 040	D	<i>The provider will propose a solution for</i> integration with antivirus verification systems for the purpose of scanning files uploaded from online services.
SEC 041	M	All actions to modify critical and sensitive data will be carried out through specialized forms and documents, according to the workflow established for these categories of documents.

ID	Obligation	Requirement
SEC 042	M	<i>SI "Migration"</i> will perform complete and independent validation of data on the presentation level, business logic level, data level, in order to ensure the integrity, completeness and correctness of the data.
SEC 043	M	All data displays within the framework shall be accompanied by a security marking, according to a classifier established for this purpose within the framework.
SEC 044	M	Confidential data will not be stored and accessed insecurely within (<i>example: In log files, caching</i>).
SEC 045	M	<i>SI "Migration"</i> will have additional protection mechanisms for particularly confidential data (e.g.: masked display of data, storage of data in encrypted form, repeated user authentication, etc.).
SEC 046	M	<i>SI "Migration"</i> will have routine procedures for verifying and detecting possible corruptions of data integrity relationships.
SEC 047	M	<i>The SI "Migration"</i> will have appropriate mechanisms in place to prevent the manipulation of the data stored within the application.

7.12.5.Requirements for the logging and audit mechanism

This compartment contains the requirements related to the event logging mechanism and the security audit within the framework. Table 7.25 contains all the requirements of the logging and audit mechanism provided by.

Table 7.25. Requirements for the IS Logging and Audit Mechanism "Migration"

ID	Obligation	Requirement
SEC 048	M	<i>SI "Migration"</i> will have audit components that will collect and centrally manage audit records at the level of each module of the IT system.
SEC 049	M	The audit component will allow for granular configuration of audit policies.
SEC 050	M	<i>SI "Migration"</i> will allow the establishment of audit policies at the level of business object / entity and at the level of logged event.
SEC 051	M	<i>SI "Migration"</i> will allow establishing the specific characteristics of the events to be logged (example: produced in a certain period of time, a certain value of the owners of the business entity).
SEC 052	M	<i>SI "Migration"</i> will allow auditing of any event, at the level of any object or business entity within the information system.
SEC 053	M	Logged events will save at least the following categories of data (depending on the nature of the logged event): <ul style="list-style-type: none"> the identifier of the logged event;

ID	Obligation	Requirement
		<ul style="list-style-type: none"> the moment in time of the occurrence of the event / the moment of the journaling of the event; the identifier of the user who generated the event; the category of the event being logged; the component of the application that generated the business event; the logical component of the IS "Migration" (workflow, registry, etc.) that generated the business event; / the affected business object or entity; the record affected by the business event; details of the action taken by the user; the event produced; Reference to the affected information object
SEC 054	M	Audit logs will not contain sensitive business information (<i>example: passwords entered on failed authentication attempts</i>).
SEC 055	M	Errors that may occur when logging audit records must not affect the normal operation of the system.
SEC 056	M	The audit component will use the system clock set at the operating system level where the audit component is running.
SEC 057	M	The audit component will have a mechanism for archiving historical audit records. The archiving process can be parameterized (frequency, data age, archiving format, destination, etc.).
SEC 058	D	<i>SI "Migration"</i> will be able to automatically generate notifications to the persons responsible for the occurrence of certain security events, according to the configured configurations.
SEC 059	D	The audit component will be able to be integrated based on open standards with solutions such as SIEM (<i>Security Incident and Event Management</i>) in order to take over the audit records produced within the system, by the respective solutions.
SEC 060	M	<i>SI "Migration"</i> will allow the fixing of historical versions of the data, which will be considered particularly sensitive.
SEC 061	M	The activities of changing statuses and responsible records will be logged.
SEC 062	M	<i>SI "Migration"</i> will have convenient tools for accessing and processing logged events, including filtering audit records by any field held and exporting them in the usual format. The system's audit tools will also be able to be used for the purpose of importing archives with audit files for occasional analysis activities.
SEC 063	M	<i>The SI "Migration"</i> will have secure mechanisms to protect the integrity of the recorded audit information.
SEC 064	M	Critical business events will be able to be logged in parallel through the government logging system <i>MLog</i> .

ID	Obligation	Requirement
SEC 065	M	<i>SI "Migration"</i> will provide a mechanism for configuring business events that will be logged alternatively through the <i>MLog service</i> .

7.12.6. Requirements for the mechanism for handling exceptions and errors

This compartment contains the requirements related to the mechanism for handling exceptions and errors within the framework. Table 7.26 contains all the requirements of the exception and error handling mechanism provided by.

Table 7.26. Requirements for the Exception and Error Management Mechanism of the IS "Migration"

ID	Obligation	Requirement
SEC 066	M	<i>SI "Migration"</i> will centrally record all exceptions and errors generated by its components.
SEC 067	M	When an error occurs, the system will display a generic error message to the user. It may contain an error code and a unique error identifier to facilitate support services engagement.
SEC 068	M	<i>SI "Migration"</i> will have the necessary tools to analyze and process the records related to exceptions and errors.
SEC 069	M	Access to the <i>Exceptions and Errors log</i> will be restricted. The proposed solution must allow the configuration of the access right only to certain persons/roles. The log must be accessible locally or through secure channels.
SEC 070	D	<i>SI "Migration"</i> will be able to automatically generate notifications to the responsible persons in the event of certain errors in the operation of its components.

7.13. Resilience and continuity requirements

This compartment sets out the requirements for the continuity and resilience characteristics of the system required by the IGM.

Table 7.27. Requirements for the resilience capabilities of the SI "Migration"

ID	Obligation	Requirement
RC 001	M	<i>SI "Migration"</i> will have implemented tools for executing the procedures for automatic generation of backups and management of historical backups.
RC 002	M	<i>IS "Migration"</i> must have mechanisms in place to ensure data integrity in case of failures at the level of any components.
RC 003	M	<i>The Migration IS</i> shall have mechanisms in place to operatively restore availability and accessibility in the event of continuity incidents.

ID	Obligation	Requirement
		The restoration mechanisms shall ensure that the objectives for the 'Incident Resolution Time (TS)' described in Annex C, Chapter C.2 are met. Service Level Requirements for SI "Migration".
RC 004	M	The architecture must be resistant to component falls and not have single points of fall (SPOF).
RC 005	M	<i>The Migration IS</i> must have mechanisms in place to ensure the integrity of the data in the event of accidental failures at the level of any of its components.
RC 006	M	<i>The Migration IS</i> shall have mechanisms in place to operatively restore availability and accessibility in the event of continuity incidents.

8. Requirements for project organization

8.1. Development approach

The development of the solution will be done according to the principle of iterative development.

The following is a summary of the approach for the management process of the SI software solution development project "Migration":

8.1.1. Hybrid approach to development

For the development of IS "Migration" the principle of iterative development will be applied, thus an iterative and incremental approach in software development is considered to provide the possibility to launch into production faster the modules developed in this way IGM having a higher ROI.

The solution will be developed in iterations, meaning that the implementation of the system's functionalities will be done in stages, with some modules being in production, while others are still under development.

The priority of the tasks to be included in an iteration will be established by the Beneficiary from a functional point of view and the Solution Provider from a technical point of view (technical risks, functional, architectural dependencies). The duration of the iteration will be determined by the Beneficiary together with the Software Solution Provider, all iterations must have the same duration.

Schematically, the development of a software product according to the hybrid methodology is shown in the figure below.

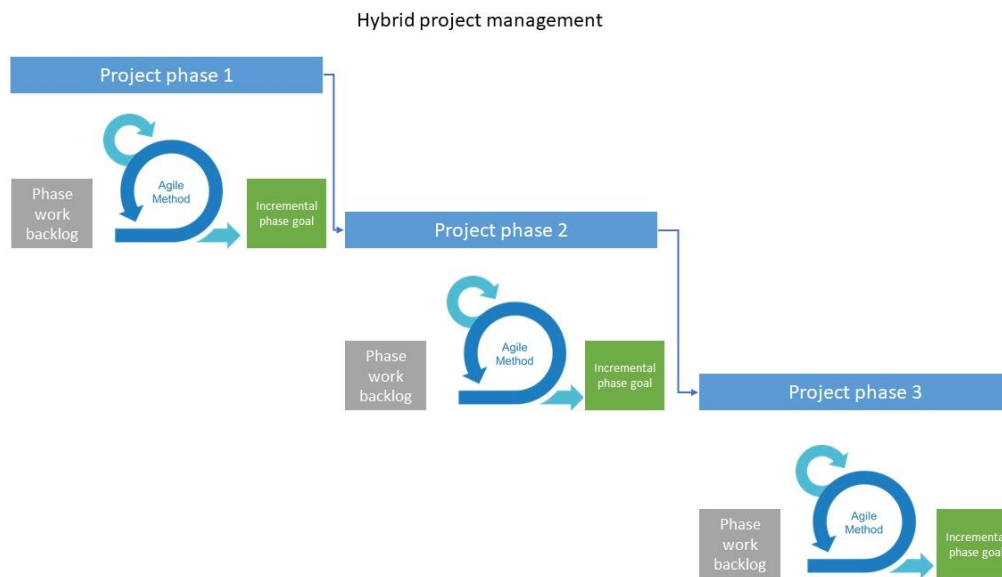


Figure 1. Indicative description of the Hybrid development cycle/process.

In general, the development of software according to the Hybrid approach of project implementation involves the following stages (phases):

1. **Project initiation:** At this stage, arrangements are made for the organization of the project, experts are appointed, the project management organization chart is established, drawn up and agreed with the Beneficiary of the Project Initiation Document.
 The objectives and the high-level vision for the product to be developed are concretized, the project plan is developed, the priorities are established and the available resources are evaluated.
 After the detailed analysis of the requirements, the supplier will update and validate with the Beneficiary of the Project Plan proposed in the offer, as a result of the evaluation of the purpose in the analysis stage. The beneficiary sets the priorities.
 The plan will include functional modules. A functional module represents one or more finite functionalities that can be implemented in production. The modules must digitize the business activities carried out by a sub-division of the IGM.
 It is also at this stage that the first version of the high-level product vision (HLD), the system architecture is defined, and the system components are designed in detail.
 The detailed requirements for the analysis and definition phase of the project are presented in Table B.3.
2. **Iterative and incremental product development** are stages in which modules are directly developed. Iterative and incremental module development is carried out in iterations that include the following sub-stages:
 - a) **Analysis activities:** This stage involves documenting and validating the priority requirements for the development of the module.
 - b) **Module development:** The joint project team (Supplier and Beneficiary specialists) works during an iteration to implement the priority requirements set out in the analysis phase of the module. In this sub-stage, the requirements are broken down by the Vendor team into smaller tasks and

are assigned to the Vendor team members for execution and implementation. Close communication and collaboration between team members is essential to ensure progress and resolve any issues that arise.

Each iteration is completed with a functional module, which is presented to the Beneficiary for validation on the last day(s) of the iteration. The functional module will meet the acceptance criteria agreed in the analysis sub-phase. The delivered product must be fully functional and tested, accompanied by relevant unit testing and integration, code coverage report not less than 85%, accompanied by relevant updated documentation if applicable, complete source code provided incrementally for each iteration also ensuring appropriate integrity testing.

- c) **Data Population: includes** training activities, populating with initial data, and migrating data from existing systems according to the needs of the module.
- d) **User training:** The Provider will conduct user training according to the training plan and programs jointly agreed with the Beneficiary for all categories of users of the "Migration" SI in accordance with the needs of the module.
- e) **SI "Migration" documentation:** The provider will incrementally perfect/update and deliver the technical documentation and user guides of the system.
- f) **Testing and delivery of the module:** The Supplier will coordinate with the Beneficiary the test scenarios, will perform the tests and will present for validation the test results for:
 - a. unit testing;
 - b. integration testing;
 - c. regression testing;
 - d. user acceptance testing.

The beneficiary will participate in the acceptance test and validate the results of all tests.

- g) **Pre-production piloting of the module:** The piloting of the module will be carried out incrementally, testing each version in a controlled environment and integrating it with previous developments. The beneficiary will verify compliance and provide feedback, and the provider will correct the issues and optimize the functionality for the next stage. The vendor on its own will remove all integration non-conformities with previously implemented modules.

- 3. **Product acceptance:** Starting from the premise that all product components have been developed, tested, implemented in iterations, acceptance has the role of confirming that both the particular components and the product as a whole correspond according to the functional and non-functional specifications. The final acceptance of the implementation of the SI "Migration" will be recorded based on the Final Acceptance Act signed by the Provider.
- 4. **Post-implementation warranty and maintenance:** After signing the final acceptance deed, the Supplier will provide warranty, maintenance and post-implementation support services for a period of 12 months.

8.1.2. Requirements regarding management processes and project organization

This chapter sets out the development approach and requirements for the phases and deliverables of the IS implementation project "Migration". The purpose of the requirements in question is to ensure that the project

will be carried out in a controlled manner and the Bidder will develop and deliver an IT solution that corresponds to all the established specifications, and its correct operation in the production environment will be confirmed at a reasonable level of certainty.

General requirements for project management

This section contains general requirements regarding the organization and implementation of the project for the development and implementation of the IS "Migration".

Table B.1. General requirements for organizing project management

ID	Obligations	Interpretation
CSI.1.	I	<p>The IGM opts for a strategy of implementing the <i>IS "Migration"</i> in small steps, iteratively, in order to increase the chance of success of the project and to facilitate the process of integrating and using the <i>IS "Migration"</i> in the activities of the authority. It is expected that the approach for the organization of the IS development and implementation project <i>"Migration"</i> will ensure:</p> <ul style="list-style-type: none"> • Producing tangible results in the shortest possible time from the launch of the project. • The results produced, in particular the functional capabilities of the <i>SI 'Migration'</i>, will start to be used by the IGM as they are delivered; • The transfer of knowledge and training of IGM capabilities for the installation, configuration, use, operation, maintenance and adjustment <i>of the IS "Migration"</i> will occur during the entire system implementation project.
CSI.2.	M	The project for the development and implementation of the <i>IS "Migration"</i> is to be completed no later than June 20, 2026, including 12 months of warranty, maintenance and technical support for the final acceptance of the integral system.
CSI.3.	M	The project will be managed with the application of iterative and incremental methodologies. The bidder may propose another approach to the implementation of the project, demonstrating by an exhaustive description of the implementation of the project.
CSI.4.	M	The duration of an iteration will be proposed by the Bidder and accepted by the Beneficiary based on its experience in implementing projects of similar complexity.
CSI.5.	M	The Supplier is primarily responsible for the management of the project in accordance with the methodology proposed and agreed jointly with the Beneficiary and the Purchaser. The supplier is responsible for identifying and mobilizing the necessary resources for the execution of the activities in its area of responsibility, established in the project management plan at the agreed quality level.
CSI.6.	I	<p><i>The beneficiary</i> is responsible for all procedures and administrative aspects related to the development of the project, the organization of the internal project team, the preparation of the ICT environment necessary for the implementation <i>of the SI "Migration"</i></p> <p>The ILO is responsible for initiating and launching the project.</p>

CSI.7.	M	<i>IGM</i> and the Supplier will each designate a project manager, who will be subordinated to the project teams on behalf of <i>IGM</i> and the Supplier, respectively.
CSI.8.	M	The supplier will have the necessary authority to execute the project activities and will bear primary responsibility for the production and presentation of the deliverables in accordance with the established terms and quality criteria.
CSI.9.	M	In case the Supplier is represented by an association or subcontracts another company to participate in the execution of the project, the roles and responsibilities of each member of the association/subcontractor will be clearly specified.
CSI.10.	I	<i>IGM</i> can contract external consultants to whom part of the Project management and Product Management functions will be delegated from <i>IGM</i> and the quality assurance function at the level of the entire project.
CSI.11.	M	The provider will demonstrate the maturity of the practices applied to the implementation of the SI " <i>Migration</i> " by presenting the relevant certificates of conformity (example: <i>ISO 9001, ISO 20000, ISO 27001 etc.</i>).
CSI.12.	M	The supplier is responsible for the quality of the project deliverables. If the deliverables contain defects for reasons not attributable to the Beneficiary, the Supplier will remove them without any changes in the schedule or costs, including in the terms of the warranty.
CSI.13.	M	The Supplier is responsible for preparing/updating and submitting in the terms agreed with the Beneficiary the reports related to the project management process and the project registers
CSI.14.	M	All communication and deliverables within the project management activities will be carried out in Romanian.

Requirements for project management arrangements to be submitted in the tender

The project management requirements to be included in the tender are presented in Table B.2.

Table B.2. Requirements for project management activities carried out at the initiation stage

ID	Obligations	Interpretation
CSI.15.	M	The bidder will describe in its bid the proposed approach (methodology) for the organization of the IS implementation project " <i>Migration</i> ". The bidder is encouraged to provide details on key aspects of project management, including planning, execution, monitoring and control, as well as delivery of results.
CSI.16.	M	The Provider is responsible for the management of the implementation project, according to the project plan and practices agreed jointly with the Beneficiary. The supplier is responsible for identifying and mobilizing the necessary resources for the execution of the activities in its area of responsibility, established in the project management plan at the agreed quality level.
CSI.17.	M	The bidder will include in its bid the draft project management plan (PMP). The document will explicitly describe at least the following:

		<ul style="list-style-type: none"> • The context of the Project, which will include: Purpose and objectives, scope (what is included and what is excluded from the project), Beneficiaries and Stakeholders and deliverables; • Project management organizational chart, including: the project steering committee, the roles for project team members on behalf of the Supplier, the roles for project team members on behalf of the Beneficiary and the Contractor. For each role, the key attributions in the project will be established (RACI matrix); • The initial version of the Project Plan, which describes the time frames and content of the product versions that will be delivered; • The communication plan includes: communication methods, communication channels, frequency of communication (what, when, how, whom), responsibilities, escalation mechanism, confidentiality rules, procedures and special situations. • Practices applied to interaction and collaboration within the project, including: project plan management, detailed planning of activities based on prioritized requirements, resource management, change management, risk management, quality management of deliverables, monitoring and reporting of progress, exception management, management of the project library; • Risk management: template for RAID Log register, description of potential risks, risk management strategies and mitigation actions; • Quality management: Quality assurance procedures; • Change management strategy, including: Change Control Procedures and Approval procedures that indicate how changes will be managed and approved within the project and who is responsible for their approval; • List and templates for the project registers proposed by the Bidder; • Configuration management which will contain details on how to manage and put into production the modules delivered iteratively (will also include integration tests); • Migration plan for historical data from systems owned by IGM; • Corrective and perfective maintenance plan for the warranty period with SLA included.
CSI.18.	M	<p>At least the following project registers are expected to be kept:</p> <ol style="list-style-type: none"> 1. RACI Matrix for each stage of the project; 2. Register of communications; 3. Register of changes; 4. Risk Register (RAID Log); 5. Version Record Register; 6. Register of test results; 7. Register of incidents and support requests, and development; 8. Lessons learned.
CSI.19.	M	<p>The bidder will include in the project management methodology the list, as the case may be, and templates for the documents to be submitted during the implementation of the project.</p>

		<p>At least the following documents are to be produced during the development and implementation phases of the system:</p> <ul style="list-style-type: none"> • Solution Design Document (which will contain the architecture of the solution – HLD, mock-ups, acceptance requirements per module, non-functional requirements); • The Provider will present technical requirements for the infrastructure necessary for the proper functioning of the system (per environment e.g. Dev, Staging, Prod, etc.); • Report on the planning of the iteration, including the list of functionalities, requirements regarding the resources that the Provider expects from the Beneficiary and/or the actions to be taken by the Beneficiary, if applicable; • Periodic reports agreed with the Beneficiary at the reporting meeting (at least once a month) on the progress of the project and the project registers kept and updated according to the project management plan; • Final iteration report including a description of the results obtained; • The module finishing reports, which includes: overview of the completed phase, presentation of the project plan for the next period, risk analysis, establishment of project problems, recording of the quality level of the project. • Reports on the acceptance testing results for each module that will include all types of relevant tests performed (unit testing, system testing, integration testing, etc.); • Register for the remedy of deficiencies reported by the Beneficiary at the end of the piloting phase of the <i>"Migration" IS</i>, with the indication of the relay for fixing them; • Training reports, including the results of the evaluation of participants; • Updating the report on risks and their impact made during the presentation of the Continuity Plan;
CSI.20.	D	The Bidder will present the instruments to be used to monitor the evolution of the project and, as the case may be, will provide the Beneficiary with access to it.

Requirements for project management activities carried out at the project initiation stage

The requirements for the activities carried out at the initiation phase of the project are presented in Table B.3.

Table B.3. Requirements for project management activities carried out at the initiation stage

ID	Obligations	Interpretation
CSI.21	M	<p>At the project initiation stage, the Supplier will perform at least the following activities:</p> <ul style="list-style-type: none"> • Organizing and holding the project kick-off meeting (Kick-Off Meeting). During the kick-off/kick-off meeting, the Supplier will present the Project Management Plan, the project team, the proposed milestones on the project and the maximum deadline for its completion.

Requirements for analysis and solution definition activities

This section contains the requirements regarding the key activities of analysis and definition of the solution within the development and implementation processes of the "Migration" IS.

Table B.4. Requirements for analysis deliverables and solution definition

ID	Obligations	Interpretation
CS	M	As a result of the completion of the phase, the Supplier will provide as a deliverable: <ol style="list-style-type: none">1. High-Level Vision Document (HLD) of the future product;2. List of modules with included functionalities3. Module implementation plan4. Document describing data architecture at a logical level5. Document describing the infrastructure of the development, test and production environments that the Beneficiary must make available to the Supplier;
CS		The acceptance of the deliverables will be carried out according to the following criteria: <ul style="list-style-type: none">• <i>The Beneficiary and the Acquirer</i> have no observations regarding the completeness and correctness of the deliverables;• the deed of acceptance of the deliverables is signed by the Supplier, <i>the Beneficiary and the Purchaser</i> of the product.

Requirements for iterative and incremental solution development activities

The given compartment contains the requirements regarding the deliverables and the acceptance criteria of the functional modules.

Table B.5 Requirements for functional module execution deliverables

ID	Obligations	Interpretation
CSI.24	M	The Provider will deliver the implemented functional module (Deployed) on the environments made available by the Final Beneficiary (depending on the available resources), namely: <ul style="list-style-type: none">• Development environment• Production environment;• The test/training environment.
CSI.25	M	The supplier will deliver the following artifacts related to the functional module: <ol style="list-style-type: none">1. Technical documentation and user documentation2. Source code3. The final build artifacts for the software project, such as binaries, packages, or Docker images.

		<p>4. Project management deliverables: Project plans, specifications, progress reports, RAID log, change log, etc.</p> <p>5. Updated Solution Design Document (SDD).</p>
CSI.26	M	<p>The supplier will deliver the test scenarios and test results of the SI components "<i>Migration</i>":</p> <ul style="list-style-type: none"> • unit testing; • integration testing; • stress testing; • load testing; • regression testing; • performance testing; • Code coverage min 85%
CSI.27		<p>The acceptance of the deliverables will be carried out according to the following criteria:</p> <ul style="list-style-type: none"> • <i>The Beneficiary and the Acquirer</i> have no observations regarding the completeness and correctness of the deliverables; • The deed of acceptance of the deliverables is signed by the Supplier, <i>the Beneficiary and the Purchaser</i> of the product.

Requirements for data population activities:

The given compartment contains the requirements regarding the activities and deliverables of populating with initial data and the migration of data from SSI BMA, SIMBASE and SI "Temporary Protection" to SI "Migration"

Table B.6. Requirements for data populating activities

ID	Obligations	Interpretation
CSI.28.	M	The provider will include in the technical offer the description of the approach, method and proposed tools for performing the initial data population and migration of data from the existing systems in the IS "Migration"
CSI.29.	M	<p>The Provider will provide the minimum data sets necessary for migration, and the Beneficiary is responsible for providing the data sets necessary for the initial data population of the "<i>Migration</i>" IS, within the limits of the data held. The format of the data will be mutually agreed.</p> <p>The beneficiary is responsible for establishing the criteria for reconciling the data;</p> <p>The beneficiary is responsible for validating the migrated data.</p> <p>The beneficiary is responsible for correcting/completing data from source systems that do not pass the validation criteria.</p>

		The beneficiary is responsible for correlating the values of the nomenclature used in the source systems with the new ones in the SI "Migration" and developing the conversion table.
CSI.30.	M	<p>The supplier shall provide the necessary instrumentation for uploading data from at least the following systems used by IGM:</p> <ol style="list-style-type: none"> 1. SSI BMA 2. SIMBASE (asylum) 3. SI 'Temporary protection'
CSI.31.	M	<p>In the process of populating SI data "<i>Migration</i>", the Provider will be responsible for:</p> <ul style="list-style-type: none"> • establishing the methodology applied to the population with initial data; • elaboration of detailed population plans with initial data; • ensuring the software tools that will be used at the initial data market; • establishing quality rules for the preparation of datasets for initial data and their implementation at the level of the tools used in the process; • mapping the data made available by the IGM to the data structures in the <i>IS "Migration"</i>; • participating in data cleansing and correction activities; • checking and validating the quality of import datasets; • importing <i>the prepared data into</i> the "Migration" IS; • Identify exceptions and errors when importing data.
CSI.32.	M	The provider will provide the specialized software tools such as <i>ETL (Extract Transform Load)</i> that will be used in the initial data migration process.
CSI.33.	M	All activities related to data population will be carried out in operating environments controlled by the <i>IGM</i> .

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Table B.7. Requirements for data populator deliverables

ID	Obligations	Interpretation
CSI.	M	The provider will deliver the data migration/popular scripts and/or the procedures for configuring the operation of the ETL instrumentation;
CSI.	M	The provider will deliver the updated SI "Migration" semantic data catalog;

Requirements for final acceptance testing activities:

This section contains the requirements for key activities in the acceptance testing of the SI "*Migration*" information system.

Table B.8. Requirements for key acceptance testing activities

ID	Obligations	Interpretation
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CSI.3	M	<p>At this stage, all SI "<i>Migration</i>" <i>components</i> are implemented and configured according to functional and non-functional specifications.</p> <p>SI "<i>Migration</i>" is available and operational in all environments where it has been implemented.</p> <p>The vendor will organize the acceptance testing of the system. To this end, it will perform at least the following activities:</p> <ul style="list-style-type: none"> • preparation of detailed test plans, including test scenarios; • receiving and recording detected errors and removing them; • Preparation of the report with the final results of the test, including the status of all identified errors.
CSI.3	M	Unit test coverage for SI " <i>Migration</i> " <i>capabilities</i> will be a minimum of 90%.

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Table B.9. Acceptance Testing Deliverables Requirements

ID	Obligations	Interpretation
CSI.3	M	<p>The supplier will deliver for coordination and acceptance to the <i>IGM</i>:</p> <ul style="list-style-type: none"> • acceptance testing plan; • unit testing, • integration testing, • regression testing, • stress testing, • load testing, • performance testing • Test report for all test types mentioned above.
CSI.3	M	The Provider will perform all planned tests according to the Test Plan and their final results are acceptable by SI " <i>Migration</i> ".
CSI.4	M	<p>The acceptance of the deliverables will be made if the following are discovered:</p> <ul style="list-style-type: none"> • Zero critical non-conformances • less than 3 major nonconformities. <p>Minimum 90% coverage with unit-tests of the delivered functionalities</p>
CSI.4	M	The acceptance will be dated with the day when all non-conformities discovered on delivery will be rectified.
CSI.4	M	The SI " <i>Migration</i> " <i>acceptance deed</i> is signed by the Supplier, <i>the Beneficiary</i> and the Purchaser of the product.

Training and documentation requirements:

This section contains the constraints, activities, deliverables and acceptance criteria of the deliverables related to the training activities in the use of the SI "*Migration*" *information system*.

Table B.10. Requirements regarding the need to start training in the use of the SI "Migration"

ID	Obligations	Interpretation
CS	I	<p>The beneficiary will provide all the necessary facilities for organizing the training of <i>IGM</i> users in the operation of the SI "<i>Migration</i>" <i>information system</i>:</p> <ul style="list-style-type: none"> • the training room; • networked workstations; • technical equipment necessary for training; • availability of persons responsible for training sessions
CS	M	<p>The supplier will ensure:</p> <ul style="list-style-type: none"> • Training environment (testing) prepared; • training support materials (guides, presentations, interactive presentations, etc. in Romanian); • tests to verify the effectiveness of training (in Romanian).
CS	M	The supplier will develop and deliver the training guides for all categories of <i>IGM users</i> .
CS	M	<p>The following categories and number of users on behalf of the beneficiary are to be trained:</p> <ol style="list-style-type: none"> 1. System administrators – 4 people 2. Users – trainers – 20 people
CS	M	The supplier will establish, in agreement with <i>the IGM</i> , the Plan for the organization of the training sessions.
CS	M	The provider will conduct user training according to the aggregated training plan and programs jointly with <i>IGM</i> . The training will be conducted in Romanian.
CS	I	The Beneficiary's trainers (trainers) will provide support and continue the trainings after the production of the <i>IS "Migration" information system</i> .
CS	M	<p>The Provider will prepare and deliver a proposal for the Continuity (Maintenance) Strategy and Plan of the SI "Migration". The continuity plan will include at least:</p> <ul style="list-style-type: none"> • Risk and impact assessment: Identifying potential threats that may affect the operation of the software solution and assessing the impact of these threats on the beneficiary's business continuity. • Defining continuity goals and KPIs: Setting recovery goals, such as maximum tolerated recovery time (RTO) and recovery point (RPO). • Backup and recovery plan: A detailed plan for backing up your data and software code; procedures for restoring them in case of need and procedures for periodic testing of backups. • Backup Infrastructure: A description of the backup infrastructure and resources required to ensure process continuity and/or restore the operation of the software solution in an incident recovery environment. • Communication and coordination: Define clear procedures for communication and coordination of efforts in the event of an incident.

		<ul style="list-style-type: none"> Recovery procedures: Detailed, step-by-step procedures for restoring data, applications, and infrastructure to their intended objectives, as well as testing their operation. Defining the roles and requirements for specialists involved in the maintenance and restoration of systems Continuity plan testing: The plan for carrying out periodic tests, responsible, objectives and content of checks. Staff testing and training requirements: Ensures that staff are trained and prepared to implement the continuity plan in an efficient and effective manner in the event of an actual incident. Requirements for the continuous review of the continuity plan. <p>When drafting the Continuity Plan, the requirements for support and maintenance services and the level of services described in Annex C will be taken over.</p>
CS	M	The Supplier will organize and carry out a test of the proposed continuity plan with the participation of the Beneficiary's managers

Deliverables

Table B.11. Training and documentation deliverables requirements

ID	Obligations	Interpretation
CS	M	<p>The training and documentation stage involves ensuring the following categories of deliverables:</p> <ul style="list-style-type: none"> training of users on the developed modules of the SI <i>"Migration"</i>; training for administration and configuration of the SI <i>"Migration"</i> (users with administrator roles); complete guides for all categories of SI <i>"Migration"</i> users intended for the operation and administration of the SI <i>"Migration"</i> information system.
CS	M	<p>The provider shall prepare and deliver at least the following accompanying documents of the SI <i>"Migration"</i> information system:</p> <ul style="list-style-type: none"> Technical Architecture Document (TDD) of the SI Information System <i>"Migration"</i>; Database architecture document including ERD (Entity-relationship diagram) and CRUD matrix for data categories/informational objects. Document describing digitized business processes, which includes: BPMN diagrams, state diagram, RACI matrix, etc. API (Application Programming Interface) documentation; SDK (Software development kit) for custom-developed components and other application components delivered with open source; SI Information System Security Documentation <i>"Migration"</i>.
CS	M	<p>The Provider shall prepare and deliver the following categories of operational instructions of the SI Information System <i>"Migration"</i>:</p> <ul style="list-style-type: none"> Guide to the administration of the IS information system <i>"Migration"</i>;

		<ul style="list-style-type: none"> • SI Information System User Guide "Migration"; • Guide for the installation of the SI information system "Migration"; • Guide to configuration and operational maintenance of all components of the SI information system "Migration"; • Help Desk User Manual • Guides for backing up and restoring the data of the SI "Migration" information system;; • Documentation of the process of archiving and restoring data from the archive of the SI information system "Migration".
CS	M	The supplier will deliver the guides in electronic format. The guides must be convenient to access and navigate, and the necessary information must be easy to identify.
CS	M	The provider will deliver the Register of suggestions/requirements for functional improvement of the IS "Migration" that will be part of the purpose of a separate project received during the training period.
CS	M	<p>A draft document for the "Continuity (maintenance) plan of the IS "Migration"" which includes:</p> <ul style="list-style-type: none"> • Continuity strategy • Business Continuity Plan, • Disaster Recovery Plan, • Backup Plan <p>Other relevant procedures to ensure information security in accordance with national legislation and good practices in the field</p>

Requirements for production launch activities

This compartment contains the requirements regarding the activities, deliverables and acceptance criteria of the deliverables for launching into production of the SI information system "Migration"

Table B.12. Requirements for production launch activities

ID	Obligations	Interpretation
CSI	M	The vendor will propose its approach for the production launch of the SI information system "Migration" (<i>example: sequential, big-bang, parallel running, pilot</i>) and will justify this approach.
CSI	M	<p>The supplier will participate in all stages of putting into production the modules of the SI information system "Migration". To this end, the Provider shall perform at least the following actions:</p> <ul style="list-style-type: none"> • will develop the Production Launch Plan (<i>cut-over plan</i>); • develop the roll-back plan (<i>where applicable</i>); • will update the data sets that have been generated/modified in the current systems after the execution of the initial data population procedure; • will provide support to the execution of the Production Launch Plan;

		<ul style="list-style-type: none"> will operatively remove the errors and malfunctions that occurred in the operation of the SI "<i>Migration</i>" information system.
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Deliverables

Table B.13. Production release deliverable requirements

ID	Obligations	Interpretation
CS	M	The supplier will perfect and coordinate with IGM the Production Launch Plan of the SI " <i>Migration</i> " information system.
CS	M	The SI information system " <i>Migration</i> " is launched into production.
CS	M	The system is available and functional for all authorized users of the Beneficiary. User accounts are created by roles with their number indicated Number of modules put into production
CS	M	The act of acceptance into production of the SI " <i>Migration</i> " information system is validated, accepted and signed by the Supplier, <i>Beneficiary</i> and Purchaser of the product

Requirements for the activities of the production piloting phase of the SI information system "*Migration*"

This section contains the requirements for the period of piloting the SI "*Migration*" information system.

Table B.14. Requirements for the testing period in production

ID	Obligations	Interpretation
CS	M	The provider will provide on-site support for the piloting period, for fixing errors and deficiencies in the operation of IS " <i>Migration</i> ".
CS	M	During the production testing period of the " <i>Migration</i> " IS, the Vendor will perform activities to remove errors and deficiencies, analyze the logging records in order to prevent possible problems, make adjustments to the user interface and critical modules of the " <i>Migration</i> " IS.

Requirements for final acceptance of the SI information system "*Migration*"

This section contains the requirements for the final acceptance of the SI "*Migration*" information system.

Table B.15. Requirements for final acceptance of the information system

ID	Obligations	Interpretation
CS	M	<p>The final acceptance of the implementation of the "<i>Migration</i>" IS will be recorded based on the Final Acceptance Deed signed by the Supplier, <i>Beneficiary</i> and Purchaser of the product, provided that the following conditions are met:</p> <ul style="list-style-type: none"> the piloting period in production has expired; all errors, deficiencies and critical/major severity issues are removed; there are LESS than 10 bugs and minimal severity issues that have not been removed. No test scenario will corrupt data integrity

CS	M	<p>An error or issue related to <i>SI "Migration"</i> is considered critical/major severity if it blocks or makes it difficult to use key functionalities of the IT system.</p> <p>An error or problem related to <i>the SI "Migration"</i> is considered of minor severity if it blocks or makes it difficult to use functionalities for which there are workarounds.</p>
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Deliverables

Table B.16 Final acceptance deliverable requirements

ID	Obligations	Interpretation
CSI.68	M	<p>Project management deliverables presented at the final acceptance phase:</p> <ul style="list-style-type: none"> • Project Closure Report: which summarizes the entire project, including achievements, lessons learned, problems encountered and any recommendations for future projects • Requirements Traceability Matrix • Acceptance Test Plan • Lessons learned • The final acceptance deed signed by the Supplier, <i>Beneficiary and</i> Purchaser of the product, • SI Continuity Plan "Migration" • Corrective and Perfective Maintenance Plan including SLA (including System Warranty)
CSI.69		<p>Other deliverables of the project include:</p> <ol style="list-style-type: none"> 6. Technical documentation and user documentation, final version 7. Source code for all SI application components "Migration", final version 8. The final build artifacts for the software project, such as binaries, packages, or Docker images. 9. The CI/CD solution integrated within a platform, where appropriate the configured MCloud platform, technical documentation and user guides of the CI/CD platform to automatically deploy the new code to production. 10. Updated RAID Log

Activities related to warranty, maintenance and post-implementation support services

After signing the final acceptance deed, the Supplier will provide warranty, maintenance and post-implementation support services.

Table B 17. General Warranty, Maintenance, and Post-Deployment Support Requirements

ID	Obligations	Interpretation
CPI.1.	M	As part of the initial contract for the delivery and implementation <i>of the "Migration" IS</i> , the Provider will provide warranty, maintenance and post-implementation support

		<p>services for the applications of the IT system provided for <u>a period of 12 months from the date of signing the deed of its final acceptance.</u></p> <p>The price of warranty, maintenance and post-implementation support services will be included in the price of the initial contract for the development and implementation of the "Migration" IS</p>
CPI.2.	I	By warranty it is understood that the computer system will operate according to the functional and non-functional specifications at a level of performance not lower than that required in this Specification.
CPI.3.	M	<p>During the warranty period, the Supplier will ensure the updating for:</p> <ol style="list-style-type: none"> 1. all its own and third-party open-source components used for the development of IS "Migration" 2. all components of the technology platform (OS, DBMS, etc.) 3. all application components and frameworks, open-source, used for the development of SI "Migration" <p>At the end of the maintenance period, the Provider will ensure that all updates and the latest versions of the system, as the case may be, of the components have been delivered to the Beneficiary and will ensure the performance of the platform's operation.</p>
CPI.4.	D	The vendor may also deliver other software updates to correct bugs or vulnerabilities discovered after delivery.
CPI.5.	M	The support and maintenance services will be provided according to the - Requirements of the level of services in Chapter B.3.1
CPI.6.	M	The price of the initial contract for the development and implementation of the "Migration" IS will include the provision by the Provider of the development services, in the volume of 100 man-days, as part of the adaptive maintenance services, during the warranty period, at the request of the Beneficiary.
CPI.7.	M	<p>The supplier will describe in its offer the proposed model for the management of change and development requests and the methods applied for estimating the effort.</p> <p>The information included in the offer must be sufficient to assess that the relationship between the Provider and IGM in the process of providing development services will be transparent and fair</p>
CPI.8.	M	<p>The detailed rules and requirements for warranty, maintenance and post-implementation support services are described in Annex B.</p> <p>The rules and requirements described in Annex B are binding.</p>

Quality of post-implementation support and maintenance services

The quality of post-implementation support and maintenance services directly influences the quality of the use of IS "Migration" by IGM. The provider must be able to demonstrate that these services will be provided at the agreed level of quality.

Table B.18. Requirements for ensuring the quality of post-implementation support and maintenance services for IS "Migration"

ID	Obligation	Requirement
CP	M	<p>The provider will present by the beginning of the post-implementation support and maintenance period a plan for ensuring the quality of the support services provided.</p> <p>The plan will contain the performance indicators for the services, the risks that may affect the performance indicators, the preventive actions implemented for risk management and the measures to mitigate residual risks.</p> <p>The plan submitted by the Provider must be coordinated and accepted by the <i>Beneficiary</i>. The quality plan will be reviewed by the Provider at least annually, or in cases where significant deviations are found in the provision of services at the established level.</p>
CP	M	The provider will include in the offer information regarding its approach to the quality assurance plan of post-implementation support and maintenance services.

Performance guarantees

The supplier must guarantee the provision of maintenance and support services provided in the post-implementation period according to the SLA agreement signed with *IGM*.

Table B.19. Requirements for guaranteeing the quality of maintenance and support services provided in the post-implementation period for IS "Migration"

ID	Obligation	Requirement
CPI.11.	M	The supplier will submit a letter of bank guarantee, according to the ILO template, for the provision of post-implementation support and maintenance services at the agreed level.
CPI.12.	M	The amount of the bank guarantee will represent 10% of the value of the maintenance services provided.

8.1.3. Guarantee

The developed solution will have a 12-month warranty. The guarantee period starts after the signing of the final acceptance deed of the SI "Migration". During the warranty period, the Supplier will eliminate all defects identified and reported during the warranty period by the Beneficiary in accordance with the SLA.

Detailed requirements for warranty, maintenance and post-implementation support are described in Annex B, Chapter 3.

8.2. Institutional arrangements

8.2.1. Beneficiary:

The beneficiary of this procurement is the General Inspectorate for Migration.

Within the project for the implementation of the SI "Migration", the Beneficiary is responsible for:

1. Defining Requirements and Priorities:
 - The beneficiary defines the requirements of the product and sets priorities for functionalities.
 - The beneficiary is responsible for making business decisions related to the product, including approving changes in requirements and priorities.
 - The beneficiary will provide all the information necessary for the detailed documentation of the tasks.
2. Validation and acceptance of results:
 - The beneficiary will participate in the testing of all developed components. For this purpose, the beneficiary will create a Team responsible for testing/piloting for each module.
 - The Beneficiary is responsible for organizing the production testing works (Piloting) of the system in accordance with the methodology agreed jointly with the Supplier
 - The beneficiary is responsible for the final acceptance of the product and intermediate components delivered to each iteration, each module. This involves checking that the product meets the requirements and standards initially set.
3. Securing ICT infrastructure resources:
 - The beneficiary will provide the infrastructure resources for the 1) development (1) testing and (2) production environments. (to operate);
 - Development, testing and operation (Production) environments will be offered in MCloud;
4. Providing the necessary facilities for organizing the training process.
5. Ensuring the communication process with external stakeholders.
6. The beneficiary is responsible for ensuring access to the internal and external systems with which the SI "Migration" has to interact. It is also responsible for presenting the information describing the API interfaces through which interoperability is to be ensured.
7. The beneficiary is responsible for submitting the information describing the business processes to be digitized and the product requirements and approving the descriptions of the technical screenings.
8. The beneficiary is responsible for preparing the datasets necessary for the initial data population of the *IS "Migration"*
9. The Beneficiary will appoint the PO, who will coordinate the decision-making on all aspects related to the technical elements of the Contract.
10. The beneficiary will ensure the delegation on its part of at least the following specialists:

#	Name of the expert's competence	Responsibilities
1.	Project manager from IGM	<ul style="list-style-type: none">• The Project Manager on behalf of IGM organizes and coordinates the project activities incumbent on the IGM team and ensures their execution in the agreed terms;• Leads the project team on behalf of IGM and is primarily responsible for fulfilling the responsibilities incumbent on IGM within the Project;• Monitors the timely execution of the operational commitments assumed by the project team members on behalf of IGM (e.g. provision of information, review of deliverables, etc.);

		<ul style="list-style-type: none"> Organizes the secretarial work of the IGM project team (management of correspondence, exchange of information, storage of documents, etc.); Informs his/her team about the activities and events produced within the Project, ensures good communication and cooperation within the project team on behalf of IGM; Ensures good communication, coordinates and intermediates the interaction and cooperation between the IGM project team and the Provider's project team; Organizes meetings and work meetings on the project; Reports to CDP about the progress of the project, risks, deficiencies and exceptions that arise.
2.	Project coordinators from interested institutions IGPF, IGP, STI, MAI	<ul style="list-style-type: none"> Represents within the Project and within the Project the institution to which he/she belongs; Ensures the pursuit and achievement of the objectives of the Project at the level of the institution to which it belongs; Proposes the nominal composition of the members of the project team within the institution it represents and ensures their delegation according to the needs of the project; Organizes, coordinates and supervises the adequate participation of those responsible within the institution in the project activities; Ensures the complete, truthful and timely provision of information related to the institution; Reviews and validates deliverables produced within the project relevant to his/her institution.
3.	Business Specialist (IGM employees)	<ul style="list-style-type: none"> Provides truthful, complete and timely information on the operational model of activity of the institution to which it belongs; It is the point of contact between the project and other managers of the institution, if the situation will require their involvement in the project at the level of the operational model of activity; Reviews and validates the deliverables produced within the project relevant to the operational model of the institution to which it belongs.
4.	ICT specialist (ITS employees)	<ul style="list-style-type: none"> Provides truthful, complete and timely information on the ICT environment of the institution to which it belongs; It is the point of contact between the project and other managers of the institution, if the situation will require their involvement in the project at the level of the ICT environment; Examines and validates the deliverables produced within the project relevant to the ICT environment of the institution to which he/she belongs.
5.	IGM Testing/Piloting Team	<ul style="list-style-type: none"> This team is responsible for testing and evaluating the solution to ensure that it meets the requirements and expectations of the beneficiary. The testing/piloting team involves real users in the testing and evaluation of the software product. This approach allows to obtain direct feedback from beneficiaries and identify their needs and suggestions for further improvements.

8.2.2. Provider:

The supplier is the company or consortium that has been designated the winner following the competition and is to ensure the execution of the works according to this specification. The supplier is responsible for the management of the project.

8.2.3. The purchaser of the information system

IOM, manager of the project "Support for the protection, transit, repatriation and reintegration of affected Eastern Partnership citizens and vulnerable third-country nationals in the Eastern Neighbourhood region affected by the conflict in Ukraine" ensures the procurement of the design, development, implementation, guarantee, maintenance and technical support works of the IS "Migration" according to the requirements of this Specification.

8.3. Supplier Qualification Requirements

8.3.1. Qualification requirements vis-à-vis the developer company

The Supplier shall submit supporting documents (including information on completed contracts and customer contact information from which references may be requested or which the Beneficiary could, if necessary, visit in order to familiarise themselves with the systems put in place by the Supplier) in order to satisfy itself that the Supplier satisfies the following requirements regarding experience:

1. It has been operational for the last 5 years, most of the activity being related to the development of information systems.
2. He has experience in implementing projects similar in scale and complexity developing applications, demonstrated by at least 2 contracts with the development stage completed and the systems are launched into production in at least the last 3 years. For ongoing projects, copies of the acceptance documents of the entire software solution will be submitted.
3. Demonstrated experience in integrating with MServices government services, at least MConect, MPass, MSign, MPay;
4. Software development experience with the use of the hybrid approach. This will be demonstrated by presenting the project methodology that will describe the role of the Provider.
5. Demonstrated experience using the technology stack and holding certificates related to the technology stack, quality assurance processes and information security will be an advantage.
6. At least 2 letters of recommendation from customers, for which the Supplier has developed and implemented projects of similar complexity.

8.3.2. Qualification requirements for the Supplier's personnel

It is the responsibility of the Supplier to estimate the need for resources to carry out the project. At the same time, in order to have the certainty of the realization of the project, the Supplier will ensure the allocation of at least the following key specialists:.

Table 1. Supplier's project team

#	Name of the expert's competence	Properties
1.	Project manager	1
2.	System Architect	1
3.	Business analyst	3

4.	Software Developer	3
5.	Database Designer/Developer	1
6.	Integrator / DevOps Specialist	1
7.	Specialist Quality Assurance	3
8.	Trainer	1
8.	Non Key Experts	Involvement is determined by the Provider
TOTAL		14*

For the proposed key experts, CVs demonstrating the fulfilment of the minimum qualification requirements will be submitted, as follows

8.3.2.1. Key Expert 1. Project manager

The Project Manager leads the project team on behalf of the Supplier and is primarily responsible for fulfilling the responsibilities incumbent on the Supplier within the Project. It ensures the availability of the necessary experts from the Supplier in accordance with the Project Activity Plan, organizes and coordinates the project activities incumbent on the Supplier's team and ensures their execution exactly according to the requirements and in the agreed terms. Create and update: project management plan, risk register, project communication plan, project plan. Ensures good communication, coordinates and mediates interaction and cooperation between the project team on behalf of the Supplier, the project team on behalf of the Beneficiary, as well as coordination with external partners. Organizes meetings and working meetings on the project, and reports to the project management committee on the progress of the project, the risks, deficiencies and exceptions that have arisen. He is responsible for drawing up and validating the minutes of the meetings.

The Project Manager Expert must meet the following qualification requirements:

- higher education in the ICT field or another relevant field;
- at least 5 years of experience in software development;
- at least 5 years of proven experience in team/project management with the application of the methodology proposed by the Supplier, with at least 2 projects of similar complexity implemented in the last 3 years that are launched into production;
- Experience in implementing projects within the public authorities of the Republic of Moldova / MIA will be considered an advantage.
- Holding certifications: PMP, PMI-ACP, PRINCE2, SAFe, or equivalent will be considered an advantage.
- Communication skills in English and Romanian.

8.3.2.2. Key Expert 2. System architect

The system architect is responsible for designing and defining the architecture of the software system. Its role is to ensure that the system is designed in a coherent, efficient and scalable way, in line with the requirements and objectives of the creation of the IS "Migration". The System architect works together with the development team to design and define the structure and components of the software system. This involves identifying and selecting the most suitable technologies, platforms, and frameworks to meet the requirements of the project. During software development, the system architect oversees the implementation of the defined architecture and ensures that the software components are properly integrated and that the system works in the desired way. The System Architect Expert must meet the following qualification requirements:

- higher education in the ICT field or another relevant field;

- minimum 3 years of experience as an IT systems architect, with at least 2 projects of similar complexity (large-scale Enterprise level systems) implemented in the last 3 years;
- =
- Holding Enterprise Architecture, Cloud Architecture, Software & System Architecture certifications will consider it an advantage;

8.3.2.3. *Key Expert 3. Business analyst*

The Business Analyst is responsible for identifying the Beneficiary's needs and requirements and "translating" them into clear and achievable specifications for the development team. He works closely with the Beneficiary's team and other stakeholders to identify the specific needs of each group. It uses various techniques and tools to transform the stated requirements into functional specifications that will be achieved within the iterations and establishes jointly with the Beneficiary their priorities according to the value brought. The Business Analyst is primarily responsible for ensuring that all parties involved in the project, both on behalf of the Supplier and the Beneficiary, unequivocally understand the requirements and that the information is correctly interpreted and applied during development. The Business Analyst participates in the process of testing, verifying and validating the developed functionalities to ensure that the requirements and expectations are met and that the final product complies with the established needs and standards.

The expert with the role of Business Analyst must meet the following qualification requirements:

- higher education in the ICT field or another relevant field;
- At least 3 years of demonstrated experience in the field of business analysis;
- at least 2 projects of similar complexity implemented in the last 3 years;
- holding General Business Analysis Certifications, Product Ownership, BPM certifications will be considered an advantage;
- Communication skills in Romanian and Russian.

8.3.2.4. *Key Expert 4. Software Developer*

This category of developers is responsible for the development of the visual components of the SI "Migration" (UI) and must meet the following qualification requirements:

- ICT studies;
- participation in at least 2 projects of similar complexity of software development in the last 3 years;
- proven experience of unit testing integration, DevOpsse will consider an advantage;
- Holding technology certifications from the requested technology stack will be considered an advantage;

8.3.2.5. *Key Expert 6. Database Designer/Developer*

Category of developer responsible for the design of the data architecture, design, development and administration of the database related to the SI "Migration". The category given by the experts is to define the data architecture related to the SI "Migration", including to design the taxonomy of structured information objects, the architecture of the electronic registers kept in the SI "Migration", to define and develop the conceptual and physical model of the databases, including to implement the stored procedures of the database of the SI "Migration", to configure the rights and privileges at the database level for all categories of users of the SI "Migration", implement the backup mechanism of the database, implement the mechanism of data migration and the initial popular database of the SI database "Migration".

In addition, the key expert in Database Design/Developer is responsible for defining the strategy and procedures for migrating data from existing systems, developing/configuring ETL mechanisms, preparing and uploading the primary datasets necessary for the operation of the IS "Migration".

The Database Developer/Administrator must meet the following qualification requirements:

- ICT studies;
- at least 3 years of experience developing/administering an enterprise-level DBMS (MS SQL, Oracle, PostgreSQL, etc.);
- participation in at least 2 projects of similar complexity of software development in the last 3 years
- Holding certifications in the field of database design/administration in the requested technology stack will be an advantage;

8.3.2.6. *Key Expert 7. Integration/DevOps Specialist*

Key category of developer responsible for integrating and coordinating individual software components to create a functional and coherent solution. The integration specialist is responsible for bringing together the various software components developed by team members and ensuring their interoperability. It works on the proper connection and interaction of software modules and systems to achieve the desired functionality.

This category of experts must meet the following qualification requirements:

- ICT studies;
- at least 3 years of experience in software development;
- participation in at least 2 software development projects in the last 3 years;
- Experience working with the MConnect solution will be considered an advantage
- proven experience of continuous DevOps integration;
- Demonstrated unit testing experience

8.3.2.7. *holding certifications in any technology in the required technology stack will be considered an advantage Key Expert 8 Quality Assurance Specialist*

Key expert responsible for ensuring the quality of the development and implementation processes of the IS "Migration" (functional and non-functional testing of the IS "Migration" including by means of automated means). This type of expert must meet the following qualification requirements:

- higher education in the ICT field or another relevant field;
- at least 3 years of experience in software testing in projects of similar complexity;
- demonstrated experience in test analysis and documentation of the testing process;
- proven experience in performance testing (load and stress) and security testing;
- proven experience in automated testing;
- Being certified in any technology in the requested tech stack will be an advantage;
- having certifications in the field of QA will be considered an advantage
- ability to communicate in Romanian.

8.3.2.8. *Trainer*

Key expert responsible for developing the documentation for the use of the IS "Migration" and conducting trainings for the categories of users mentioned in this specification. This type of expert must meet the following qualification requirements:

- higher education;
- at least 3 years of experience in user training;
- experience in conducting training sessions for end users and IT specialists (the existence of certifications in the field is an advantage);
- experience writing technical documentation and end-user documentation;

- ability to communicate in Romanian.

8.3.2.9. *Non Key Experts*

The supplier will bake into the project team and other experts as needed. The involvement of these specialists will not be necessary in coordination with the Beneficiary. It is the responsibility of the Provider to estimate its need for team members to develop and implement the SI "Migration" in the set terms.

ANNEXES