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TERMS OF REFERENCE

DESIGN, DEVELOPMENT AND IMPLEMENTATION
OF THE INFORMATION COMPONENT FOR EMPLOYMENT SERVICES AND UNEMPLOYMENT INSURANCE
OF THE NATIONAL EMPLOYMENT AGENCY (ANOFM)
WITHIN THE INTEGRATED eSOCIAL INFORMATION SYSTEM

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ACRONYMS AND DEFINITIONS

No.	Abbreviation/Acronym	Explanation
1	AGE	E-Government Agency
2	Agile/Scrum	Iterative and incremental software development methodology
3	ANOFM	National Agency for Employment
4	API	Application Programming Interface
5	ASP	Public Services Agency
6	CNAS	National Social Insurance House
7	CNDDCM	National Council for the Assessment of Disability and Work Capacity
8	CORM	Classification of Occupations in the Republic of Moldova
9	CREPOR	Republican Experimental Center for Prosthetics, Orthopedics, and Rehabilitation
10	Dashboard	Visual interface for monitoring operational indicators, reports, and statistics
11	DDCM	Registry of Information on the Degree of Disability and Work Capacity
12	DevOps	Development + Operations (a methodology for collaboration between development and operations)
13	Docker	Application Containerization Platform
14	Digital File	A structured set of data, documents, and records related to a beneficiary or entities in the system
15	ESCO	European Skills, Competences, Qualifications and Occupations – European classification of skills, qualifications, and occupations
16	"Employment and Unemployment Insurance" Information Component	Information Component designed to digitize services and measures in the field of employment

17	eSocial	The central module of the eSocial platform, responsible for business logic, interoperability, and the management of digital files and operational workflows
18	FRQ	Functional Requirement
19	IDNO	State Identification Number of the Legal Entity (legal person)
20	IDNP	State Identification Number of the Individual
21	IGM	General Inspectorate for Migration
22	ISM	State Labor Inspectorate
23	Kubernetes	Container orchestration system
24	Matching Engine	Automated engine for matching job supply and demand
25	MCloud	Shared government information infrastructure
26	MConnect	Government Platform for Interoperability and Data Exchange
27	MLog	Government Logging Service
28	MMPS	Ministry of Labor and Social Protection
29	MNotify	Governmental electronic notification service
30	MPass	Government authentication and access control service
31	MPay	Government electronic payment management service
32	MSign	Government electronic signature service
33	.NET	Software platform and framework developed by Microsoft for enterprise application development
34	NFR	Non-Functional Requirement
35	PSAA	Supported Employment Service Providers
36	RBAC	Role-Based Access Control – a role-based access control model
37	RSCA	State Registry of Drivers
38	RSP	State Population Registry
39	Scoring	Automated mechanism for calculating and classifying the degree of match between the beneficiary and the job
40	SDD	Software Design Document
41	SFS	State Tax Service

42	SI	Information System
43	SQL	Structured Query Language – a standard language for managing and querying relational databases
44	STISC	Information Technology and Cybersecurity Service
45	STOFM	Territorial Employment Office
46	UI	User Interface
47	UX	User Experience

1. INTRODUCTION

Government Decision No. 39/2025 approved the Concept of the "eSocial" Integrated Information System, designed as a unified digital system intended to integrate, modernize, and digitize services and processes in the field of social protection and employment in the Republic of Moldova.

The "eSocial" Integrated Information System is based on the "one-stop shop" principle and aims to consolidate services, processes, and information flows into a unified, interoperable, secure, and accessible digital ecosystem. The system will enable the integrated electronic management of social services and employment-related processes through the use of modern mechanisms for automation, interoperability, and secure data exchange.

This document establishes the functional, technical, and operational requirements necessary for the design, development, implementation, and integration of the "Employment and Unemployment Insurance" Information Component within the "eSocial" Integrated Information System. The information component will be designed for the digitization, automation, and integrated management of the services, measures, and processes administered by the National Agency for Employment and the regional employment offices.

2. GENERAL CONTEXT AND FRAMEWORK OF THE "eSocial" INITIATIVE

The "eSocial" SII initiative is part of the national process of digital transformation of public services and aims to develop an integrated information infrastructure for the social protection sector.

The platform is being developed to address the need to modernize administrative processes, reduce the fragmentation of existing information systems, and increase the accessibility of public services for citizens and the business community.

The "eSocial" SI concept calls for the development of an interoperable platform capable of ensuring:

- the centralization of data and services related to the social sector;
- integration with state registries and information systems;
- the automation of administrative and operational processes;
- the provision of electronic services through a single point of access;
- the reuse of shared government infrastructure.

Within the eSocial Integrated Information System, shared e-government services will be used as appropriate, including MPass for authentication and access control, MSign for the application of and verification of electronic signatures, MNotify for sending electronic notifications, MConnect for interoperability and secure data exchange, MCloud for hosting the information infrastructure, MPay for processing electronic payments, MLog for centralized event logging, and MEvents for managing and publishing events, in accordance with applicable government requirements, standards, and policies. The implementation of the platform aims to develop a scalable and secure digital environment that will enable the gradual expansion of electronic services and the integration of various functional components related to institutions in the social sector.

3. THE ROLE OF ANOFM WITHIN THE ESOCIAL PLATFORM

Within the "eSocial" Integrated Information System, the National Agency for Employment serves as the authority responsible for the digitization, automation, and integrated management of measures, services, and processes in the field of employment, as well as for their integration into a unified, interoperable, and secure digital ecosystem.

ANOFM's digital transformation aims to modernize operational and administrative processes, increase the accessibility and quality of public services, streamline institutional operations, and improve digital interaction with job seekers, the unemployed, employers, and other relevant labor market stakeholders.

Currently, ANOFM's digital processes and services are supported by several distinct platforms, systems, and applications, each developed independently and used to manage specific operational processes. The fragmentation of the existing information infrastructure leads to difficulties with interoperability and data exchange, duplication of administrative tasks, functional limitations, reduced process traceability, and increased operating and maintenance costs.

In this context, ANOFM uses seven digital platforms and solutions that are to be modernized, consolidated, and/or gradually integrated into the "eSocial" Integrated Information System, including:

1. SI PFM "Jobless" — "Jobless" Labor Market Information System

Description: An information system currently used to manage data on the unemployed, job seekers, and job vacancies reported by employers, as well as to record, deliver, and monitor active employment services and measures.

Current Status: The "Jobless" Labor Market Information System is an operational application, but it is technologically and functionally outdated, with a rudimentary architecture, limited scalability, and MySQL databases developed starting in 2005. The current system does not allow for efficient integration with modern government services, does not ensure the necessary interoperability with state registries, and cannot support current requirements regarding digitization, automation, traceability, and data consolidation within the eSocial ecosystem.

As part of the project, the SI PFM "Jobless" system will undergo a process of functional, technological, and architectural reengineering, through which the relevant operational logic, historical data, and associated processes will be analyzed, cleaned, migrated, and reconfigured within the eSocial framework- The "Employment and Unemployment Insurance" information component, which will serve as the single operational core of ANOFM/STOFM. The new approach will enable the transition from an isolated and difficult-to-scale application to a unified, interoperable, and scalable " " information platform, based on a single, shared database for the employment sector.

The re-engineering of the “Jobless” PFM IS will aim to consolidate the processes for registering the unemployed, managing job vacancies, job placement, administering active employment services and measures, issuing decisions, reporting, and operational monitoring into an integrated digital model. This common core will ensure functional connectivity and data exchange with related modules, including angajat.md, the Voucher platform, the labor migration component, the career guidance component, the reporting modules, and other digital services developed within the eSocial ecosystem—the “Employment and Unemployment Insurance” information component.
Therefore, the “Jobless” PFM IS will not be maintained as a separate system in its current form, but will serve as one of the main functional and informational sources for the development of the new eSocial core—the “Employment and Unemployment Insurance” information component The process will include an AS-IS analysis, TO-BE design, migration of relevant data, elimination of redundancies, standardization of operational workflows, integration with shared government services, and ensuring operational continuity during the transition to the new platform.

2. **SI ISS (Unemployment Status Registration Information System): https://e-iss.anofm.md/**

Description: a platform designed for job seekers to:

- Online registration of job seekers;
- Online registration as unemployed with STOFM;
- Scheduling appointments in advance for services provided by ANOFM;
- Issuance of the decision establishing eligibility for unemployment benefits;
- Tracking case files and application statuses;

Current status: operational platform, but developed as a separate system from the future eSocial ecosystem. The platform requires functional and technical development within eSocial—specifically, the “Employment and Unemployment Insurance” information component—so that data, applications, files, decisions, and statuses related to job seekers and the unemployed are managed through a common, unified, and interoperable information hub.

At the same time, the platform’s public/front-end component is to be modernized and rewritten in accordance with the Unified Design Model (MUD) applicable to electronic public services. This modernization will aim to ensure a uniform, accessible, and consistent digital experience for users, alignment with government UX/UI standards, compatibility with mobile devices, and integration with the eSocial ecosystem’s common mechanisms for authentication, notification, and digital interaction.

3. **Job Vacancy Portal: https://angajat.md/**

Description: an interactive online portal that connects employers and job seekers, facilitating the online posting of job openings by employers, job searches, digital interaction between employers, candidates, and ANOFM/STOFM, as well as access to useful information about the labor market. The platform includes, but is not limited to:

- the posting and management of job openings;
- access to information on employment services and measures offered to job seekers and employers;

- organizing and conducting online job fairs;
- digital communication between employers, candidates, and ANOFM/STOFM;
- access to public services and components related to the labor market.

Current status: an operational public portal, but developed as a separate platform, requiring re-engineering, modernization, and functional integration into the eSocial ecosystem. As part of the project, the angajat.md portal will be rewritten and modernized, both in terms of functional logic and backend integration with eSocial—specifically the "Employment and Unemployment Insurance" information component—as well as in terms of the public interface/front-end.

The modernization will involve connecting the portal to the common information core of eSocial—the "Employment and Unemployment Insurance" information component—so that job openings, employer profiles, applications, communications, statuses, and relevant data are managed through a unified, interoperable, and reusable database across the entire ecosystem. At the same time, the portal's front-end component will be redesigned and rewritten in accordance with the Unified Design Model (MUD) to ensure a modern, accessible, responsive digital experience that is consistent with government standards applicable to electronic public services.

4. **Voucher Platform for Vocational Training of the Unemployed: https://voucher.anofm.md/**

Description: The platform is administered by the National Agency for Employment and provides the necessary functionalities for issuing, transmitting, validating, monitoring, and managing electronic vouchers intended for the vocational training of the unemployed. Through this platform, vocational training providers can register, receive and validate vouchers, create training groups, and manage records of unemployed individuals enrolled in training programs.

The platform is used to facilitate the vocational training process for the unemployed through voucher-based courses and is made available to:

- vocational training service providers;
- individuals registered as unemployed;
- ANOFM/STOFM.

Current status: operational platform, developed as a standalone solution, requiring re-engineering, modernization, and functional integration into the eSocial ecosystem—specifically the "Employment and Unemployment Insurance" information component. The public/front-end component of the platform will be rewritten and aligned with the Unified Design Model (MUD) to ensure a coherent, accessible, responsive digital experience that complies with the standards applicable to electronic public services.

5. **Labor Market Forecast Information System (SI PPM)**

Description: An information system that collects, analyzes, and presents statistical data on labor supply and demand through employer surveys, providing decision support for public policies and labor market development strategies.

Current status: operational platform; requires re-engineering and integration into the common eSocial architecture—the "Employment and Unemployment Insurance" information component, with connection to the common, unified database, standardization of operational workflows, and modernization of the interface in accordance with the Unified Design Model (MUD). Within the scope of this procurement, this system **is not the subject of direct intervention** and will not be modified. Its re-engineering, modernization, and full integration will be the subject of a **separate procurement**, planned for a later stage of development of the eSocial ecosystem—the "Employment and Unemployment Insurance" information component.

6. SI Labor Migration

Description: a tool designed to monitor and manage processes related to labor migration, including tracking emigration flows, managing information on overseas job placement, reporting on the activities of private employment agencies, processing requests and petitions related to working abroad, and keeping records of Moldovan citizens returning from abroad.
Currently, the system has limited functionality, which reduces the efficiency of record-keeping, monitoring, and reporting processes. Due to these limitations, specialists responsible for managing labor migration information are forced to enter, update, and store data in external documents, including Excel files. This practice results in fragmented operational processes, increases the risk of errors, limits data traceability, and reduces ANOFM's capacity for real-time analysis and reporting.

Current status: partially operational platform, with significant functional limitations and a low level of integration with ANOFM/STOFM's digital processes. As part of the project, the labor migration component will be completely rewritten and integrated into the eSocial operational core—the "Employment and Unemployment Insurance" information component—so that the processes, data, workflows, and reports related to labor migration are managed in a unified, digitized, and interoperable manner.

7. Portal: cariera.anofm.md

Description: The **cariera.anofm.md** web platform is an online platform developed by ANOFM to inform the public about the labor market in the Republic of Moldova, provide career guidance, and support users in making decisions regarding career choice, vocational training, and labor market integration.
Through this system, users can access lists of in-demand occupations, categories of activity, career guidance tests—including the "Career Test"—the "Questions and Answers" section, useful links to partner institutions, contact information, and other support resources. The system provides a public interface that centralizes statistical information, guidance, and career self-assessment tools.

Current status: operational platform, developed as a separate solution from the eSocial ecosystem—the "Employment and Unemployment Insurance" information component—and from the angajat.md portal. As part of the project, the functionalities related to career guidance and career information will be **completely rewritten** and integrated into the new eSocial architecture - The "Employment and Unemployment Insurance" information component, in conjunction with the **angajat.md** portal, the career guidance module, and the eSocial operational core—the "Employment and Unemployment Insurance" information component.

A complete rewrite will enable the modernization of existing functionalities, update the data model, connect to the common and unified database of the "Employment and Unemployment Insurance" Information Component, match occupations with job openings, reuse information in counseling, job placement, and career guidance processes, and integrate with the platform's reporting and analysis mechanisms.
The public/front-end component will be redesigned and developed in accordance with the Unified Design Model (MUD) to ensure a modern, accessible, responsive interface that is consistent with the standards applicable to electronic public services. Thus, cariera.anofm.md will not be maintained as a standalone platform in its current form but will be transformed into an integrated functional component of the ANOFM/eSocial digital ecosystem.

4. REGULATORY FRAMEWORK

- **LAW** No. 133 of July 8, 2011, **on the protection of personal data;**
- Law No. 142/2018 on Data Exchange and Interoperability—regulates data exchange between public information systems and ensures the operation of the government interoperability platform;
- Law No. 124/2022 on electronic identification and trust services—defines the mechanisms for authentication, electronic signatures, and digital trust;
-
- Government Decision No. 562/2006 on the creation of automated state information systems and resources—establishes the requirements for their initiation and approval;
- Government Decision No. 656/2012 approving the Interoperability Framework Program—provides standards and principles for the interoperability of public sector IT systems;
- Government Decision No. 1090/2013 on the government authentication and access control service (MPass);
- Government Decision No. 128/2014 on the shared government technology platform (MCloud)—regulates cloud hosting of public services;
- Government Decision No. 405/2014 on the government electronic signature service (MSign);
- Government Decision No. 708/2014 on the government access and action logging service (MLog);
- Government Decision No. 201/2017 on mandatory minimum cybersecurity requirements – establishes rules regarding the protection of critical IT infrastructure;
- Government Decision No. 737/2017 on the rules for establishing network services and implementation deadlines;
- Government Decision No. 1141/2017 on the use of electronic signatures by public officials in the circulation of electronic documents;
- Government Decision No. 414/2018 on the consolidation of data centers in the public sector and the rationalization of the administration of state information systems;
- Government Decision No. 990 of October 10, 2018, on the organization and operation of the National Agency for Employment;
- Government Decision No. 211/2019 on the interoperability platform (MConnect);

- Government Decision No. 376/2020 on the government electronic notification service (MNotify);
- Government Decision No. 712/2020 on the government electronic payment service (MPay);
- Government Decision No. 153/2021 on the “Register of State Resources and Information Systems” and the procedure for their record-keeping;
- Government Decision No. 650/2023 approving the Digital Transformation Strategy of the Republic of Moldova for the period 2023–2030.
- Government Decision No. 39/2025 approving the Concept of the “eSocial” Information System.

5. KEY STAKEHOLDERS

In accordance with the scope of intervention and the objectives of the project regarding the design, development, and implementation of the “Employment and Unemployment Insurance” Information Component within the “eSocial” Integrated Information System, the following is an indicative list of the main stakeholders:

Citizens (unemployed persons, job seekers)

Citizens are the primary direct beneficiaries of the “Employment and Unemployment Insurance” Information Component within the “eSocial” Integrated Information System. Through this component, job seekers and the unemployed will be able to access digital services such as online registration, submitting applications for employment services and measures, participating in vocational training programs, viewing job openings, and receiving job placement services.

The information component will facilitate digital interaction with the National Agency for Employment and its regional employment offices, helping to reduce the need for in-person visits, simplify administrative procedures, and shorten the time required to process applications.

Employers

Employers are an important category of beneficiaries of the “Employment and Unemployment Insurance” Information Component within the “eSocial” Integrated Information System. Through this component, employers will be able to post and manage job openings, identify and select eligible candidates, and access the job placement services provided by ANOFM.

Employers will also be able to submit electronic applications to access subsidized active employment measures and track the status of their review and resolution.

The information component will facilitate the exchange of information and digital interaction between employers, ANOFM, and STOFM, helping to streamline recruitment processes, reduce administrative burdens, and increase employment rates.

Service Providers

Vocational training providers and other service providers are the institutional partners through which ANOFM can deliver active employment measures to its end beneficiaries—the unemployed. For example, as part of the vocational training measure involving voucher-based courses, ANOFM contracts with authorized vocational training providers who organize and conduct courses for the unemployed. In this way, these providers contribute directly to the effective delivery of active labor market measures.

Private Employment Agencies

Private employment agencies are important partners in the labor market and can play a role complementary to that of ANOFM in the process of matching employers with job seekers.

Through the “Employment and Unemployment Insurance” information component of the “eSocial” Integrated Information System, private employment agencies will be able to collaborate with ANOFM and STOFM to exchange information on job vacancies, candidate profiles, and the results of placement processes. They will also be able to electronically submit requests and related documents for the registration of submitted individual employment contracts, in accordance with the applicable regulatory framework and procedures.

The integration of private employment agencies into the system will help improve the traceability of recruitment and hiring processes, strengthen data exchange, and increase transparency in the field of employment.

At the same time, private employment agencies will be able to use the information module to report on their activities, access relevant statistical data, and participate in joint programs and initiatives in the field of employment, in accordance with the regulations established by the Ministry of Labor and Social Protection (MMPS) and the National Agency for Employment (ANOFM).

National Agency for Employment

ANOFM is the primary institutional actor responsible for the use, functional administration, and operational coordination of the “Employment and Unemployment Insurance” Information Component within the “eSocial” Integrated Information System.

The Agency will ensure the coordination of activities related to the design, development, implementation, and operation of the information component, the drafting and updating of user procedures, as well as the monitoring and reporting of the performance of digital services in the field of employment.

As the functional and content administrator, ANOFM will coordinate the updating of information, the configuration of processes and nomenclatures within its area of competence, and will ensure the uniform and consistent application of the functionalities implemented at the national level.

Territorial Employment Offices

The Territorial Employment Offices (STOFM) are the direct institutional users of the “Employment and Unemployment Insurance” information component within the “eSocial” Integrated Information System and will use the back-office functionalities to manage operational processes in the field of employment.

Through this information component, STOFM specialists will process applications submitted by beneficiaries, verify and validate their status, manage job vacancies, and coordinate the provision of services and the implementation of active employment measures.

The digitization of operational workflows will provide STOFM with a unified tool for case management, activity monitoring, digital file management, and standardized reporting to ANOFM.

Ministry of Labor and Social Protection

The Ministry of Labor and Social Protection (MMPS) serves as the central public authority responsible for developing, promoting, coordinating, and monitoring policies in the areas of employment and social protection.

As part of the project, the Ministry will have access—in accordance with its assigned responsibilities and rights—to dashboards, performance indicators, analytical reports, and summarized information regarding the activities of ANOFM and STOFM, the provision of services, and the implementation of active employment measures. These tools will support the monitoring of results, the evaluation of the impact of public policies, and data-driven strategic decision-making.

At the same time, the Ministry of Labor and Social Protection (MMPS) will ensure the strategic governance and alignment of the "Employment and Unemployment Insurance" information component within the "eSocial" Integrated Information System with national policies, priorities, and objectives regarding employment, social inclusion, and labor market development.

The e-Government Agency

AGE is the institution responsible for developing and administering interoperable government platforms. As part of the eSocial project, AGE will ensure the integration of the system's components with existing government infrastructure (MPass, MSign, MConnect, MPay, etc.), contributing to interoperability and a unified user experience.

Information Technology and Cybersecurity Service (STISC)

Information Technology and Cybersecurity Service (STISC) STISC is the IT infrastructure provider for public authorities, responsible for managing the government cloud MCloud. STISC is tasked with providing the critical infrastructure necessary to host the eSocial Information System within the shared government information infrastructure (MCloud) and ensuring the system's compliance with cybersecurity requirements. The agency's focus is on secure architecture and cyber resilience. As part of the eSocial project, STISC will ensure the system's hosting, cybersecurity, maintenance, and availability, in accordance with resilience requirements and personal data protection standards.

6. PROJECT GOVERNANCE

Project oversight and coordination are provided by a **Project** Coordination Committee, composed of representatives from MMPS, ANOFM, UNDP, and the technical consulting team, which will have access to the project's development environments (test and live) and will participate in all Agile ceremonies.

Communication Plan with Beneficiaries

The primary objective of the communication plan is to ensure a clear, coherent, and continuous flow of information between beneficiaries (end users, employers, ANOFM/STOFM specialists) and the development team. Communication must directly contribute to:

- Ensuring process transparency;
- Properly managing expectations;
- Minimizing confusion and disruptions;
- Facilitating the adoption of solutions;
- Supporting users throughout the migration and transition process to the new system.

Implementing the plan will help build trust, reduce resistance to change, and ensure a smooth transition to the new solutions. The plan will include at least the following elements:

- Establishing official communication channels (email, dedicated platform, help desk, in-system notifications, informational sessions, etc.);
- A communication schedule, with a clear frequency of updates and key milestones (analysis, testing, migration, and launch phases);
- Mechanisms for collecting feedback and communicating the measures taken in response to it;
- Proactive notifications prior to any major changes, service outages, or migration activities;
- Incident management plan and procedure for communicating incidents to users;
- Periodic reports on project status, deliverables, and risks.

Work Methodology

Activities will be carried out according to the Agile/Scrum methodology, characterized by:

- Fixed-duration sprints with clear objectives;
- A continuously updated and prioritized product backlog. The end user has the freedom to revise the product backlog by adding new items, removing items, and reordering them as they see fit
- Estimated and planned scope of work per iteration;
- Weekly reporting to the Steering Committee (progress, risks, blockers);
- Incremental, functional deliverables, tested and validated at the end of each sprint.

This approach ensures transparency, flexibility, and continuous delivery of value, with constant feedback from beneficiaries and the ability to quickly adjust priorities.

To ensure that deliverables remain aligned with the actual needs of the institution and end users, a Product Owner will be designated by ANOFM/MMPS.
The Product Owner will be the primary point of contact and decision-maker for the product's functional aspects, ensuring that the developed solution effectively meets the needs of ANOFM and its beneficiaries.

Reporting Requirements

At the end of each sprint, the developer will submit a sprint report to the Coordination Committee and the Product Owner, which will include:
The sprint objectives and the degree of completion;

- Actual vs. estimated work time;
- Completed and demonstrated deliverables;
- Links to updated documentation;
- Screenshots or video demos (where applicable);
- Identified defects and their status;
- New or modified requirements;
- Re-prioritization of the backlog for the next sprint;
- Identified risks and their status;
- Blockers encountered and proposed/implemented solutions;
- External dependencies and their impact;
- Additional resources needed;
- Requests for clarification or decisions.

6.1.Implementation timeline

The implementation and commissioning of the Information System, including analysis, design, development, integration, testing, piloting, training, and production launch, will be completed within the timeframe established and agreed upon by the parties in the service contract.
The detailed implementation schedule will be prepared by the Developer and approved by the Beneficiary during the project initiation phase and will include:

- the project phases and deliverables;
- sprint planning and development activities;
- delivery and validation deadlines;
- testing and piloting activities;
- training and knowledge transfer activities;
- production launch phases and post-implementation support.

The developer will ensure compliance with the agreed deadlines and continuously monitor the progress of implementation, including periodic reporting on the status of activities and any risks that may affect the project schedule.

6.2.Warranty Period

The developer will provide a 24-month warranty for the developed solutions, extended directly to MMPS as the final beneficiary of the services.
The warranty period will begin on the date of final release and acceptance of the deliverables, and will cover all delivered components, ensuring the proper functioning of the system in accordance with the technical specifications and project requirements. During the warranty period, the developer must provide appropriate technical support and:

- correct all errors reported by the Beneficiary;
- address all issues indicated by the Beneficiary, in accordance with the established service levels (SLA).

Issues must be resolved within a maximum of 2 business days for less serious errors and within a maximum of 4 business hours for critical errors, counting from the time they are reported.
The Developer must ensure the proper functioning of the system and all its components, including functions, modules, and individual implementations, in accordance with the specifications, terms, and requirements set forth in the proposal/contract.

7. GRADUAL IMPLEMENTATION AND DEVELOPMENT OF THE eSOCIAL ECOSYSTEM

The implementation of the eSocial Information System (SIA) will be carried out gradually, in a modular and incremental manner, depending on the operational priorities of ANOFM/STOFM, the availability of resources, the maturity of digitized processes, and the functional needs of the platform's users.
The development of the eSocial ecosystem will aim to consolidate a unified information platform for the employment sector through the progressive integration of operational components, digital services, registries, existing platforms, and advanced interoperability and automation mechanisms.
The implementation process will be based on the following principles:

- modularity and scalability;
- reuse of common components;
- interoperability;
- the gradual digitization of operational processes;
- prioritizing functionalities with a major operational impact;
- reducing reliance on manual processes;
- consolidation of a unified digital ecosystem for beneficiaries and ANOFM/STOFM specialists.

As part of the implementation, the following functional and operational components will be developed and gradually integrated:

7.1. "Employment and Unemployment Insurance" Information Component

The "Employment and Unemployment Insurance" information component will constitute the functional and operational core of ANOFM within the "eSocial" Integrated Information System and will provide the necessary technological support for the digitization, automation, and integrated management of processes related to the activities of ANOFM and its territorial subdivisions for employment.

The information component will enable the consolidation, modernization, and integration of existing operational processes by gradually replacing and taking over the functionalities of the information systems and solutions currently in use, including the PFM Information System "Jobless," the "Unemployment Registration" Information System, the "Voucher for Vocational Training of the Unemployed" Information System, the "Labor Market Migration" IS, as well as the operational functionalities associated with the angajat.md platform. This will ensure the transition to a unified, interoperable, and scalable information solution for managing processes in the fields of employment and unemployment insurance.

The information component will serve as the internal operational platform used by ANOFM and STOFM specialists for the unified management of digital files, processing applications and requests, administering active employment services and measures, issuing and managing decisions, managing job vacancies, job placement, case management, monitoring operational activities, as well as for reporting, auditing, and operational analysis.

The digitization and automation of operational workflows will be achieved through the use of configurable mechanisms for managing business processes and rules, interoperability with external registries and information systems, the application of automated validations, centralized notification management, event logging and auditing, as well as the use of advanced monitoring, reporting, and operational management tools.

At the same time, the "Employment and Unemployment Insurance" information component will serve as the technological and operational foundation for the development, expansion, and subsequent integration of digital services, additional modules, and public components related to the field of employment within the "eSocial" Integrated Information System.

The "Employment and Unemployment Insurance" information component will include, but is not limited to, the following functional and operational areas:

- centralized authentication and digital identity management through integration with MPass and other approved mechanisms;
- management of roles, access rights, and user profiles;
- administration of unique digital records for all categories of beneficiaries and institutional actors;
- digital processing of applications and requests;
- operational management of cases and beneficiary pathways;
- management of active employment services and measures;
- issuing, managing, and electronically signing documents and decisions;
- reporting and managing job openings;
- job placement and smart matching mechanisms between candidates and employers;
- managing applications and job placements;
- monitoring statuses, activities, and operational workflows;
- interoperability with external registries, platforms, and information systems;
- automatic data validation and application of configurable business rules;
- automatic notifications and electronic communication with beneficiaries and stakeholders;
- logging, auditing, and full traceability of operations performed in the system;
- Generation of operational, statistical, and managerial reports;
- operational dashboards and tools for monitoring indicators and KPIs;
- administration and configuration of the platform's operational parameters;
- cybersecurity mechanisms, access control, and data protection;

- operational analysis and decision-support tools for ANOFM/STOFM and MMPS.

7.1.1. Authentication, access, and user management in accordance with RBAC

The “Employment and Unemployment Insurance” information component will implement a centralized and secure mechanism for authentication, authorization, and digital identity management, intended for all categories of internal and external users who access employment-related functionalities and services.

User authentication will be carried out, as a priority, through the MPass government service. The system will allow, where appropriate, the integration of other authentication methods approved by ANOFM and MMPS, in compliance with the regulatory framework, government standards, and applicable security requirements.

The information component will ensure unified management of digital identities, administration of roles and access rights, enforcement of security policies, and access control based on the RBAC principle. At the same time, it will ensure the logical and operational separation of access between internal back-office functions and front-office public digital services.

The mechanisms for authentication, authorization, and access management will be designed, developed, and implemented in accordance with the following principles:

- cybersecurity;
- least privilege;
- separation of duties;
- traceability of operations;
- protection of personal data;
- interoperability with the government’s digital infrastructure.

The component will include, but is not limited to, the following functionalities:

- user authentication via the MPass government service;
- integration of additional authentication mechanisms approved by ANOFM;
- centralized digital registration of all categories of beneficiaries and users of the platform;
- management of digital identities and user profiles;
- administration of roles, groups, and access rights;
- configuration of differentiated access based on user category and operational competencies;
- separation of access and functionalities between eSocial—the “Employment and Unemployment Insurance” information component—and eSocial Digital Front-Office;
- managing institutional users, operators, and external users;
- managing the lifecycle of user accounts;
- activating, suspending, and deactivating access;
- managing sessions and authentication policies;
- implementation of role-based access control (RBAC) mechanisms;
- logging and auditing activities performed in the system;
- monitoring access and detecting suspicious activities;
- enforcing security and compliance policies;
- managing data protection consents and notifications;

- integration with relevant government services and registries for identity validation;
- centralized administration of security and authentication parameters.

7.1.2. Operational Back Office for ANOFM/STOFM

The "Employment and Unemployment Insurance" information component will include a unified operational back-office intended for ANOFM and STOFM specialists and designed for the centralized, digital, and automated management of processes related to employment services and measures.

The back-office interface will ensure the integrated administration of institutional activities, the management of digital files, the processing of applications and requests, the issuance and administration of decisions, the management of interactions with beneficiaries, as well as real-time monitoring of operational workflows and indicators. It will provide a unified working environment for institutional subdivisions and user categories, based on their assigned roles and access rights.

The operational back office will serve as the primary tool for work and functional management of the processes handled by ANOFM and STOFM within the "Employment and Unemployment Insurance" Information Component.

Workflows will be digitized and automated through the use of configurable business rules, interoperability mechanisms, and automated validations implemented in the system. Verification of form completeness, beneficiary eligibility, data consistency, and compliance with operational rules will be performed automatically, where possible, helping to reduce repetitive manual tasks, processing time, and the risk of operational errors.

The information component will enable the standardization and uniform application of operational processes at the ANOFM and STOFM levels and will ensure full traceability of actions, decisions, and changes made in the system.

The operational back office will include, but is not limited to, the following functionalities:

- digital processing of applications, requests, and electronic forms;
- management of beneficiaries' digital files;
- issuing and administering operational decisions;
- automatic generation of documents and forms;
- electronic signing of documents, contracts, and decisions through integration with MSign;
- managing operational workflows and business processes;
- configuring and managing business rules;
- managing operational activities and tasks;
- management of automated notifications and communications;
- monitoring the statuses and stages of operational processes;
- automatically validating data and verifying eligibility;
- interoperability with external registries and information systems;
- automatically verifying information through integration with relevant government registries;
- management of active employment services and measures;
- managing job placement and assignment processes;

- management of job openings and applications;
- comprehensive logging and auditing of operations performed in the system;
- monitoring user activities and ensuring the traceability of actions;
- generating operational, statistical, and managerial reports;
- exporting data and reports in customizable formats;
- operational dashboards and scorecards for monitoring KPIs;
- operational analysis and decision-support tools;
- managing operational parameters and system nomenclatures;
- managing access rights and operational roles;
- monitoring process performance and identifying operational bottlenecks;
- management of the history of activities and changes made in the system.

7.1.3. Unique digital records for beneficiaries and institutional stakeholders

The "Employment and Unemployment Insurance" information component will implement a centralized mechanism for creating, managing, and updating unique digital records for all relevant categories of beneficiaries, users, and institutional actors involved in the provision of services and the implementation of employment measures.

The digital file will serve as the single, consolidated source of operational records for the information, documents, interactions, and activities related to each beneficiary or institutional actor, ensuring the continuity of operational processes and unified access to relevant information within the eSocial ecosystem.

Digital files will be managed electronically and will enable the centralization, updating, monitoring, and full traceability of all activities and operations carried out within the platform.

This component will enable the management of digital files for the following categories of users:

- unemployed individuals;
- job seekers;
- employers;
- service providers;
- private employment agencies;
- NGO.

The digital file will centralize and manage, without limitation, the following information and operational components:

- a complete history of interactions with ANOFM/STOFM;
- submitted applications, requests, and forms;
- electronic documents and related attachments;
- decisions, opinions, and documents generated during operational processes;
- notifications and communications sent or received;
- active services and measures accessed;
- history of participation in services and measures;
- operational statuses and change history;
- activities and actions performed by users and specialists;
- history of applications and recruitment processes;

- information related to profiling and case management;
- individual plans and activities related to the beneficiary;
- electronically signed documents and signing history;
- information validated through interoperability with external registries;
- history of automated verifications and validations;
- records of notifications and operational deadlines;
- history of assignments and employment outcomes;
- history of payments made;
- relevant statistical data and operational information.

The system will ensure full traceability of all operations and changes made within the digital file, including activity logging, maintaining a history of changes, and tracking user access to information managed on the platform.

The component will also enable:

- controlled and differentiated access to information based on user roles;
- centralized and unified management of documents and information;
- automatic updating of information through interoperability;
- monitoring the operational status of beneficiaries;
- electronic archiving and retention of operational history;
- reduction in the use of paper documents;
- elimination of data duplication and parallel records;
- quick access to the beneficiary's complete history and related interactions.

7.1.4. Unified Application for Individual Registration

General Description

A unified electronic feature will be implemented in the IS to verify an individual's status and initiate the registration process in the ANOFM system.

The functionality will allow an authenticated individual, in accordance with functional requirement ***FRQ001-003—Authentication of the Unemployed Person/Job Seeker***—to perform an automatic verification of their socioeconomic status in order to determine the applicable form of registration:

- registration as **a job seeker with unemployed status**;
- registration as **a job seeker** without unemployed status.

Consequently, the unified application will not be treated merely as an electronic form, but as an integrated functional mechanism that includes:

- user authentication;
- automatic eligibility verification based on the IDNP;
- notifying the individual of the automatic verifications;
- determination of the applicable status;
- express confirmation of the individual's choice;
- completing the registration application;

- completing the affidavit, if applicable;
- creating the individual's or unemployed person's electronic file;
- forwarding the application to the responsible STOFM;
- review of the file by the individual and a specialist.

The system will ensure that unemployed status is not automatically assigned based solely on the verification result. If the individual is eligible for unemployed status, the system will request the individual's express confirmation that they wish to be registered with this status.

2. Stakeholders

Authenticated individual

The individual who accesses the system via their personal account and requests a status verification for the purpose of registration in the ANOFM system.

STOFM Specialist

The STOFM specialist will be able to initiate or continue the registration process on behalf of the individual if they appear in person at the local office, in accordance with the same rules regarding verification, notification, confirmation, and traceability.

ANOFM/eSocial Component

The system will manage authentication, IDNP verification, querying of registries, eligibility determination, application generation, generation of the affidavit, file creation, and notification of the parties involved.

External Systems and Registers

The system will be able to query, subject to technical and legal availability, relevant government registries and services, including EVO, MConnect/MCabinet, ASP, CNAS, SFS/FISC, CNDDCM, educational registries, and other relevant public systems. In the previous document, this integration is described as a mechanism for retrieving, pre-filling, and validating an individual's data.

3. General Functional Flow

3.1. User Authentication

The individual logs in to the system in accordance with functional requirement ***FRQ001-003 – Authentication of the Unemployed Person/Job Seeker***. After logging in, the system identifies the individual based on the IDNP associated with the account.

The system will display the option:

"Check registration status in the ANOFM information system"

3.2. Informing the individual about automated checks

Before performing any cross-system queries, the system will display an information section to the individual regarding the automatic verification of their socioeconomic status.

The system will inform the individual that, in order to determine their status and eligibility, certain data will be automatically verified based on the IDNP, through interconnection with public information systems.

Automatic verifications may include, but are not limited to:

- educational status: student in general education, student in technical vocational education, student in higher education, or person enrolled in a full-time educational program;
- professional status: employed person, person employed under an individual employment contract or a service contract;
- economic/legal status: founder, partner, or administrator of a for-profit legal entity, sole proprietor, or holder of an entrepreneur's license;
- status regarding reaching the age required to qualify for an old-age pension;
- status regarding disability, if applicable;
- existence of previous applications, files, or records in the ANOFM system;
- other information necessary to determine eligibility, in accordance with the legal framework.

The system will allow the process to continue only after the person confirms:

"I have read and understand this, and I continue with the status verification."

If the form is completed with the assistance of an STOFM specialist, the system will allow the specialist to indicate that the person has been informed and has consented to the automated verifications.

4. Automatic Status Verification Based on the IDNP

After the individual confirms that they have been informed, the system will perform automatic checks based on the individual's IDNP.

The purpose of these checks is to determine the applicable registration category:

1. the person is eligible for registration as unemployed;
2. the person is not eligible for unemployed status but may be registered as a job seeker;
3. the available data is insufficient or inconsistent, and manual completion or the submission of supporting documents is required.

The system will verify at least the following:

- whether the person is at least 16 years old;
- whether the person has reached the age required to qualify for an old-age pension;
- whether the person is unemployed;
- whether the person is fit to work;

- whether the person is available to begin working;
- if the person is enrolled in a full-time educational program;
- whether the person is employed under an individual employment contract or a service contract;
- if the person is a founder, partner, or director of a for-profit legal entity;
- whether the person is a sole proprietor;
- whether the person holds an entrepreneur's license;
- whether the person receives an old-age pension;
- whether the person holds a disability classification certificate, if applicable;
- whether there are other circumstances provided for by law that affect the granting of unemployed status.

5. Display of the Verification Result

5.1. The person is eligible for unemployment status

If the system determines that the person is eligible for unemployment status, it will display the following message:

Based on the automated checks, you have been identified as eligible to register as unemployed. Would you like to continue with your unemployment registration?

The system will display two options:

- **Yes, I would like to register as unemployed**;
- **No, I want to be registered only as a job seeker**.

If the person selects the option **"Yes, I want to be registered as unemployed**,**"** the system will proceed with completing the registration application and the affidavit.

If the person selects the option **"No, I wish to be registered only as a job seeker**,**"** the system will continue the registration process without unemployment status and will not require the completion of the declaration specific to unemployment status.

5.2. The individual is not eligible for unemployment status

If the system determines that the person is not eligible for unemployment status, it will display the following message:

Based on automatic checks, you do not meet the requirements for registration as an unemployed person. You may continue the registration process as a job seeker.

The system will display the reason or reasons for ineligibility, indicating the corresponding category, for example:

- the person is employed;
- the person is a full-time student;

- the person has reached the age required to qualify for an old-age pension;
- the person holds an entrepreneur's license;
- the person is listed as a founder, partner, director, or sole proprietor;
- the person does not meet other conditions set forth by law.

The system will display the option:

"Continue registration as a job seeker."

5.3. Insufficient or Inconsistent Data

If certain data cannot be verified automatically or there are discrepancies, the system will display the following message:

Some information required to determine your status could not be verified automatically. To continue the process, please fill in the missing information or upload supporting documents.

In this case, the system will allow you to manually enter the missing information and/or attach supporting documents.

6. Completing the registration application

After the individual's status has been determined and the option has been confirmed by the individual, the system will generate the registration application.

The application will be automatically pre-filled with data available from the individual's account, public records, and interconnected systems, and the individual will be able to confirm, correct, or complete any missing information.

The registration application will include at least the following categories of data:

6.1. Information regarding the responsible territorial subdivision

- the name of the territorial subdivision for employment;
- the subdivision automatically determined based on the person's domicile, place of residence, or preference;
- job search area.

Example: **To the Chișinău Regional Employment Office**.

6.2. Personal identification data

- last name;
- first name;
- day, month, and year of birth;
- citizenship;
- nationality, if requested in accordance with the approved form;
- personal identification number/IDNP;
- gender;

- identity document details:
    - type of document;
    - series;
    - number;
    - expiration date;
    - issuing authority.

6.3. Information regarding domicile and place of residence

- country;
- district/municipality;
- town;
- street;
- apartment;
- place of residence;
- actual place of residence, if different from the domicile.

6.4. Contact Information

- landline;
- cell phone;
- communication channel used: WhatsApp, Telegram, Viber;
- email.

6.5. Education Information

- level of education completed:
    - elementary school;
    - middle school;
    - high school;
    - vocational secondary education;
    - college;
    - Bachelor's degree;
    - master's;
    - doctoral degree;
- educational credentials held, as applicable.

6.6. Professional Experience

For each professional experience entry, the system will allow you to specify:

- job title;
- the employer;
- the period of employment: from/to;
- the occupation according to the occupational classification, if applicable.

6.7. Skills and Languages

The system will allow users to enter:

- computer skills;
- foreign languages known;
- level of comprehension;
- speaking proficiency;
- writing proficiency.

6.8. Sought-after occupations and search area

The system will allow users to specify:

- occupations sought based on education and/or professional experience;
- occupations according to the occupational classification;
- cities, districts, and localities where the person is looking for a job;
- the primary job search area.

6.9. Attached Documents

The system will allow users to attach the necessary supporting documents, including:

- identification document, if necessary;
- educational credentials;
- certificates of qualification;
- documents regarding professional experience;
- disability certificate, if applicable;
- other relevant supporting documents.

6.10. Agreements and Confirmations

The system will include a confirmation section in which the individual declares that they have read and agree to the following:

- the collection of personal data is necessary for registration as a job seeker or as an unemployed job seeker;
- the personal data collected will be used only for the purposes provided for by applicable law;
- the individual expresses their consent or refusal regarding the posting of personal information on the www.angajat.md portal.

The system will allow for the explicit selection of the following option:

- **I agree to have my personal information posted on the www.angajat.md portal**;
- **I do not agree to the posting of my personal information on the www.angajat.md portal**.

7. Completing the sworn statement regarding unemployment status

A sworn statement will be required only if:

- the system determines that the person is eligible for unemployment status; and
- the person expressly confirms that they wish to be registered as unemployed.

The declaration will be completed by the individual and/or partially pre-filled with data available from automated checks, where possible.

7.1. Categories Declared by the Individual

The system will allow the individual to declare whether they belong to one or more of the following categories (the data will be automatically retrieved, and the individual will have the option to additionally indicate, by checking a box, whether they belong to one of these categories):

- general education student;
- vocational and technical education student;
- higher education student;
- employed person;
- retiree;
- person with a disability;
- a citizen returning from abroad who has been back for no more than 24 months after a temporary stay in another country for a continuous period of at least 90 days within a calendar year;
- foreign national;
- others, as applicable.

7.2. Declarations Regarding Personal and Professional Status

The system will allow the individual to declare under their own responsibility whether (the data will be automatically retrieved, and the individual will have the option to additionally indicate, by checking a box, whether they belong to one of these categories):

- has reached the age required to qualify for an old-age pension;
- is employed under an individual employment contract or a service contract;
- holds a disability classification certificate;
- is a founder, partner, or director of a for-profit legal entity or a sole proprietor;
- holds educational credentials;
- is available to begin work;
- is enrolled in a full-time educational program;
- is actively seeking employment both independently and through the local employment office;
- is fit to perform work;
- holds an entrepreneur's license.

For situations involving a sole proprietor, founder, partner, or director of a for-profit legal entity, the system will allow for the indication of cases where the business is undergoing insolvency proceedings, liquidation, or is inactive, provided that these exceptions are provided for by the applicable legal framework.

7.3. Groups of Unemployed Persons Requiring Additional Support in the Labor Market

The system will allow individuals to declare whether they belong to one or more groups requiring additional support in the labor market, including:

- victims of domestic violence;
- a young person between the ages of 16 and 18 who has lost parental care;
- war veterans;
- a person aged 50 or older;
- a person without a profession or trade;
- a person released from detention;
- a victim of human trafficking, following psychological and social rehabilitation;
- a person struggling with substance abuse (narcotics or psychotropic substances), following social and psychological rehabilitation.

8. Creation of the electronic file for the unemployed person or job seeker

Based on the results of the automated checks, the registration application, the sworn statement (if applicable), and the attached documents, the system will automatically create the individual's electronic file.

8.1. The Unemployed Person's Electronic File

If the individual is eligible and confirms registration as unemployed, the system will create the unemployed person's electronic file.

The unemployed person's file will contain at least:

- the individual's identification information;
- the results of the automated checks;
- the basis for eligibility;
- the registration application;
- a sworn statement;
- attached documents;
- educational background;
- information regarding professional experience;
- desired occupations;
- job search area;
- the person's agreements and confirmations;
- status history;
- history of actions taken by the individual, specialist, and system;
- documents generated in PDF format;
- date of registration as unemployed;
- the responsible specialist/responsible STOFM.

8.2. File of the Job Seeker

If the individual is not eligible for unemployment status or refuses to register as unemployed, the system will create an electronic file for the job seeker.

This file will contain:

- the individual’s identification information;
- the result of the status verification;
- the reason(s) why unemployment status was not granted, if applicable;
- the registration application;
- attached documents;
- education details;
- work experience;
- desired occupations;
- job search area;
- the person's agreements and confirmations;
- history of actions and statuses;
- documents generated in PDF format;
- the responsible specialist/STOFM, as applicable.

8.3. File Visibility

The electronic file will be stored in the information system and will be visible:

- to the individual, in their personal account;
- to the responsible STOFM specialist;
- to authorized ANOFM/STOFM users, according to their roles and access rights.

The individual will be able to view at least the following in their account:

- the status of the file;
- the submitted application;
- the affidavit, if applicable;
- the attached documents;
- the result of the eligibility check;
- notifications received;
- requests for additional information or clarification;
- the decision or current status of the registration.

The STOFM specialist will be able to view and manage the file within the limits of their functional responsibilities and access rights.

9. Submission, Transmission, and Processing of the Application

After completing the application and, where applicable, the affidavit, the system will allow the applicant to review the content of the generated documents and confirm the submission of the application by signing it.

Upon submission of the application, the system will automatically perform the following actions:

- generate a unique application registration number;
- generate the application in PDF format;
- generate the affidavit in PDF format, if applicable;
- save the application and related documents in the electronic file;
- save the results of the automated checks;
- save the applicant's choice regarding the requested status;
- will save the consent or refusal regarding the publication of data on www.angajat.md;
- assign the application to the responsible STOFM specialist;
- will generate a notification to the STOFM specialist;
- will generate a notification to the person regarding the submission of the request;
- allow the request status to be tracked in the user's personal account;
- will electronically archive the generated documents and attached documents;
- will inform the person of the legal requirement to appear at STOFM within 14 days.

10. Application and File Status

The system will manage the application and the file using configurable operational statuses.

Possible application statuses:

- Created;
- Saved/Draft;
- Under automatic verification;
- Eligible for unemployment status;
- Ineligible for unemployment status;
- Requires additional information;
- Submitted;
- Forwarded to STOFM;
- Under review at STOFM;
- Approved;
- Rejected;
- Closed.

Possible file statuses:

- File created;
- File being completed;
- Active file—job seeker;
- Active file – unemployed;
- File closed.

Each status change will be logged, indicating the date, time, user, and reason for the change, as applicable.

11. Acceptance Criteria

- The system allows for the person's authentication and identification based on their IDNP.
- The registration process begins with verifying the individual's status based on their IDNP.
- The system displays the option to verify status for registration in the ANOFM system.
- The system displays information regarding the automatic verification of socioeconomic status, including the purpose of the verification and the categories of data to be verified.
- The system does not perform automatic verifications until the individual confirms that they have been informed about the data verification.
- The system performs automatic verifications based on the IDNP, using available data sources and interconnected systems.
- The system automatically determines whether the individual is eligible for registration as unemployed or only for registration as a job seeker.
- The system displays the result of the status verification to the individual.
- If the person is not eligible for unemployment status, the system displays the reason or reasons for ineligibility, indicating the corresponding category.
- If the person is not eligible for unemployment status, the system allows the registration process to continue as a job seeker.
- If the person is eligible for unemployment status, the system requests explicit confirmation of their desire to be registered as unemployed.
- Unemployment status is not automatically assigned without the person's explicit confirmation.
- If the person confirms registration as unemployed, the system initiates the process for completing the registration application and the affidavit.
- If the individual refuses to register as unemployed, the system allows them to complete only the application to register as a job seeker.
- The registration application is used for both job seekers and individuals applying for registration as unemployed.
- The sworn statement is required only for registration as an unemployed person.
- The system allows the application to be pre-filled with data available from registries, interconnected systems, and the individual's account.
- The system clearly distinguishes between data retrieved automatically and data entered manually.
- The individual can confirm, correct, or complete the pre-filled data.
- The system allows for the manual entry of missing data or data that cannot be verified automatically.
- The system allows users to enter information regarding their education, professional experience, skills, languages spoken, desired occupations, and job search areas.
- The system allows users to indicate whether they agree or disagree to the publication of their personal information on the www.angajat.md portal.
- The system allows you to attach the supporting documents required to process your application.
- The system generates the registration application in PDF format.
- The system generates the affidavit in PDF format, if applicable.

- The system generates a unique registration number for the application.
- The system automatically creates the electronic file for the unemployed person or job seeker based on the application, the affidavit, automated verifications, and the attached documents.
- The electronic file is visible to the individual in their personal account.
- The electronic file is visible to the responsible STOFM specialist, in accordance with access rights.
- The system allows both the individual and the responsible STOFM specialist to track the status of the application and the file.
- The system maintains a history of the automated verifications and their results.
- The system maintains a history of the confirmations provided by the individual.
- The system maintains a history of actions taken by the individual, the STOFM specialist, and the system.
- The system electronically archives the application, the affidavit, the attached documents, and the verification results.
- The system ensures full traceability of the registration process.
- The system ensures compliance with security, confidentiality, and personal data protection requirements.

7.1.5. Case Management for Individuals

The "Employment and Unemployment Insurance" information component will include an integrated case management module designed for the comprehensive and unified management of beneficiaries' pathways within the active employment services and measures administered by ANOFM and STOFM.
The module will enable the unified management of beneficiaries' cases throughout the entire operational cycle, from initial registration and assessment of the beneficiary's profile to integration into the labor market, monitoring of results, and case closure.
Case management will be carried out through configurable and automated digital workflows based on business rules, beneficiary profiling, vulnerability assessments, and intelligent mechanisms for recommending relevant services and measures.
The system will enable continuous monitoring of the beneficiary's journey, management of case-related activities and interactions, as well as real-time updates of operational statuses and relevant information.
The operational workflows and recommendations generated by the system will utilize automated analysis, validation, and profiling mechanisms based on digital questionnaires, configurable criteria, and interoperability with relevant external registries and information systems.
The case management module will include, but is not limited to, the following functionalities:

- registration of the unemployed person and automatic initiation of the case;
- creation and management of the beneficiary's digital file;
- profiling the beneficiary based on configurable criteria and questionnaires;
- automatic determination of the degree of vulnerability and the level of employability;
- assessment of the beneficiary's needs and barriers to labor market integration;
- automatically generating recommended services and measures;
- developing and managing the individual employment plan;
- managing case-related activities and stages;

- implementation and monitoring of the active services and measures accessed;
- managing job placement processes;
- recommending job openings and relevant opportunities;
- scheduling activities, meetings, and interactions with the beneficiary;
- automatic notifications regarding case-related activities and obligations;
- monitoring the beneficiary's operational status;
- automatically updating process statuses and stages;
- automatically verifying information through interoperability with CNAS, SFS, and other relevant registries;
- validating eligibility and verifying the conditions associated with active measures;
- logging and full traceability of activities and decisions;
- Generating operational and statistical reports related to case management;
- monitoring of performance indicators and employment outcomes;
- case closure due to employment, expiration of status, or removal from the registry;
- electronic archiving and retention of the complete case history.

Beneficiary profiling, vulnerability assessment, and system-generated recommendations will be performed automatically based on configurable business rules, analytical algorithms, and information available within the eSocial ecosystem and interoperable systems.

7.1.6. Digital Job Placement Service

The "Employment and Unemployment Insurance" information component will include an integrated digital job placement service designed to facilitate the process of matching and connecting job seekers and the unemployed with employers through the use of intelligent matching mechanisms and automated recommendation generation.

The service will use an advanced job-matching engine based on an analysis of beneficiaries' digital profiles, available skills and qualifications, operational criteria, and information related to job openings posted on the platform.

The matching mechanism will enable the automatic identification of relevant employment opportunities and the recommendation of suitable candidates for available vacancies, thereby helping to streamline the job placement process and reduce the time required to fill vacancies.

The digital service will operate in integration with the beneficiary's digital file, the profiling conducted as part of case management, the electronic resume, and the job vacancy management systems, ensuring the continuous synchronization and updating of the information used in the matching process.

The intelligent job placement and matching engine will use, but is not limited to, the following criteria and data sources:

- skills and qualifications from digital resumes;
- profiling of beneficiaries and their employability;
- professional experience and employment history;
- relevant education and certifications;
- geographic and mobility criteria;
- stated availability for employment;
- restrictions and preferences indicated by the beneficiary;

- type of contract and work schedule;
- professional and occupational field;
- compatibility with the job requirements;
- history of previous applications and interactions;
- business rules and configurable criteria;
- scoring, ranking, and prioritization algorithms.

The system will enable, but is not limited to, the following functionalities:

- automatic generation of job recommendations for beneficiaries;
- automatic generation of candidate recommendations for employers;
- calculation of match scores between candidates and job openings;
- generation of prioritized match and recommendation lists;
- automatic identification of relevant employment opportunities;
- automatically notifying beneficiaries and employers of identified matches;
- filtering and classifying employment opportunities;
- personalized recommendations based on the beneficiary's profile;
- managing applications and recruitment processes;
- monitoring the results of the job placement process;
- automatic updating of statuses and related activities;
- integration with digital platforms and services related to employment;
- monitoring the performance of matching and recommendation mechanisms;
- generating reports and statistics on the job placement process;
- configuring operational rules and matching parameters;
- logging and full traceability of activities and recommendations generated by the system.

7.1.7. Applying for a Job Opening

The "Employment and Unemployment Insurance" information component will enable job seekers and unemployed individuals registered in the system to submit applications for job vacancies electronically, through the digital services available within the "eSocial" Integrated Information System.

The application process will be fully digitized and integrated with the beneficiary's digital file, electronic resume, the job placement service, and the job vacancy management modules, ensuring the rapid and standardized transmission of applications to employers and comprehensive monitoring of the recruitment process.

The digital application workflow will provide beneficiaries with simplified access to relevant employment opportunities and facilitate digital interaction between candidates, employers, and ANOFM/STOFM specialists.

The application submission process will utilize automated validation, scoring, and notification mechanisms, integrated with the intelligent matching engine and the platform's operational systems.

The component will include, but is not limited to, the following features:

- direct application for job openings from the beneficiary's personal account;
- submitting an application through the eSocial platform;
- redirection from the angajat.md platform to complete the application process;
- applying based on a recommendation from an STOFM specialist;

- automatic linking of the application to the beneficiary's digital file and electronic resume;
- automatic verification of eligibility and compliance with the criteria for the job opening;
- automatically calculating the match score between the candidate and the vacant position;
- Generation of recommendations and prioritization of applications;
- automatic registration of the application in the system;
- automatic forwarding of the application to the employer;
- automatic notification of beneficiaries, employers, and relevant specialists;
- monitoring the status of the application and the stages of the recruitment process;
- automatically updating the operational statuses related to the application process;
- management of the history of applications and related interactions;
- electronic communication between the candidate and the employer;
- scheduling interviews and recruitment-related activities;
- managing documents and attachments related to the application;
- withdrawal or updating of the application by the applicant;
- integration with job placement and case management mechanisms;
- generating operational and statistical reports on applications and recruitment;
- logging and ensuring full traceability of activities and actions performed in the system.

7.1.8. Job Placement

The system will digitize the job placement process for unemployed individuals and job seekers.
The system will enable:

- the identification of matches through automated suggestions or manual selection;
- verification of eligibility and availability;
- automatically generating the job placement form;
- electronic signing via MSign;
- automatic transmission to the beneficiary, employer, and the STOFM archive;
- scheduling the interview;
- sending notifications;
- reporting the final result.

7.1.9. Front Office of the "Employment and Unemployment Insurance" Information Component

The "Employment and Unemployment Insurance" Information Component will include a unified digital front office intended for external beneficiaries of ANOFM and STOFM services and designed to provide centralized, secure, and easy access to digital services in the field of employment and unemployment insurance.

The front-office interface will allow external users to access personalized information and services, submit applications and requests electronically, manage documents and personal data, track the status of applications and decisions, view job openings, and interact digitally with ANOFM and STOFM.

The digital front office will serve as the primary public access point to the services and functionalities of the "Employment and Unemployment Insurance" Information Component and will provide a unified interaction environment for job seekers, the unemployed, employers, service providers, and other categories of external users, depending on their assigned roles and access rights.

Digital services will be integrated with back-office operational workflows, interoperability mechanisms, and automated validations implemented within the system. Data and documents submitted through the front office will be captured, verified, and processed within the relevant institutional workflows, ensuring process continuity, reducing manual tasks, and shortening processing times.

The information component will ensure unified, secure, and traceable access to public digital services, as well as data protection and the logging of actions performed by external users.

The component will provide centralized and unified access for:

- job seekers;
- unemployed individuals;
- employers;
- service providers;
- private employment agencies;
- partner organizations;
- other relevant user categories.

The digital front office of the "Employment and Unemployment Insurance" Information Component will enable the automatic routing of users to the relevant digital services, modules, and functionalities, based on the user's category and role, digital profile, access rights, and the type of service requested.

The development of the component will include, but is not limited to:

- UX/UI redesign in accordance with modern standards for accessibility and usability, WCAG/WAI requirements, and the provisions of the government-approved Unified Design Model (MUD);
- application of the Unified Design Model at all stages of analysis, design, development, testing, updating, and modernization of the components and information resources developed within the eSocial ecosystem;
- developing graphical interfaces and visual components in accordance with the provisions of Government Decision No. 677/2025 and the Methodology approved by Order of the AGE Director No. 3005-094 of October 29, 2025, regarding the approval of the Unified Design Model and the coordination of the design of state information resources and systems;
- coordinating the design and visual components with the e-Government Agency (AGE) prior to the launch of the platform and related components;
- ensuring that front-office interfaces and components comply with government standards regarding digital accessibility, visual consistency, and user experience;
- developing a unified, reusable, and responsive interface compatible with common government services and platforms;
- an interface optimized for desktop, tablet, and mobile devices;
- customizing the experience by user category;
- Full integration with the Digital Personal Cabinet;

- customized dashboards and notifications;
- optimization of performance and load times;
- optimization of SEO indexing and public visibility;
- integration of active employment services and measures;
- centralized access to ANOFM services and information;
- delivery of source code, software artifacts, configurations, and technical documentation in a manner that allows for vendor-independent operation, administration, maintenance, and further development of the platform;
- complete documentation of the developed components, operational workflows, integrations, configurations, and business rules implemented in the system;
- the use of architectures and technologies that allow for the full transfer of the solution to the Beneficiary without critical dependencies on the supplier.

The Front Office will enable:
- access to ANOFM's digital services;
- unified navigation between integrated modules and platforms;
- management of the user's digital profile;
- access to notifications and electronic documents;
- viewing the status of active requests and services;
- accessing guides, FAQs, and informational resources;
- access to dashboards and personalized recommendations;
- accessing electronic forms and applications;
- monitoring activities and interactions related to the digital file;
- accessing active employment services and measures;
- accessing job opportunities and recommendations automatically generated by the system;
- digital communication with ANOFM/STOFM and other relevant actors in the eSocial ecosystem.

7.1.10. Re-engineering, modernization, and integration of the angajat.md platform into the eSocial ecosystem

As part of the "Employment and Unemployment Insurance" Information Component, the angajat.md platform—designed to provide digital employment, recruitment, and job placement services—will be reengineered and modernized.

The reengineering process will include the assessment and review of the existing functional and technical architecture, the modernization of functional and visual components, the optimization of the user experience, as well as the integration of the platform with the digital front office, the operational back office, and the Digital Personal Account within the "Employment and Unemployment Insurance" Information Component.

The angajat.md platform will be functionally and operationally integrated with the other modules and components of the system, ensuring data exchange, process synchronization, and unified, centralized management of:

- job openings;
- applications;
- digital profiles and resumes;
- employers' digital files;
- recruitment and placement processes;
- notifications and activities related to the employment process;
- automated matching and recommendation mechanisms;
- operational statuses and activities related to beneficiaries and employers.

The re-engineering and modernization of the platform will include, but not be limited to:

- a complete UX/UI redesign in accordance with modern standards of accessibility and usability, WCAG/WAI requirements, and the provisions of the Unified Design Model (MUD);
- applying the Unified Design Model at all stages of analysis, design, development, testing, and updating of the platform;
- coordinating the design and visual components with the e-Government Agency (AGE), in accordance with the provisions of Government Decision No. 677/2025 and the Methodology approved by AGE Director's Order No. 3005-094 of October 29, 2025;
- optimizing the user experience and navigation flows;
- optimizing the platform for desktop, tablet, and mobile devices;
- developing a responsive, reusable interface compatible with common government platforms;
- improving the mechanisms for searching, filtering, and displaying job opportunities;
- Full integration with the digital profile and electronic resume in the eSocial ecosystem;
- dedicated dashboards for candidates and employers;
- automatic job and candidate recommendations;
- personalized notifications and alerts;
- optimizing the platform's performance and response time;
- modernization of the application architecture and optimization of existing software components;
- delivery of source code, software artifacts, configurations, and technical documentation in a manner that enables vendor-independent operation, administration, and development;
- comprehensive documentation of operational workflows, developed components, integrations, and implemented business rules.

The following features will be developed, modernized, or reengineered within the platform:

- advanced job search with multiple filters;
- automated job recommendations based on digital profiles and electronic resumes;
- automated candidate recommendations for employers;
- intelligent matching mechanisms between candidates and job openings;
- personalized alerts and notifications for relevant opportunities;
- online application and application management;
- tracking the recruitment process and related statuses;
- management of professional profiles and digital resumes;

- customized dashboards for job seekers and employers;
- management of job openings and recruitment activities;
- simplified access to active employment services and measures;
- integration with the digital services and information components of the eSocial ecosystem;
- development of the online job fair module;
- management of notifications and operational communications;
- monitoring user activities and interactions;
- generating reports and operational indicators related to employment and recruitment processes.

The modernized platform will function as an integrated component of the eSocial ecosystem and will provide a unified digital experience for job seekers, the unemployed, employers, and other relevant stakeholders involved in employment processes.

7.1.11. Reports, Registers, and Statistics

The “Employment and Unemployment Insurance” information component will include a centralized module for reports, records, and statistical analysis, intended for ANOFM, STOFM, MMPS, and other relevant authorities and institutions, based on their assigned competencies, roles, and access rights.

The module will ensure the unified collection, consolidation, processing, and utilization of operational data generated within the processes and services related to employment and unemployment insurance.

The component will include:

- interactive dashboards and operational dashboards;
- modern graphical and analytical visualizations;
- standardized electronic records;
- a configurable report generator;
- operational and statistical reporting;
- data and report export;
- monitoring of operational indicators and KPIs.

The system will enable the generation of reports for:

- the Ministry of Labor and Social Protection;
- the National Bureau of Statistics;
- ANOFM management;
- STOFM’s regional offices;
- other operational and managerial needs.

7.1.12. Development of the “Labor Market Forecast” Information Module

Within the eSocial Integrated Information System, the development, modernization, and/or integration of the “Labor Market Forecast” Information System (SI PPM) will be ensured, with a view to implementing centralized mechanisms for collecting, consolidating, analyzing, forecasting, and monitoring labor market trends at the national and regional levels.

The development of the SI PPM will enable the unified utilization of statistical and operational data in the field of employment and the development of advanced analytical and decision-support tools for ANOFM, MMPS, and other relevant authorities and institutions.

The PPM IS will operate in an integrated manner with the "Employment and Unemployment Insurance" Information Component, as well as with other relevant systems and registries, including those related to the management of job vacancies, beneficiaries, active employment measures, and recruitment processes. This integration will ensure the exchange, synchronization, validation, and unified processing of the data needed for labor market analysis, monitoring, and forecasting.

The PPM IS will enable the development of mechanisms for predictive analysis and forecasting regarding trends in labor supply and demand, the identification of occupational trends, and the monitoring of indicators relevant to public policies in the field of employment.
The component will include, but is not limited to, the following functionalities:

- an electronic employer survey module;
- digital collection and automatic processing of statistical data;
- integration and consolidation of data from relevant systems and registries;
- mechanisms for the automatic validation and verification of collected data;
- predictive analytics on labor supply and demand;
- statistical and operational analysis of labor market indicators;
- forecasts regarding short-, medium-, and long-term labor market trends;
- identification of occupational and sectoral trends;
- monitoring of employment and unemployment indicators;
- geographic, statistical, and analytical visualizations;
- dashboards and scorecards for decision-makers;
- Generation of reports and statistical indicators;
- integration with the centralized eSocial reporting and analysis system;
- monitoring the status of job openings and recruitment processes;
- analysis of occupational profiles and skills in demand in the labor market;
- monitoring the geographic distribution of labor supply and demand;
- integration of data related to active labor market measures;
- exporting data and ensuring interoperability with other relevant systems;
- analysis and decision-support tools for the Ministry of Labor and Social Protection (MMPS) and the National Agency for Employment (ANOFM);
- logging and traceability of operational activities and processes.

7.1.13. Digitization of labor migration-related processes

Under the "Employment and Unemployment Insurance" Information Component, the digitization, automation, and integration of processes related to labor migration will be ensured. Dedicated functionalities will enable the unified management of private employment agencies' activities, overseas recruitment processes, as well as information on emigrants and returnees.

The component will include, but is not limited to:

- registration, verification, and validation of private employment agencies;
- uploading, registering, and recording contracts in the electronic registry;
- automatic transmission of notifications to ANOFM;
- review, validation, and management of contracts by ANOFM specialists;
- reporting on and monitoring the activities of private employment agencies;
- electronic registration and record-keeping of emigrants and returnees;
- monitoring labor migration flows;
- Generating statistics and reports on labor migration;
- using dashboards and geographic visualizations;
- managing processes related to the employment of Moldovan citizens abroad.

7.1.14. Digitization of Services and Active Employment Measures

Under the "Employment and Unemployment Insurance" Information Component, the digitization, automation, and full integration of active employment services and measures managed by ANOFM will be ensured, with the aim of establishing a unified digital mechanism for the administration, delivery, monitoring, and evaluation of services intended for beneficiaries and employers.

The digitization of active employment services and measures will enable the standardization and automation of operational workflows related to employment processes, reduce manual tasks, improve beneficiaries' access to services, and strengthen operational monitoring and reporting mechanisms.

Employment services and measures will be gradually integrated into the eSocial ecosystem, based on operational priority, practical relevance, level of digital maturity, and the institutional needs of ANOFM

The ANOFM component will operate in an integrated manner with:

- eSocial;
- the Digital Personal Cabinet;
- the beneficiary's digital file;
- case management services;
- job placement services;
- relevant platforms and information systems;
- centralized reporting and operational analysis mechanisms.

The digitization of services and active measures will include, but is not limited to:

- job placement and overseas employment of Moldovan citizens;
- full integration of the voucher.anofm.md platform into the eSocial ecosystem;
- supported employment for people with disabilities;
- vocational rehabilitation for people with disabilities;
- support in the event of collective layoffs;
- professional internships;
- on-the-job training;
- certification of skills and knowledge acquired in non-formal and informal settings;
- consulting and support for entrepreneurship and self-employment;
- promoting labor mobility;
- subsidizing transportation costs;

- subsidies for employers to create and adapt jobs;
- subsidies for employers to hire vulnerable individuals;
- supporting local job creation initiatives;
- providing assistance to employees working reduced hours;
- integrating Moldovan citizens returning from abroad;
- career guidance;
- vocational rehabilitation;
- identifying and monitoring NEET youth;
- other complementary services and measures managed by ANOFM/STOFM.

Each service and active measure implemented within the eSocial ecosystem will include, but is not limited to:

- electronic forms and online applications;
- automated and configurable digital workflows;
- automated validations and configurable business rules;
- verification of beneficiary eligibility through interoperability;
- automated notifications and communications;
- management of electronic documents and attachments;
- integration with the beneficiary's digital file;
- management of service-related activities and interactions;
- monitoring of statuses and operational stages;
- dashboards and operational reporting tools;
- traceability and complete logging of operational processes;
- electronic signing of documents and contracts through integration with MSign;
- interoperability with relevant external registries and information systems;
- operational monitoring and control mechanisms;
- generation of statistical and managerial reports;
- management of notifications and operational deadlines;
- monitoring of indicators and KPIs related to active services and measures;
- electronic archiving and retention of beneficiaries' operational history;
- mechanisms for auditing and monitoring activities performed within the system.

8. OBJECTIVES OF THE ANOFM SYSTEM WITHIN THE ESOCIAL FRAMEWORK

8.1. Operational objectives:

- Digitizing the processes related to the registration of job seekers and the unemployed;
- Digitizing the process of registering and managing employer accounts;
- Simplifying and digitizing the process of reporting and managing job vacancies, including eliminating paper forms and reducing the need for in-person visits to ANOFM's regional offices;
- Digitizing the job placement process and the management of the relationship between employers and candidates;

- Implementing automated digital workflows for processing applications, validating data, and matching beneficiaries according to configured criteria and business rules;
- Implementing automated mechanisms for electronic notification and communication with beneficiaries and employers;
- Integration with common government platforms and services, including MConnect, MPass, MSign, MNotify, MPay, and MLog;
- Ensuring online access to services through front-office components for citizens and employers, as well as back-office components for ANOFM/STOFM operators and specialists;
- Implementation of intelligent automated matching mechanisms between candidates and job openings, based on skills, experience, location, and other relevant criteria;
- Facilitating employers' access to the database of eligible candidates, including features for filtering, searching, and viewing profiles and resumes;
- Reducing the duration of the recruitment process by automating the stages of identifying, recommending, and assigning candidates;
- Providing electronic access to information on active labor market measures, subsidies, and support programs available to employers;
- Digitally managing the employer's electronic file, including the history of job openings, applications, hires, and benefits granted;
- Implementing reporting, monitoring, and statistical analysis mechanisms for the Ministry of Labor and Social Protection (MMPS), the National Agency for Employment (ANOFM), and regional offices.

8.2.Strategic Objectives

- **Interconnection with national recruitment platforms for the exchange of job vacancies and resumes** – The "Employment and Unemployment Insurance" information component within the "eSocial" Integrated Information System is not intended to compete with private recruitment platforms, but rather to complement and support the services they offer through efficient interoperability mechanisms and standardized data exchange. The component will function as a public data and service hub designed to support the labor market, facilitating connections among relevant stakeholders, consolidating available information, and expanding access to employment opportunities, without engaging in commercial recruitment activities.

- **Saving administrative and human resources**—through the nearly complete digitization of processes, from registering job seekers to monitoring their career paths—ANOFM will significantly reduce the administrative burden on STOFM operators and beneficiaries. Automating approval, notification, and reporting workflows will optimize working time and reduce operational costs, thereby increasing the institution's overall efficiency.

- **Delivering value to citizens**—the new approach emphasizes creating added value for all user categories. Citizens will benefit from transparent and rapid online access to services, and ANOFM specialists will have modern tools for data management and performance analysis.

- **Implementation of case management in citizen services**—currently, the agency's work focuses on the services provided, not on the beneficiary, but rather on the services the beneficiary receives. To adopt a more quality-oriented approach using the information system, a beneficiary-centered approach will be established, which will enable integration with case management in the social sector.

- **Data centralization and integration with other government platforms**—the migration from the existing platform to a unified system will enable data centralization and integration with other government platforms, such as MPass, MConnect, MNotify, and MLog. This transition ensures an integrated user experience, eliminates duplication, and simplifies data flows between institutions. Through this step, ANOFM becomes an active participant in the digital transformation of public services, contributing to the coherence and efficiency of the national e-government infrastructure.

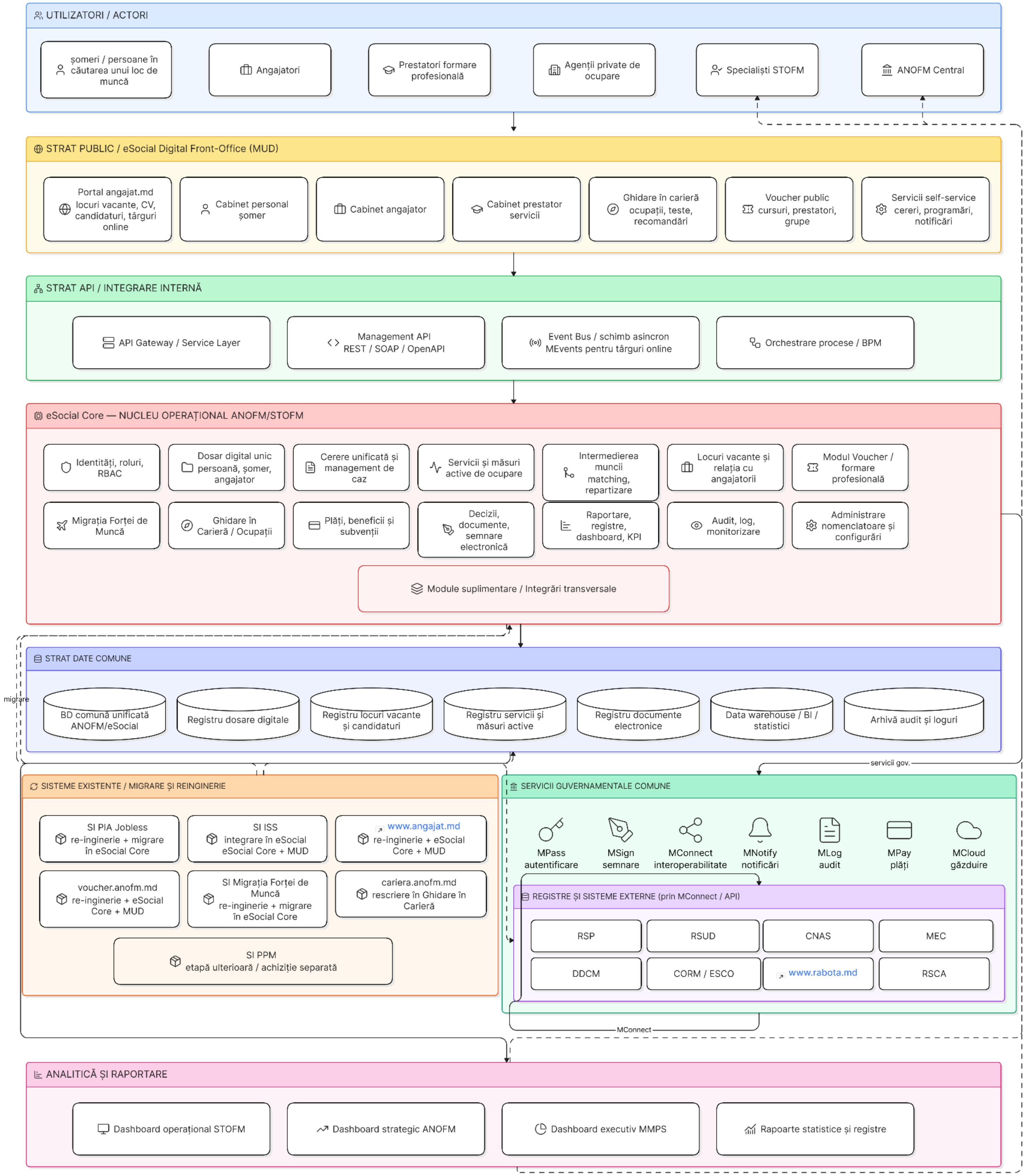
- **The Principle of Digital and Human-Assisted Delivery of Employment Services and Measures**

The information system will be designed and implemented according to the "digital-first, human-assisted" principle, under which employment services and measures will be available primarily in digital format, with the option of providing assisted support when necessary.

The platform will ensure the delivery of services through two complementary methods:

- direct and independent access by beneficiaries through the Digital Personal Account (self-service);
- assisted access through ANOFM/STOFM specialists, in situations where beneficiaries request support or visit the territorial offices in person.
- All services and employment measures described in these ToR will be implemented in a way that allows for the use of both delivery channels, ensuring:
- equivalent functionalities and operational results;
- full traceability of actions and processes performed;
- highlighting the method of service delivery (self-service or assisted);
- data continuity and synchronization regardless of the channel used;
- the ability for ANOFM/STOFM operators to take over and continue the process, as appropriate.

9. SYSTEM ARCHITECTURE



The functional architecture for the employment sector and the services administered by ANOFM within the “eSocial” Integrated Information System will be structured into two major, interconnected, and interoperable components:

- **the operational back office of the “Employment and Unemployment Insurance” Information Component**, designed to manage internal processes, operational workflows, digital files, business rules, and the institutional activities of ANOFM and STOFM;
- **the digital front office of the “Employment and Unemployment Insurance” Information Component**, designed for digital interaction with external beneficiaries and access to public services in the field of employment and unemployment insurance.

The proposed architectural model will ensure a clear separation between internal operational processes and public digital services, as well as functional integration and secure data exchange between the two components. The architecture will enable the modular development, administration, and expansion of the components, ensuring scalability, interoperability, security, operational flexibility, and continuity of workflows.

The system architecture will be designed and implemented in accordance with the following principles:

- modularity, reusability, and functional independence of components;
- interoperability with shared e-government infrastructure and services;
- logical separation between the presentation layer, the business logic layer, the integration layer, and the data layer;
- seamless integration between front-office and back-office functionalities;
- automation of operational workflows, validations, and business rules;
- full traceability of operations, decisions, and changes made in the system;
- cybersecurity, data protection, and role-based access control;
- scalability, extensibility, and the ability to gradually develop digital services and modules.

The “Employment and Unemployment Insurance” information component will serve as the operational and transactional core of the solution designed for ANOFM and STOFM, responsible for managing internal processes, operational workflows, business rules, interoperability mechanisms, and centralized administration functions.

The information component will ensure:

- management of the processes and operational workflows related to the ANOFM module;
- the administration of beneficiary files and profiles;
- management of digital interactions with employers, service providers, and private companies;
- processing of electronic applications and services;
- the administration of active employment measures;
- managing job openings and applications;
- automating validation, approval, and assignment workflows;
- managing business rules and automated processing mechanisms;
- managing interoperability with external registries and systems;
- managing electronic notifications and communications;

- logging and auditing activities;
- operational and statistical reporting;
- managing roles, permissions, and access policies;
- operational and technical monitoring of the platform.

The component will integrate centralized mechanisms for:

- workflow orchestration;
- business process management (BPM);
- document and data management;
- API integration and secure data exchange;
- authentication and authorization;
- logging, auditing, and monitoring;
- system configuration and parameter management.

SIA eSocial will use the shared government infrastructure and shared services, including:

- MPass;
- MSign;
- MConnect;
- MNotify;
- MLog;
- MPay;
- MCloud.

The digital front office of the "Employment and Unemployment Insurance" Information Component will serve as the public access layer to digital services in the field of employment and unemployment insurance and will facilitate electronic interaction between external beneficiaries, ANOFM, and STOFM.

The digital front office will function as a single point of access for the following categories of external users:

- job seekers;
- the unemployed;
- employers;
- service providers;
- private employment agencies;
- other relevant labor market stakeholders.

This component will include portals, personal accounts, and public digital services related to the ANOFM's area of responsibility, including the features of the angajat.md platform and other electronic services intended for external beneficiaries.

The digital front office will ensure, but is not limited to:

- secure user authentication and access to the personal account;
- the creation, management, and updating of user profiles and data;
- access to active employment services and measures;
- electronic submission of applications, requests, and documents;
- reporting and managing job openings;

- searching for job openings and submitting applications;
- creating, updating, and managing resumes and applications;
- scheduling appointments online;
- tracking the status of applications, requests, and decisions;
- receiving notifications, decisions, and electronic documents;
- accessing information, guides, and digital services;
- interacting digitally with ANOFM and STOFM specialists;
- using self-service features.

The digital front office will be designed and implemented in accordance with the following principles:

- providing services primarily through digital channels;
- adapting the interface for mobile devices and using a responsive design;
- accessibility, usability, and intuitiveness of the interfaces;
- providing services through self-service mechanisms;
- ensuring a unified and consistent user experience;
- interoperability and reuse of available data;
- information security and the protection of personal data;
- transparency, traceability, and continuity of digital interactions.

The interaction between the digital front office and the operational back office of the "Employment and Unemployment Insurance" Information Component will be achieved through secure API services and standardized data exchange mechanisms. This integration will ensure the automatic transmission and processing of applications and documents, the synchronization of data and statuses, the continuity of operational workflows, and the consistency of information managed within the system.

The logical and functional separation between the digital front office and the operational back office will enable:

- the independent development, expansion, and scaling of public digital services;
- the isolation of internal operational processes from publicly exposed components;
- the differentiated application of security policies and controls;
- optimizing service performance, availability, and continuity;
- the reuse of shared components, data, and services;
- independent maintenance and updating of components;
- subsequent integration of new modules, functionalities, and digital services.

9.1.Model of Users, Roles, and Access Levels

Digital Front Office – External Users and Public Digital Services: The digital front office of the "Employment and Unemployment Insurance" Information Component will be intended for external users of ANOFM and STOFM services, including job seekers, the unemployed, employers, service providers, private employment agencies, partner organizations, and other categories of beneficiaries and relevant labor market stakeholders.

Access to public digital features and services will be granted on a differentiated basis, depending on the user category, assigned roles, authentication level, and access rights configured in the system.

Authentication, authorization, and access management will be carried out through secure identity management and role-based access control mechanisms, in accordance with the RBAC ( ) model, the principle of least privilege, and applicable security requirements.

Category	Public Access (Front-Office)	Access after authentication
Visitor	Access to general information about ANOFM, services, and active employment measures, guides, FAQs, announcements, and public job search	• Does not have a personal account; • limited access to the system's public features
Job Seeker	Access to information on job openings, employment services, active employment measures, employment support programs, and career guidance resources	• access to their personal account; • Creation and management of a professional profile and digital resume; • apply online for job openings; • Tracking applications and the recruitment process; • access to employment services; • scheduling appointments online with ANOFM/STOFM services; • accessing active labor market measures and employment support programs; • receiving electronic notifications and communications
Unemployed	Access to information regarding unemployment status, unemployment benefits, and active employment services and measures	• access to your personal account; • Electronic registration as unemployed; • managing the unemployed person's electronic file; • submitting and tracking electronic applications; • access to employment services; • access to active labor market measures and employment support programs; • managing the unemployment benefits process; • monitoring the status and related obligations; • receiving electronic notifications, decisions, and documents
Employer	Information on posting job openings, subsidies, and services for employers	• access to the legal entity's personal Digital Office; • posting and managing job openings; • managing applications and candidate submissions;

		• accessing services and resources for employers; • managing the employer's electronic file; • monitoring recruitment processes and interactions with ANOFM/STOFM; • receiving electronic notifications and documents.
Service Provider	Access to information regarding programs and services contracted or managed in collaboration with ANOFM	• access to the legal entity's personal account; • managing contracted services and activities; • management of specific operational processes; • operational interaction with ANOFM/STOFM.
Private employment agency	Access to information regarding legal obligations, collaboration, and available services	• access to the legal entity's personal account; • management of activities and employment opportunities; • Submission of reports and operational data; • access to dedicated electronic services; • operational interaction with ANOFM.
NGO / partner organization	Access to information regarding programs, projects, and collaborative initiatives	• access to the legal entity's personal account; • access to services for partner organizations; • Publication of programs; • Operational interaction with ANOFM/STOFM

eSocial The "Employment and Unemployment Insurance" information component will be accessible exclusively to authorized institutional and operational users within the National Agency for Employment and the STOFM territorial subdivisions, based on roles and access rights configured according to the RBAC (Role-Based Access Control) model.

Operational Role	Key Features in eSocial: "Employment and Unemployment Insurance" Information Component
STOFM Specialist	Management of files for unemployed individuals and job seekers; processing applications; completing and updating active services/measures; matching unemployed individuals with job openings; job placement; managing resumes and applications; validating documents; processing subsidies; issuing decisions/contracts; managing training, internships, and vouchers; scheduling and notifications.
STOFM Monitoring Specialist	Monitoring of activities and indicators; generation of monthly/quarterly/annual reports; viewing of debit/credit payments; monitoring of course attendance; detailed and general reports; access to data for operational control.

Operational Role	Key Features in eSocial: “Employment and Unemployment Insurance” Information Component
UTAG STOFM Specialist	Operational access similar to that of the STOFM Specialist role, but geographically limited to the UTAG subdivisions: Vulcănești, Ceadîr-Lunga, and Comrat, in accordance with the permissions configured in the system.
STOFM Subdivision Head	Supervision of STOFM activities; viewing and reviewing files; case assignment; approval/rejection of operational workflows; monitoring of job openings, applications, and placements; validation of services and active measures; report generation; monitoring of specialist performance; managerial access to subdivision data.
ANOFM – DMFME Employee	Management of labor migration processes; management of external job offers; forwarding offers to STOFM; management of applicants; transmission of data to external institutions; receipt and management of complaints; administration of the contract registry.
ANOFM Employee – OPM	Configuring selection criteria; administering surveys and questionnaires; generating lists of businesses; creating and editing questionnaire tasks; modifying forms; monitoring progress; exporting results and aggregated data.
ANOFM – DPBECP	Managing the Payments module.
ANOFM Director	National-level managerial access; viewing consolidated reports; monitoring indicators and workload; viewing files, applications, and assignments; reviewing/approving contracts; managing complaints; accessing data on payments, subsidies, and decisions; temporarily delegating roles.
System Administrator	User, role, and access rights administration; configuration of classifiers; import/edit of nomenclatures; administration of notification templates; monitoring of activity logs; management of system settings; technical and operational support.

The detailed functionalities, access rights, and available actions for each operational role within the eSocial—"Employment and Unemployment Insurance" Information Component are described in Annex No. 1, **ANOFM SIA Jobless to eSocial**.

10. FUNCTIONAL REQUIREMENTS

10.1. ANOFM/STOFM OPERATIONAL CORE AND BASIC SERVICES

FRQ-ESC-001. Home Page for Beneficiaries

The digital front office of the “Employment and Unemployment Insurance” Information Component will serve as the main public interface for accessing digital services in the field of employment and unemployment insurance and will act as the single point of entry for unemployed individuals, job seekers, employers, service providers, private employment agencies, partner organizations, and visitors.

The digital front office will provide public access to information on services, active measures, programs, opportunities, and forms of support available in the field of employment, as well as secure and personalized access to electronic services provided through the “Employment and Unemployment Insurance” Information Component within the “eSocial” Integrated Information System.

The portal will have two levels of access:

1. **Public access, without authentication**—for information, guidance, and access to services, guides, FAQs, news, complaints, and public sections.
2. **Personalized access, with authentication**—for initiating and managing electronic services, submitting applications, filling out forms, managing your profile, and accessing your Personal Account.

The digital front office of the “Employment and Unemployment Insurance” Information Component will operate according to the principle of “public information before authentication and personalized services after authentication.”

Any visitor will be able to access, without authentication, the home page, public information, guides, announcements, and other available information sections. To access personalized electronic services, the system will require user authentication via the MPass government service and, where applicable, through other approved authentication mechanisms integrated into the system.

Authentication will be required for actions such as registering as unemployed or a job seeker, submitting applications for active employment measures, reporting job vacancies, submitting documents, applying for positions, and tracking the status of applications and requests.

After successful authentication, the system will identify the user, determine their category, role, and access rights, and automatically create or, as appropriate, update the corresponding digital personal account.

Architecture of the Public Home Page

1. **Header**

The header of the main page will be located at the top of the interface and will serve as a visual identifier, navigation tool, and quick access point to the portal’s main features. The header will be available on all public pages of the portal and will remain consistent in structure, positioning, and behavior. On mobile devices, the main menu will be adapted into a compact menu, while maintaining access to the language selector, search, and login.

The header will include at least the following elements:

- **Institutional visual identity** – display of the visual identity of the portal and the National Agency for Employment (ANOFM)
- **Main navigation menu** – quick access to the portal’s main sections: Jobs, Services for Individuals, Services for Employers, Active Measures, Benefits, Useful Information, and Contacts.
- **Language Selector RO/RU/EN** – the ability to switch the interface display language between Romanian and Russian without losing the context of the current page.
- **Search Field** – a quick search feature for the portal’s public content, including services, guides, frequently asked questions, job listings, and information for beneficiaries.
- **“Log In” button** – initiates the login process using approved mechanisms, including the MPass government service, to access personalized services and features.

- **Access to the Personal Account** – after logging in, the "Log In" button will be replaced or supplemented with direct access to the user's Personal Account, depending on the assigned role and access rights.
- **Accessibility Features for People with Disabilities** – The portal will include digital accessibility features compliant with WCAG 2.1 standards or higher, including the ability to adjust text size and visual contrast, compatibility with screen readers, keyboard navigation, alternative descriptions for graphic elements, and other features designed to facilitate access to digital services for people with disabilities.

2. **Main Navigation Area**

The main navigation area will serve as the central interaction element of the home page and will guide users to the main services, measures, and features available on the eSocial portal. This area will be structured as cards/sections dedicated to the main user categories, with each section providing quick access to the services and features relevant to that category of beneficiary.
The home page will include at least the following cards/sections:

- Job seekers;
- Unemployed individuals;
- Employers;
- Service providers;
- Private employment agencies;
- NGOs / partner organizations;
- ANOFM / STOFM;

3. **Section: Useful Information and User Support**

The portal will include a section dedicated to informing, guiding, and supporting users, designed to facilitate quick access to the information, resources, and support mechanisms needed to use the services and features available on the eSocial system.
This section will help improve the user experience by providing a centralized source of useful information on accessing electronic services, using the portal, eligibility requirements for services, and how to interact with ANOFM/STOFM.
Through this section, users will be able to:

- access explanatory information and support resources;
- view answers to frequently asked questions;
- access guides and informational materials;
- identify the steps required to use electronic services;
- submit reports and complaints;
- access support and communication mechanisms with ANOFM/STOFM.

4. **Footer**

The portal will include a footer displayed at the bottom of all public pages on the platform, serving as an additional navigation tool, providing institutional information, and offering quick access to general information and key resources on the portal.
The footer will have a uniform and consistent structure across the entire platform and will be adapted for proper display on desktops, tablets, and mobile devices.
The footer will include at least the following elements:

- contact information for ANOFM and, where applicable, for STOFM's regional offices;
- address, phone number, email, and hours of operation;
- quick links to the portal's main sections and services;
- access to frequently asked questions (FAQs);
- access to guides and informational materials;
- access to reports and complaints;
- privacy policy and personal data protection;
- terms and conditions of use for the portal;
- cookie policy, as applicable;
- information on digital accessibility;
- site map;
- links to related platforms and services;
- information regarding copyright and institutional identity;
- links to the official ANOFM/eSocial pages on social media, as applicable.

FRQ-ESC-002. User Management, Authentication, and Access Control

The "eSocial" Integrated Information System will ensure differentiated access management for external users of public digital services and for institutional users of internal operational components.

External users are beneficiaries and partners who access electronic services through the digital front office of the "Employment and Unemployment Insurance" Information Component, including:

- job seekers;
- unemployed individuals;
- employers;
- service providers;
- private employment agencies;
- NGOs and partner organizations.

External users will access public digital services and features through their Personal Dashboard, based on the roles, access rights, and authentication levels assigned within the system.

Institutional users are employees and authorized personnel of the National Agency for Employment (ANOFM) and the territorial employment subdivisions (STOFM), who will use the back-office functionalities of the "Employment and Unemployment Insurance" Information Component to:

- manage and administer digital files related to the unemployed, job seekers, employers, private employment agencies, service providers, and ANOFM/STOFM institutional users;

- processing, reviewing, and managing applications and requests submitted by beneficiaries;
- validating and updating beneficiaries' status and their eligibility for employment services and measures;
- administering, monitoring, and managing job openings;
- coordinating, monitoring, and administering active employment services and measures;
- managing operational interactions between beneficiaries, employers, and ANOFM/STOFM subdivisions;
- monitoring, reporting, and operational administration of the platform.

Access for institutional users will be provided through secure authentication and authorization mechanisms and will be managed based on a Role-Based Access Control (RBAC) model, which will allow for the differentiated assignment of rights and functionalities depending on:

- the user's role;
- institutional level;
- the associated territorial subdivision;
- the user's functional and operational responsibilities.

The system will enable centralized administration of institutional user accounts, including:

- creating and managing accounts;
- activating, suspending, and deactivating access;
- assigning and modifying roles and access rights;
- assigning users to territorial subdivisions;
- monitoring activities and audit logs.

The administration of institutional users will be carried out exclusively by authorized users with administrator roles.

Account Creation and Authentication Methods

The creation of access accounts and user authentication in the eSocial system will be handled differently depending on the user category, the required access level, and the nature of the services accessed.

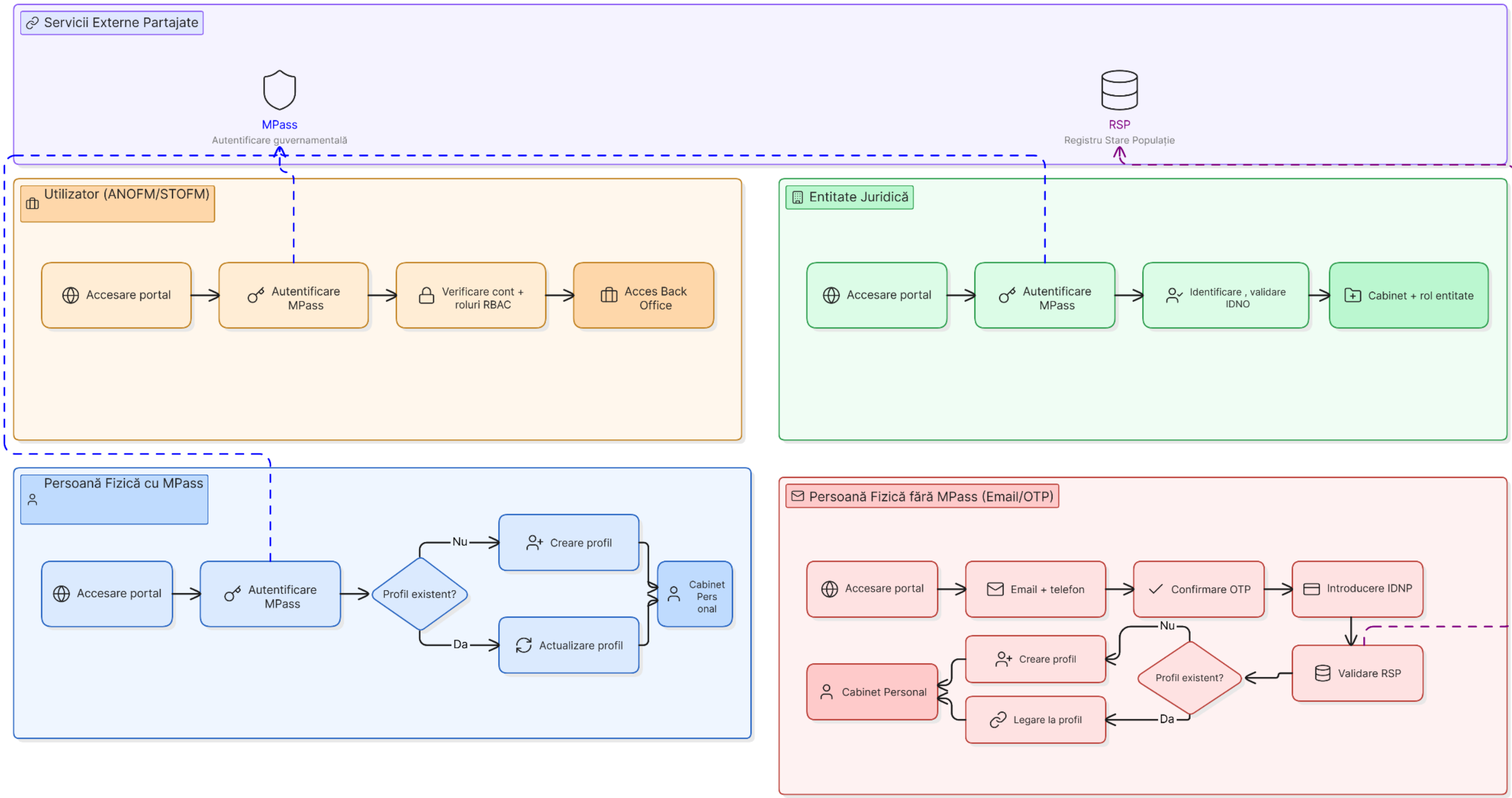
- For ANOFM/STOFM institutional users, authentication will be performed through the MPass government authentication and access control service;
- For legal entities—employers, service providers, private employment agencies, and NGOs/partner organizations—account creation and authentication will be performed through MPass, using the legal entity's identification;
- For individuals, including job seekers and the unemployed, the system will offer two methods for account creation and authentication:

1. authentication via MPass, for users who have an electronic signature;

2. account creation and authentication via email address and phone number, for users who do not have an electronic signature.

Creare Cont și Autentificare eSocial

4 fluxuri de autentificare simplificate



Legendă: Instituțional · Entitate Juridică · MPass (Persoană Fizică) · Email/OTP · Linii punctate = comunicare cu servicii externe

FRQ-ESC-002.1. The Personal Digital Dashboard and Role-Based Feature Configuration

The "Employment and Unemployment Insurance" information component will provide each authenticated external user with a Digital Personal Account or, in the case of legal entities, a Digital Organizational Account, which will serve as the single point of access to the data, documents, services, and features available to the user.

A single Digital Personal Account will be managed for each individual identified via IDNP. A change in a person's status—including transitioning from a job seeker to an unemployed person or an employed person—will not result in the creation of a new account, but rather in the updating of the profile, status, and features available in the existing account.

A single digital organizational account will be managed for each legal entity identified by an IDNO. Within this account, one or more operational roles can be activated and managed, such as employer, private employment agency, service provider, vocational training provider, supported employment service provider, validation center, nongovernmental organization, or partner organization.

The user will be able to switch between active roles, and the system will clearly display the selected work context and provide only the data and functionalities corresponding to that role.

Structure of the digital personal dashboard:

1. General Information and Profile

This section will centralize the identification data and general information related to the user or the represented organization:

Data related to individuals	**Data for legal entities**
• identification data taken from state registries; • contact information; • home address and residence address; • current status with respect to ANOFM; • STOFM and the responsible specialist; • communication preferences; • interface language; • consents and options regarding data processing and visibility; • assigned roles and categories; • relevant information regarding representation or authorization, as applicable. • other data, as applicable.	• organization name; • IDNO; • IBAN; • legal form and legal status; • headquarters and operational addresses; • field of activity; • contact information; • licenses, authorizations, accreditations, and their validity periods; • the person in charge; • users associated with the organization; • representatives and delegates; • active, requested, suspended, or expired roles; • relationships with other entities or corporate groups, as applicable; • other data, as applicable.

Data available in state registries and information systems will be retrieved and updated through interoperability. The system will visually distinguish between data retrieved automatically and data entered manually, and will apply distinct rules regarding their editing.

2. Services and features available based on role

This section will be dynamically configured and will display the modules, actions, and processes available based on the user's active role.

- the summary page and current tasks;
- initiated requests and inquiries;
- status of processes under review;
- documents sent and received;
- decisions and contracts;
- notifications and communications;
- schedules and events;
- payments and financial information;
- action history;
- user settings and preferences;
- access to support and user guides.

MINIMUM FUNCTIONALITIES AVAILABLE BY USER CATEGORY

Job seeker: the account will include at least:

- profile registration and updates;
- viewing the status of the registration request;
- access to the public portion of the digital file;
- creating and managing a digital resume;
- managing skills, qualifications, and career preferences;
- searching for, filtering, and saving job openings;
- viewing recommendations generated through matching;
- submitting and managing applications;
- tracking the status of applications;
- receiving job offers from employers and STOFM;
- scheduling visits to STOFM;
- accessing information, career guidance, and job placement services;
- taking self-assessment tests;
- viewing test history and recommendations;
- accessing online job fairs;
- accessing job opportunities abroad;
- managing documents, messages, and notifications.

Unemployed individuals: The unemployed individual's account will include all features available to job seekers, plus:

- all features available to job seekers;
- unemployment status and validity period;
- applicable rights, obligations, and deadlines;
- profiling results;
- the Individual Employment Plan;
- the timeline for actions and obligations established by the Individual Employment Plan;
- planned, ongoing, and completed services and measures;
- applications for active employment measures;
- Vocational training and vouchers issued;
- selection of providers and courses;
- monitoring of course participation;
- access to diplomas and certificates;
- supported employment services;
- measures for certifying competencies;
- mobility and transportation measures;
- measures to help start a business;
- unemployment benefits and other applicable benefits;
- payment status;
- submission of required information and periodic reports;
- decisions to grant, suspend, reinstate, or terminate entitlements;
- issuance of the certificate confirming status;
- requests for removal from the registry or managing the closure of the file.

Employer: the profile will include at least:

- the organization's profile;
- management of users, representatives, and delegations;
- posting job openings;
- ad lifecycle management;
- active, suspended, expired, filled, and withdrawn job openings;
- viewing applications;
- accessing approved resumes;
- viewing candidates recommended through matching;
- organizing and managing interviews;
- placement records;
- sending notifications regarding job placement or rejection;
- applications for active labor market measures and subsidies;
- files on implemented measures;
- grant agreements;
- submission of financial and supporting documents;

- monitoring payments;
- management of pre-employment services;
- participation in online job fairs;
- statistics on job postings, views, applications, and hires;
- communicating with candidates, ANOFM, and STOFM;
- setting up communication channels.

Private employment agency: the office will include at least:

- the agency's profile;
- status and period of validity;
- notifications regarding the expiration, suspension, or revocation of the license;
- user and delegation management;
- uploading and registering contracts;
- register of submitted contracts;
- correction requests and version history;
- requests to cancel contracts;
- periodic activity reports;
- draft, submitted, returned, approved, and rejected reports;
- communication with ANOFM specialists;
- handling requests and petitions;
- documents and decisions received;
- statistics on contracts, beneficiaries, and destination countries;
- activation and use of the additional role of employer.

Vocational training service provider: the profile will include at least:

- institutional profile and bank details;
- licenses, accreditations, and authorizations;
- the application form for the training program;
- course programs and offerings;
- documents related to each program;
- status of program review and approval;
- vouchers received;
- acceptance or rejection of vouchers;
- contracts with ANOFM and beneficiaries;
- the creation and management of study groups;
- enrollment of beneficiaries;
- orders for enrollment, suspension, reinstatement, withdrawal, and graduation;
- attendance records;
- supporting documentation for absences;
- diplomas and certificates;
- service records and invoices;

- payment status;
- notifications, tasks, and deadlines;
- reports and statistics on courses and beneficiaries;
- activation of the additional role of employer.

Supported Employment Service Provider: the profile will include at least:

- the provider's profile and contracts;
- requests and referrals received;
- acceptance or rejection of beneficiaries;
- documents and consent forms;
- individual supported employment plans;
- monitoring of services provided;
- suspension, resumption, and termination of services;
- notification regarding the beneficiary's employment;
- monitoring and counseling records;
- evaluation questionnaires;
- service provision records;
- invoices and supporting documents;
- payment status;
- activity reports;
- communication with ANOFM and STOFM.

Non-governmental organization: the office will include at least:

- public and institutional profile;
- registration or accreditation status;
- the organization's users and representatives;
- creating and saving programs in draft format;
- publishing, editing, and archiving programs;
- managing services, events, and opportunities;
- uploading informational materials and images;
- managing links and registration mechanisms;
- notifications regarding the validation, expiration, or suspension of programs;
- tracking views and interactions;
- general statistics on user interest;
- communication with ANOFM;
- documents and the organization's activity history.

CUSTOMIZED SPACE FOR INSTITUTIONAL USERS

ANOFM, STOFM, and MMPS users will not use the public personal dashboard, but rather a personalized workspace in the back office.

- assigned files and cases;
- applications under review;
- tasks, deadlines, and alerts;
- the operational calendar;
- beneficiaries and managed organizations;
- review and approval workflows;
- issuance and signing of decisions;
- managed services and measures;
- monitored job openings and applications;
- documents received;
- notifications and communications;
- registers and reports;
- operational or strategic dashboards;
- activity history and audit log.

For STOFM heads, ANOFM management, MMPS users, administrators, financial specialists, and committee members, the interface will display only the tools and data corresponding to the duties and rights granted under the RBAC model.

Minimum acceptance criteria:

- The system creates a single digital personal account for each IDNP.
- The system creates a single digital organizational account for each IDNO.
- A change in a person's status does not create a new account.
- Activating an additional organizational role does not create a new account.
- The user can switch between active and authorized roles.
- The system clearly displays the active role and work context.
- Shared data is reused across modules and does not need to be entered repeatedly.
- Features are displayed based on role, status, eligibility, and access rights.
- Suspending, expiring, or revoking a role automatically restricts the associated functionalities.
- Applications, documents, decisions, notifications, and payments are accessible centrally.
- The system maintains a complete history of changes and actions.
- All operations are logged with the user, role, date, time, and represented entity.
- The interface is responsive, accessible, and optimized for mobile devices.
- Access to data and documents is controlled via RBAC and the principle of least privilege.

FRQ-ESC-003. Authentication of the Unemployed/Job Seeker

This functionality will enable the electronic authentication and identification of unemployed individuals and job seekers within the eSocial integrated information system, allowing them to access personalized digital services, submit electronic applications, manage their personal profiles, and receive relevant notifications and job offers.

User authentication will be performed through secure electronic identification mechanisms, using one of the authentication methods available on the platform. The system will validate the user's identity by verifying the data associated with the individual and will apply mechanisms for access protection, session management, and role-based access control.

Following successful authentication, the system will automatically create or update the user's Digital Personal Account and redirect the user to the profile corresponding to the "Unemployed / Job Seeker" category.

The system will ensure the logging of authentication activities, the protection of personal data, and the secure management of user sessions, in accordance with the security, interoperability, and data protection requirements applicable to digital public services.

Acceptance criteria:

- authentication via email address and/or phone number;
- authentication with a verification code sent via SMS (simplified 2FA);
- support for authentication via MPass (optional);
- validation of the individual's identity via IDNP;
- automatic assignment of the user to the "Unemployed / Job Seeker" role;
- automatic creation or update of the Digital Personal Account;
- automatic redirection to the user's profile after authentication;
- secure access to available features and services in accordance with RBAC;
- compatibility with the RBAC profile and dynamic updating of access rights;
- secure management of the user's session (login, logout, automatic session expiration);
- logging of authentication and system access events;
- automatic account lockout after 5 consecutive failed login attempts;
- availability of the password recovery feature;
- secure transmission of authentication data via encrypted protocols;
- protection of personal data during the authentication and access process;
- Compatibility with the interoperability and authentication mechanisms used by the eSocial SIA.

FRQ-ESC-004. Employer Authentication

This functionality will enable the electronic authentication and identification of employers within the eSocial integrated information system, allowing them to securely access their Personal Dashboard and use the digital services intended for them.

Through their authenticated account, employers will be able to post and manage job openings, manage the recruitment and job placement process, view and analyze candidates' resumes, interact with ANOFM/STOFM offices, and submit electronic applications for active employment measures and available subsidy programs.

The authentication process will ensure the unique identification and validation of the organization through interoperability with relevant state registries, including verification of the legal entity based on the State Register of Legal Entities (RSUD) and data managed by ASP. The RSUD is the information system designed to maintain records of legal entities through the state registration of legal entities and individual entrepreneurs.

Upon first login, the system will automatically associate the user with the represented organization and automatically create the Employer's Personal Account, which will contain the legal entity's identification data, relevant organizational information, and affiliations with corporate groups, if any.

Additionally, the Employer's Personal Account will function as **a single organizational profile**, within which the authenticated legal entity will be able to request, activate, or manage additional operational roles, depending on the services it intends to access in the integrated eSocial information system.

Thus, the authenticated employer will be able, as appropriate:

- use the **employer** role to post and manage job openings, manage the recruitment process, interact with ANOFM/STOFM, and access active employment measures;
- request activation of **the vocational training provider** role, in which case the system will grant them access to the electronic registration/accreditation form for vocational training providers and, after validating the applicable conditions, to the functionalities intended for vocational training providers;
- request activation of the role **of private employment agency**, in which case the system will apply the identification, verification, and validation rules set forth in the functional requirements for private employment agencies and, after confirming eligibility/validation, will provide access to the digital services intended for this category of users;
- delegate access rights to a third party, who will be able to access the Employer's Personal Dashboard and perform all available actions, with the exception of electronically signing documents;
- manage, within the limits of the assigned rights, the organization's users and their access to the features available for each active role.

Activating an additional operational role will not require creating a separate account for the same legal entity, but rather extending access rights within the same Personal Dashboard, subject to the necessary verifications and approvals. The system will ensure a clear separation of the functionalities available for each role, so that the user can access only the services for which the organization is validated and authorized.

The system will provide role-based access control (RBAC), secure session management, comprehensive activity logging, and protection of data processed within the platform.

Automatic completion of the employer's profile: The system automatically populates the agency's profile with data retrieved from state registries, including:

- the entity's name;
- IDNO;
- license number and date;
- validity period;
- authorized fields or status;
- legal address.

The user will be able to enter or update:

- IBAN
- contact information;
- the person in charge;
- other information necessary for operation within the system;
- other data, as applicable.

Acceptance Criteria

- the employer's authentication is performed via a qualified electronic signature;
- Support for authentication via the MPass government services administered by the competent authorities is provided;
- the system automatically validates the legal entity's identity using the IDNO;
- the system verifies the existence and validity of the organization through interoperability with the RSUD and ASP registries;
- The system automatically associates the user with the organization they represent;
- the system allows for the automatic creation and updating of the Employer's Personal Account;
- The Employer's Personal Account functions as the unique organizational profile of the authenticated legal entity;
- the system allows the authenticated legal entity to use the employer role for digital services intended for employers;
- The system allows for the request/activation of the additional role of vocational training provider;
- After requesting the role of vocational training provider, the system provides access to the electronic registration/accreditation form for the provider;
- access to the features intended for vocational training service providers is granted only after the conditions specified for this category have been validated;
- the system allows for the request/activation of the role of private employment agency;
- For the role of private employment agency, the system applies the authentication, verification, and validation rules described in the functional requirement for private employment agencies;

- Access to services intended for private employment agencies is granted only after the applicable criteria have been verified;
- Activating an additional role does not create a separate account for the same legal entity;
- the system extends access rights within the same Personal Dashboard, based on the validated roles;
- The system allows switching between the active roles of the same legal entity, with the selected work context clearly displayed;
- the system separates the functionalities available for each role: employer, vocational training provider, private employment agency;
- The system allows for the management of the organization's users and the assignment of rights by role, in accordance with the RBAC model;
- The system provides secure access only to the functionalities available according to the assigned role;
- the system allows users to be associated with groups of companies or affiliated entities, if any;
- the system securely manages user sessions: login, logout, and automatic session expiration;
- the system fully logs authentication, access, role modification, and role switching activities;
- The system automatically locks the account after consecutive failed authentication attempts;
- the system transmits user authentication data and sessions in encrypted form;
- the system is compatible with the interoperability and security mechanisms used within eSocial;
- the system complies with requirements regarding the protection of personal data and the security of digital public services.

FRQ-ESC-005 Registration and Accreditation of NGOs

The process of registering NGOs on the platform will be carried out through an assisted digital workflow, based on the automatic retrieval of data from state registries, minimizing manual data entry and the need for subsequent verifications

NGO Registration Process

1. The user will enter the organization's IDNO in a designated field
2. The system will automatically query the SIA "State Register of Legal Entities" to retrieve the organization's official data:
    - organization name
    - type of organization (NGO, foundation, association, etc.)
    - IDNO
    - legal status (active/inactive)
    - field of activity
    - Legal address
3. The system will automatically validate:

- the existence of the IDNO in the registry
- the organization’s “active” status
- the eligibility of the organization type

4. The user will manually enter only the data not available in the registry:
    - website (optional)
    - brief description (mission)
    - contact information (email, phone, contact person)

Adding an NGO representative/users

1. The user will enter the IDNP of the person to be associated with the organization.
2. The system will automatically query the State Population Registry to retrieve the person’s data.
3. The system will automatically retrieve the following information:
    - first and last name
    - IDNP (for MPass authentication)
4. The system will automatically validate:
    - the validity of the IDNP
    - whether the person is listed in the registry
5. The system will prompt you to enter the necessary additional information:
    - email
    - phone number
6. The system will create the user account, including:
    - username (email)
    - password (set by the user or generated automatically)
7. The system will allow the user to log in using:
    - username/password
    - MPass

8. The system will establish a link between the user and the organization.
9. The system will send a notification to the user:

    - account activation email
    - login instructions

10. The user will activate the account by:

    - clicking the link in the email
    - or logging in via MPass

11. The system will allow multiple users to be added for the same organization.
12. The SIA eSocial—ANFOM component will allow for modifying or revoking access for users associated with an NGO.

FRQ-ESC-006. Authentication of Private Employment Agencies

Private employment agencies licensed to place citizens of the Republic of Moldova in jobs abroad access the eSocial integrated information system to create and manage their own accounts. Through their accounts, they can upload/register individual employment contracts, service agreements, or similar contracts and submit them to ANOFM.

The authentication process must ensure the secure identification of the agency and its association with the license through the account; agencies can then use the specific features for registering individual employment contracts, including:

- recording and submitting contracts (individual employment contracts, service contracts, or similar contracts);
- reporting on activities using standardized templates/forms;
- electronic interaction with ANOFM.

The authentication process will include:

- user identification through secure government mechanisms;
- identification and validation of the legal entity;
- linking the account to the business license;
- creation of the private employment agency's digital profile.

The management of additional roles (including the employer role) and the expansion of their associated functionalities are carried out through the dedicated functionality described in: **FRQ001-007 – Activation and Management of the Employer Role for Private Employment Agencies.**

The system will ensure full traceability of user logins and actions, as well as centralized role-based access control (RBAC).

Acceptance Criteria:

1. User Authentication

Login to the system is performed exclusively via a qualified electronic signature, using the MPass/MCabinet (STISC) government services.

2. Legal Entity Identification

Following authentication, the system automatically identifies the legal entity associated with the user based on data available in state registries (e.g., IDNO).

3. License verification

The system automatically validates the existence and validity of the private employment agency's license by interfacing with the relevant public registry (ASP).

If:

- the license has expired or been suspended → access to agency-specific features is restricted;
- the license cannot be identified → the registration process cannot be completed.

4. Creating and linking the institutional account: Upon first login:

- the system creates the agency's institutional account;
- the account is linked to the licensed legal entity;
- the initial user may be designated as the account administrator.

5. Managing internal users: The institutional account will allow:

- the addition of multiple internal users (e.g., administrator, operator);
- delegating access rights to a third party, who will be able to access the Personal Dashboard and perform all available actions, except for electronically signing documents;
- assigning rights according to the roles defined in RBAC;
- managing internal access and responsibilities.

6. Automatic completion of the agency's profile: The system automatically populates the agency's profile with data retrieved from state registries, including:

- the entity's name;
- IDNO;
- license number and date;
- validity period;
- authorized fields or status;
- legal address.

The user will be able to fill in or update:

- contact information;
- the person in charge;
- other information necessary for operation within the system.

7. Validating the completeness of the profile

The system will not allow access to operational features until all required fields in the agency's profile have been completed.

8. License Expiration Notification

The system will automatically send notifications regarding the impending expiration of the license, at least 30 days before the expiration date, via the electronic account;

9. Access Restrictions Based on License Status: Depending on the license status:

- active → full access;
- expired / suspended → limited or blocked access to operational features;
- revoked → completely restricted access.

10. Role-Based Access Control (RBAC)

Access to features is determined based on the roles assigned to the user and the entity, according to the RBAC matrix (Appendix 1), which can be updated over time.

11. Logging of Authentication and Actions: The system will record the following in the Activity Log module:

- each authentication;
- account creation;
- profile changes;
- actions performed in the system.

For each entry, the following will be stored:

- the user;
- the legal entity;
- date and time;
- the type of action.
- ASP—for validating the license and entity data;
- other relevant systems, as applicable, for the automatic completion and validation of data.

FRQ-ESC-007. Activation and Management of the Employer Role for Private Employment Agencies

The system will allow legal entities registered on the platform as **Private Employment Agencies** to additionally activate and use the **employer** role if they carry out or intend to carry out employer-specific activities within the eSocial integrated information system.
This functionality will provide a flexible **multi-role** mechanism, through which the same legal entity can operate within the system in two distinct contexts:

- Private Employment Agency;
- Employer.

The employer role can be activated:

- **upon first login**, by explicitly selecting the roles to be used;
- **later**, through a dedicated option in the entity's profile.

After activating the role, the system will automatically grant access to all features intended for employers, without requiring the creation of a separate account.
The system will ensure:

- logical separation of operations by role;
- full traceability of actions;
- compliance with the access rules defined in RBAC;
- automatic validation of the entity's eligibility for the employer role.

Acceptance criteria:

1. Availability of the role activation feature

The system will provide the private agency with a visible option in the entity's profile: "Activate the employer role," available only to users with administrative privileges.

2. Role activation upon first login

Upon first login to the system, the user will be able to select the roles in which they will use the platform:

- Private Employment Agency;
- Employer;
- Both roles simultaneously.

3. Subsequent role activation

If the employer role was not initially selected, it can be activated later from the entity's profile without having to re-register in the system.

4. Automatic validation of the entity for the employer role

When the employer role is activated, the system will automatically perform checks on the legal entity, including:

- unique identifier (IDNO);
- active legal status (through integration with relevant registries—e.g., ASP);
- availability of the minimum required data (address, contact information, legal representative);
- other criteria established by law or internal rules.

5. Entering/Updating Employer-Specific Data

If certain data required for the employer role is missing, the system will prompt you to complete it before activating the role, using a dedicated form.

6. Confirming role activation

After successful validation, the system:

- activate the employer role for the respective entity;
- display a confirmation message;
- send a notification to the user's account and, if applicable, via email.

7. Automatic Expansion of Features

After activation, the system will make all employer-related features available to the entity, including (examples):

- posting job openings;
- accessing active employment measures;
- submitting grant applications for employer-specific employment measures;
- interacting with ANOFM as an employer.

8. Selecting the operating context (active role)

If the entity holds both roles, the system will allow:

- selecting the active role upon login;
- changing the active role from within the application interface, without leaving the system.

Example options:

- “Operate as a Private Employment Agency”;
- “Operate as an Employer.”

9. Functional Separation of Data and Processes

The system will ensure a clear separation of data and processes by role:

- data and documents related to agency activities will not be mixed with those of the employer;
- each action will be explicitly associated with the role in which it was performed.

10. User Management by Role

The legal entity will be able to:

- designate different users for each role;
- assign distinct rights based on role (e.g., employer operator, agency operator);
- manage access through an internal administration module.

11. Deactivating the employer role

The system will allow the employer role to be deactivated, subject to the following conditions:

- there are no active processes (pending applications, active contracts, unfinished reports);
- the user explicitly confirms the action.

12. Restricting Access in Case of Ineligibility

If the entity does not meet the necessary conditions:

- the system will block the activation of the role;
- it will display the specific reasons;
- it will indicate the steps needed to resolve the issue.

13. Automatic Notifications

The system will generate automatic notifications for:

- activating the role;
- rejection of activation;
- requests to complete data;
- any changes to the entity's status that affect the role.

14. Logging Actions

All role-related actions will be recorded in **the Activity Log**, including:

- activation requests;
- validations performed;
- role activation/deactivation;
- changes to the operating context.

15. RBAC Compliance

Access to functionalities will be strictly controlled in accordance with the RBAC matrix (Appendix No. 1), with the possibility of subsequent updates based on system evolution.

FRQ-ESC-008. Authentication of Vocational Training Service Providers

Licensed vocational training service providers will authenticate themselves within the digital front office of the "Employment and Unemployment Insurance" Information Component via the MPass government service. After authentication, the system will allow **the provider** to complete **the Provider Registration Form**, which is the main component for creating and validating the account. The form will include fields for collecting the provider's legal, tax, and banking identification information, as well as details regarding training fields, authorizations, and related supporting documents.

After the form is completed and submitted, ANOFM will carry out the electronic verification and validation of the data. Upon approval, the provider's account becomes active, and the provider gains access to the dedicated features of the platform as outlined in Annex No. 1/RBAC tab, including:

- receiving and validating electronic vouchers;
- creating training groups and managing participants;
- enrolling unemployed individuals in vocational training courses;

- generating and transmitting documents related to the training process.

Workflow:

- **Automatic data retrieval:** After entering the IDNO, the system automatically queries the public registry and fills in the available fields (provider name, type of registration, legal address, date of registration, etc.).
- Granting access rights to a third party, who will be able to access the Personal Dashboard and perform all available actions, except for electronically signing documents.
- **Automatic or manual completion of the profile, as appropriate:** The service provider fills out the registration form:
  - Name of the manager;
  - Manager's position;
  - Phone number;
  - Bank;
  - IBAN;
  - Bank mailing address;
  - Bank code;
  - ZIP code;
  - Industry;
  - City;
  - Other information and/or additional fields identified as necessary during implementation.
- Validation of required fields—the system does not allow the form to be saved unless all fields marked with an asterisk (*) are completed.
- Form status—when creating a new form, the default status is "Draft." After completion and validation, the status changes to "Validated," and the data is stored in the platform's database. Other information, statuses, and/or additional fields identified as necessary during implementation.
- Data format validation:
  - Numeric fields (IDNO, bank code, ZIP code) are numerically validated.
  - The IBAN field is checked for standard length and structure (MDxx...).
  - Addresses are validated according to the territorial nomenclatures available via the API.
- Functionality in accordance with Annex No. 1/RBAC tab, which will be continuously updated.
- Logging in the activity log: all actions performed on the form (creation, modification, validation) are recorded in the Activity Log, with details about the user, date, and time.

FRQ-ESC-009. Activation and Management of the Employer Role for Vocational Training Providers

The system will allow legal entities registered on the platform as **vocational training providers** to additionally activate and use the **employer** role, if they carry out or intend to carry out employer-specific activities within the eSocial integrated information system.

This functionality will provide a flexible **multi-role** mechanism, through which the same legal entity can operate within the system in two distinct contexts:

- Vocational training provider;
- Employer.

The employer role can be activated:

- **upon first login**, by explicitly selecting the roles to be used;
- **later**, through a dedicated option in the entity's profile.

After activating the role, the system will automatically grant access to all features intended for employers, without requiring the creation of a separate account.

The system will ensure:

- logical separation of operations by role;
- full traceability of actions;
- compliance with the access rules defined in RBAC;
- automatic validation of the entity's eligibility for the employer role.

Acceptance criteria:

1. Availability of the role activation feature

The system will provide the private agency with a visible option in the entity's profile: **"Activate the employer role,"** available only to users with administrative privileges.

2. Role activation upon first login

Upon first login to the system, the user will be able to select the roles in which they will use the platform:

- Vocational Training Provider;
- Employer;
- Both roles simultaneously.

3. Subsequent role activation

If the employer role was not initially selected, it can be activated later from the entity's profile without the need to re-register in the system.

4. Automatic validation of the entity for the employer role

Upon initiating the activation of the employer role, the system will automatically perform checks on the legal entity, including:

- unique identifier (IDNO);
- active legal status (through integration with relevant registries—e.g., ASP);
- availability of the minimum required data (address, contact information, legal representative);
- other criteria established by law or internal rules.

5. Entering/Updating Employer-Specific Data

If certain data required for the employer role is missing, the system will prompt you to complete it before activating the role, using a dedicated form.

6. Confirming role activation

After successful validation, the system:

- activate the employer role for the respective entity;
- display a confirmation message;
- send a notification to the user's account and, if applicable, via email.

7. Automatic Expansion of Features

After activation, the system will make all employer-related features available to the entity, including (examples):

- posting job openings;
- accessing active employment measures;
- submitting grant applications for employer-specific employment measures;
- interacting with ANOFM as an employer.

8. Selecting the operating context (active role)

If the entity holds both roles, the system will allow:

- selecting the active role upon login;
- changing the active role from within the application interface without logging out of the system.

Example options:

- "Vocational Training Provider";
- "Employer."

9. Functional Separation of Data and Processes

The system will ensure a clear separation of data and processes by role:

- data and documents related to the agency's activities will not be mixed with those of the employer;
- each action will be explicitly associated with the role in which it was performed.

10. User Management by Role

The legal entity will be able to:

- designate different users for each role;
- assign distinct rights based on role (e.g., employer, vocational training provider);
- manage access through an internal administration module.

11. Deactivating the employer role

The system will allow the employer role to be deactivated, subject to the following conditions:

- there are no active processes (pending applications, active contracts, unfinished reports);
- the user explicitly confirms the action.

12. Restricting Access in Case of Ineligibility

If the entity does not meet the necessary conditions:

- the system will block the activation of the role;
- it will display the specific reasons;
- it will indicate the steps needed to resolve the issue.

13. Automatic Notifications

The system will generate automatic notifications for:

- role activation;
- rejection of activation;
- requests to complete data;
- any changes to the entity's status that affect the role.

14. Logging Actions

All role-related actions will be recorded in **the Activity Log**, including:

- activation requests;
- validations performed;
- role activation/deactivation;
- Change in the operating context.

15. RBAC Compliance

Access to functionalities will be strictly controlled in accordance with the RBAC matrix (Appendix No. 1), with the possibility of subsequent updates based on system developments.

FRQ-ESC-010. Registration and management of the form for accessing employment measures by employers and/or service providers

The "Employment and Unemployment Insurance" information component will enable the electronic registration, completion, validation, submission, and management of forms submitted by employers and/or service providers to access active labor market measures.

Separate, configurable forms will be available for each measure, tailored to the applicable requirements, eligibility criteria, supporting documents, and review workflows.

The functionality will ensure:

- electronic authentication of service providers and/or employers;
- online completion and submission of the form to access a measure;
- receipt, verification, and validation of applications by ANOFM;
- the activation/acceptance of service providers and/or employers exclusively within the context of the measures for which they have been validated.

This requirement eliminates the need for physical submission of documents, email exchanges, and parallel records, ensuring traceability, auditability, and controlled reuse of data.

Acceptance criteria:

1. Authentication *of employers and/or* service providers

The system must allow for:

- the authentication of employers and/or service providers on the ANOFM platform via electronic signature;
- linking the user account to the service provider's legal entity;
- the service provider and/or employer to access only the application forms related to the available measures.

2. Configurable access form per measure

For each active employment measure, the system must provide:

- a separate form for accessing the measure, configured by ANOFM;
- fields specific to that measure, in accordance with the form approved by ANOFM;
- the ability to attach supporting documents;
- a sworn statement regarding compliance with legal requirements;
- automatic validation of data completeness and consistency.

The form will be:

- filled out online;
- saved as a draft;
- submitted electronically to ANOFM;
- electronically signed by the service provider or employer.

3. Submission and Receipt of the Access Request

The system will ensure:

- automatic submission of the completed form to ANOFM;
- the assignment of a unique registration number;
- display of the application's status in the service provider's and/or employer's account;
- notifying the service provider and/or employer of any status changes.
- statuses: Draft, Submitted, Under Review, Request for Additional Information, Approved, Rejected.

4. Evaluation and validation of the application by ANOFM

The system must allow ANOFM specialists to:

- view submitted applications, filtered by measure;
- verify the documents and the reported data;
- request clarifications or additional information through the platform;
- to approve or reject the application;
- electronically sign the decision.

The ANOFM decision is:

- automatically communicated to the service provider and/or employer;
- archived in the system;
- linked to the measure for which the application was submitted.

5. Activation of the service provider within the measure

After approval:

- the service provider and/or employer is marked as "Active" exclusively for the approved measure;
- it becomes visible and selectable in the operational workflows for that measure;
- approval for one measure does not automatically imply approval for other measures.

6. Electronic registry of employers and/or service providers per measure

The platform will maintain:

- separate electronic registers for each measure;
- the history of access requests per service provider and per measure;
- the provider's current status within each measure.

The registry will be used by: STOFM, ANOFM, and the operational modules associated with the measures.

7. Management of Changes and Renewals

The system must allow for:

- updating provider and/or employer data;
- the suspension or removal of a provider from a measure;
- maintaining a history of changes.

8. Automatic Notifications

To the service provider:

- confirmation of application submission;
- requests for additional information;
- the decision to approve or reject;
- To ANOFM:
- new applications;
- Approved applications;
- rejected applications;
- applications sent back for additional information;
- expired applications.

Details visible for each application

- employment measure accessed;
- date of submission;
- application status;
- attached documents;
- ANOFM decision;
- validity period;
- action history.

FRQ-ESC-011. Interactive Dashboards

The interactive dashboards will enable real-time visualization of operational, strategic, and management indicators, based on data collected from the functional modules developed in the first phase of the project:

- Registration of unemployed individuals;
- Registration of job seekers;
- Profiling of unemployed individuals;
- Individual employment plan;
- Labor market information service;
- Job placement service;
- Registration of employers;
- Reporting of job vacancies.

The dashboards will provide an integrated view of the performance of ANOFM and its territorial subdivisions (STOFM), enabling comparative analysis across regions, the identification of trends, and data-driven decision-making.

FRQ-ESC-012. STOFM Operational Dashboard

The operational dashboard will be intended for STOFM managers and specialists to monitor daily activities and the degree of achievement of operational objectives at the regional level.

Features:

- Viewing performance indicators at the subdivision level:
  - Number of registered individuals (unemployed/job seekers) — total number and trends (daily, monthly, annually);
  - Number of profiled individuals and distribution by vulnerability category—total number and trends (daily, monthly, annually);
  - Number of individuals receiving information services (unemployed/job seekers) — total number and trends (by period: daily, monthly, annually);
  - Number of individuals benefiting from job placement services and placed in employment—total number and trends (daily, monthly, annually);
  - Number of newly registered employers—total number and trends (by period: daily, monthly, annually);
  - Number of reported job vacancies—total number and trends (by period: daily, monthly, annually);
  - Average time to employment – average duration between submission of the unified application and case closure;
  - Placement rate – % of unemployed persons hired monthly, annually;
  - Other indicators identified as necessary during implementation.
- Filtering and comparing data by period (month, quarter, year) and beneficiary category;
- Drill-down to the beneficiary level (e.g., list of referred/placed individuals);
- Automatic alerts/notifications when indicator thresholds are not met (below 80%);
- Automatic daily data updates;
- Data export in PDF, Excel, and CSV formats.

FRQ-ESC-013. ANOFM Central Strategic Dashboard

The strategic dashboard will be intended for ANOFM departments and management, for aggregate monitoring of activities at the national level, comparative analysis between territorial subdivisions, and identification of trends. **Features**:

- Interactive map of the Republic of Moldova with color-coding by territorial subdivision:
    - number of registered unemployed (heat map)
    - number of job openings
    - Employment rate/STOFM performance
- Zoom and hover functionality—click on a territorial subdivision to view more summary data.
- Legend—shows the color and its explanation.
- Comparison across periods and regions/STOFM, highlighting employment trends;
- Reporting on the utilization rate of ANOFM services (information, profiling, job placement);
- Automatic daily data updates;
- Filtering by beneficiary category, gender, age, education level, and location;
- Data export in PDF, Excel, and CSV formats.

FRQ-ESC-014. Executive Dashboard for Management

The executive dashboard will be intended for the senior leadership of ANOFM and MMPS (Director, Head of Ministry Department) and will contain a limited set of strategic indicators relevant for the rapid analysis of institutional performance.

Features:

- Quick view of key performance indicators (KPIs):
    - Total number of registered unemployed and registered job seekers
    - Total number of people placed in jobs, of whom are unemployed;
    - Number of newly registered employers;
    - Total number of active employers on the platform;
    - Number of available job openings;
    - Trends in unemployment registered with ANOFM over the past 5 years (graph);
    - Other additional information identified during implementation.
- Color-coded display (green – achieved, yellow – under observation, red – below target);
- Automatic daily data updates;
- Ability to export and generate graphical reports for the Ministry of Labor and Social Protection (MMPS);
- Automatic notifications for critical thresholds;
- Data export in PDF, Excel, and CSV formats.

FRQ-ESC-015. Graphical visualizations (charts, maps, trends, etc.)

All dashboards will incorporate interactive graphical components for visual data interpretation.

Features:

- Dynamic bar, line, donut, and pie chart visualizations;
- Thematic maps (interactive map) showing the geographic distribution of indicators by region and subdivision;
- Time-series trends (monthly/quarterly evolution of key indicators);
- Instant filtering by clicking on a chart element;
- Instant saving of the displayed chart as an image (PNG, PDF).

Acceptance criteria:

- The data displayed in dashboards is updated daily from the source modules;
- Visualizations load in 3–5 seconds or less;
- Users view only the data corresponding to their access level (ANOFM/STOFM);
- Filters and comparisons work correctly for all time periods;
- Generated reports are saved correctly and retain their formatting;
- Alert colors are applied automatically according to the defined thresholds;
- The system allows new indicators to be added without major code changes.

FRQ-ESC-016. Scheduling a visit to STOFM (electronic calendar)

The "Employment and Unemployment Insurance" information module will allow unemployed individuals and job seekers to schedule an appointment online with the territorial employment office (STOFM), to participate in interviews, sign documents, receive counseling services, or engage in other interactions with ANOFM/STOFM specialists.

Appointments will be scheduled through an integrated electronic calendar, which will display available time slots based on the branch's work schedule, specialists' availability, non-working days and legal holidays, individual leave, existing appointments, and other unavailability statuses configured in the system.

The system will allow users to select the branch, service type, specialist, date, and available time slot, as well as to confirm, reschedule, or cancel the appointment. After the appointment is scheduled, both the user and the assigned specialist will receive automatic notifications, and the event will be recorded in the Personal Dashboard and in STOFM's operational calendar.

Eligibility criteria:

- Access to the appointment scheduling module from the unemployed person's account
- Display of an electronic calendar showing available time slots for each STOFM
- Selection of the desired office and time slot
- Confirmation and generation of a notification with appointment details
- Ability to reschedule (within a time limit) or cancel the appointment
- Automatic reminders (email/SMS/eSocial notifications) sent 24 hours in advance

- Recording the appointment in the unemployed person's electronic file
- Ability for the STOFM Director to view STOFM specialists' calendars

FRQ-ESC-017. File Upload Module (Unemployed)

The "Employment and Unemployment Insurance" information component will allow unemployed individuals and job seekers to upload, submit, and manage the supporting documents required for processing applications, confirming eligibility, validating status, and accessing active employment services or measures.

The system will allow documents to be attached to the relevant application, service, measure, or operational process and will automatically associate the uploaded files with the beneficiary's digital file. For each document, at least the document type, name, upload date, user who submitted it, version, and verification status will be stored.

The information component will perform validations regarding the format, size, type, and integrity of files; prevent the upload of unauthorized or potentially dangerous files; and ensure the secure storage, access, and download of documents, based on assigned roles and access rights.

The system will ensure the logging of operations involving the upload, replacement, viewing, download, and deletion of documents, as well as the protection of personal data and full traceability of changes made.

Acceptance criteria:

- Ability to upload files from the unemployed person's account, categorized as follows:
    - Applications;
    - Degrees/academic certificates;
    - Medical certificates;
    - Supporting documents related to active employment measures, etc.
- The following formats are accepted: PDF, XLSX, JPG, PNG, DOCX;
- Configurable file size limit (max. 10 MB);
- Status display: "Uploaded," "Pending validation," "Approved," "Rejected," "Expired";
- History of document uploads and downloads;
- Notification to STOFM operator/specialist regarding the need for manual validation in the Back Office;
- Automatic association with the electronic file.

FRQ-ESC-018. Electronic File for the Unemployed and Job Seekers

The "Employment and Unemployment Insurance" information component will enable the registration and processing of applications for unemployment status or the registration of job seekers, the collection of the applicant's initial data, and the automatic generation of the individual digital file.

The data provided in the application will constitute the initial set of information for the file, which will be supplemented and updated later, automatically and/or manually, with data from external registries and information systems, supporting documents, interactions with ANOFM and STOFM specialists, the results of verifications and assessments, as well as information related to the employment services and measures provided to the beneficiary.

The system will manage a single digital file for each unemployed person and job seeker, in which identification and contact information, the beneficiary's status, submitted applications and documents, issued decisions, appointments, recommendations, job applications, interactions with employers, services and measures provided, notifications, change history, and other information relevant to the beneficiary's progress.
The digital file will be accessible to the beneficiary through the Personal Dashboard, in a format tailored to their access rights, as well as to authorized specialists at ANOFM and STOFM, depending on the roles, responsibilities, and territorial jurisdictions established in the system.

The digital file will serve as the central hub for case management and will ensure the unified and comprehensive management of the beneficiary's journey, from registration through employment, termination of status, or completion of the services and measures provided. It will support eligibility verification, intervention planning, monitoring of the beneficiary's obligations and progress, decision-making, and the generation of operational reports.

The system will ensure controlled updates to information, the preservation of history and versions, the logging of all actions performed on the file, the protection of personal data, and full traceability of operations.

Note: The file structure will be updated at a later date, in accordance with the ESCO classification system and the changes resulting from the Republic of Moldova's accession process to the European Union.

1. **Folder Structure**

The file must contain the following modules:

- General Information
- Resume of the unemployed person or job seeker
- Unemployment status (applicable to persons registered as unemployed).
- Employment
- Employment
- Individual Employment Plan
- Measures and services provided
- Appointments and visits made
- Documents
- Notes and Observations
- Payments

1.1 General Information:

- The file number, automatically assigned by the system, will be generated in ascending order based on system entries and will include the STOFM code, determined according to a predefined classification system.
- Date of registration in the SI as per the registration request

- Date the file was closed
- status of the individual (unemployed or job seeker),
- the first and last name of the specialist who registered the application
- method of application submission.

1.2 Beneficiary's Resume

a. General information:

Personal data obtained from the ASP:

- Last name
- first name
- middle name
- IDNP
- Gender (according to ASP—female, male)
- Date of Birth
- Citizenship
- Nationality/Ethnicity
- Series / ID number
- Issuing authority
- date of issue
- Validity period
- Job search area (according to the predefined classification—Districts)

Contact information

- Mobile phone
- Additional phone number
- Email
- Viber
- WhatsApp
- Home address (country, district, town, street, house, building, apartment)—as recorded by ASP
- Residence address (district, town, street, house, building, apartment)—as stated by the beneficiary.

b. Family Information

- Number of minor children (ASP – /by degree of kinship)

c. Level of education completed:

- Level of education (fill in manually)
- Document name (automatically populated)
- Document series (automatically retrieved)
- Document number (automatically retrieved)
- Issuing institution (automatically retrieved)
- Date of enrollment (automatically retrieved)
- Date of graduation (automatically retrieved)
- Occupation/profession according to the classification
- Field of study

- Education received abroad (Country)

d. **Skills (to be further classified according to the ESCO classification):**
  - Occupation
  - Qualification
  - Competencies
  - Skills

Note: Data is automatically populated for beneficiaries who have indicated professional experience based on their occupation, with the option to edit or select manually. For beneficiaries without professional experience, this data will be entered manually by the STOFM specialist.

Language proficiency

- Native language (manual selection)
- Foreign language, Comprehension, Speaking, Writing

Digital skills

Driver's license:

- number,
- categories,
- date of issue,
- expiration date.
- **Other**

e. **Work experience** (automatically retrieved from CNAS)
  - Employer, IDNO, Field of Activity, Type of Activity, Form of Activity
  - Occupation
  - Date of Hiring
  - Date of Issuance
  - Job description
  - Probationary Period
  - Total professional experience
  - Reason for termination of employment.

f. **Requested occupations:**
  - Occupations according to the CORM classification will be selected manually by the STOFM specialist or automatically retrieved based on the data in the application.

g. **Vulnerabilities** (multiple selection)
  - Category of foreign nationals (selected according to the classification system). Depending on the selected category, the system will prompt the user to fill in specific additional fields, which will be determined later. For certain categories of foreign nationals, the system will automatically prompt the user to enter the duration of stay, based on the data in the residence permit. The possibility will be explored that, at the time of the beneficiary's registration, if the beneficiary belongs to one of the categories of foreign nationals listed in the records of the General Inspectorate of Migration, the person's category and related data (such as the duration of stay or other relevant information) will be automatically retrieved . The exact details will be determined during the technical specification development phase. The registration of categories of foreign nationals will be based on the residence

card, with the duration of stay indicated. For the "family reunification" category, the duration of stay will not be required.

If a returning migrant or foreign national is referred to ANOFM by another institution, the system will allow this information to be recorded in the electronic file (the system will include a checkbox option: **"Person referred to ANOFM by another institution," specifying** the institution that referred the person; type of institution: public authority, government agency, international organization, local authority, implementing partner, other institution; date of referral);

- EU citizens;
- Disability information (degree of disability) will be automatically retrieved from the CNDDCM. Upon completion of this field, the system will subsequently request the entry of details regarding the disability, according to a predefined structure, based on CNDDCM data;
- Released from detention – automatically retrieved via MConnect;
- Long-term unemployed (unemployed individuals who have been registered for more than 12 months) – completion of the questionnaire on barriers to employment, carried out separately, to determine the risk level (unemployed) – in accordance with Section 2 of these requirements;
- Young people aged 16–18 without parental care (unemployed)—ATAS
- Victims of human trafficking who have undergone psychological and social rehabilitation (unemployed) – MAI;
- Individuals struggling with substance abuse (narcotics or psychotropic substances), following social and psychological rehabilitation;
- Victims of domestic violence—the "Social Protection and Assistance" information component
- People aged 50 and older (automatically filled in by the system)
- People without a profession or trade (automatically filled in by the system based on education);
- War veterans—CNAS verification based on pension;
- Citizens returning from abroad who have been back for no more than 24 months after temporarily residing in another country for a continuous period of at least 90 days within a calendar year.
- Etc.

Note: *The classification of long-term unemployed individuals, completion of the questionnaire on barriers to employment, and placement in a risk group are described in Section 2 of these requirements ("Identification and Management of the Long-Term Unemployed").*

h. Self-Employment Space Beneficiary—The system will allow the specialist to flag a job seeker by selecting **the** category **"Self-Employment Space Beneficiary"** if the individual is receiving services or facilities provided within the self-employment space.

1.3 Unemployment Status

a. General information:

- Form of unemployment (selection according to the classifier) — automatically filled in by the system.
- Category of benefit recipients (according to the classification)
- Date of benefit award
- Profiling (completion of the profiling questionnaire)
- unemployed individuals requiring additional support in the labor market—including automatic selection of the "long-term unemployed" option, in accordance with Section 2 of this requirement;

- Additional Information (optional)

1.4 Visits

- **Recording of services and** actions *(*date, visit to the agency or contact via other means, time spent in minutes—automatically filled in by the system based on the time elapsed from the case's opening to its saving and closure, scheduled date of the next visit).
- **Actions taken** (predefined list)
- **Specialist's recommendations** (depending on the service).

1.5 PIA In accordance with the functional requirement detailed in **FRQ-ESC-021 – Development of the Individual Employment Plan.**

For the long-term unemployed, the development or revision of the IEP is initiated in accordance with Section 2 of this requirement.

1.6 Employment

- Placement Form
- Employment Notification

1.7 Measures and Services Provided

- **Occupation after training** (automatically filled in based on the qualification obtained upon completion of vocational training courses).
- **List of services and measures** the unemployed person **has received** or is currently receiving, with details organized according to a predefined structure.

1.8 Documents (applications, decisions, forms, questionnaires, orders, academic transcripts, medical certificates, disability certificates, etc.)—*in chronological order, based on the date the document was issued or uploaded.*

For each document, the system should store:

- document type
- document number automatically generated by the system
- date of issuance, registration, or entry into the system.

1.9 Beneficiary Satisfaction Survey—it shall be possible to complete the survey even after the case has been closed, with the option to enter data multiple times. For the long-term unemployed, the administration of the survey and the calculation of the satisfaction level shall be carried out in accordance with Section 2 of these requirements.

10. Payments—Payment History

11 The system will generate automatic monthly confirmations to monitor the beneficiary's continued employment, in order to verify compliance with the conditions associated with the measure granted.

2. Identification and Management of the Long-Term Unemployed

After 12 months of registration, the information system (SIA) automatically classifies the beneficiary as a "long-term unemployed" individual and manages the associated assessment, planning, and monitoring process, in accordance with the approved procedure.

2.1 Functional Workflow

1. Automatic assignment of the category. After 12 months of being registered, the SIA notifies the STOFM official and automatically adds the "long-term unemployed" option in the "Unemployment Status" / "General Information" / "Unemployed Persons Requiring Additional Labor Market Support" section. If the "unemployed person not requiring additional labor market support" option had previously been selected, it is updated to "long-term unemployed." If the beneficiary has already been assigned to a vulnerability group, the system automatically adds the "long-term unemployed" option as well, allowing for simultaneous classification into multiple groups.
2. Questionnaire on barriers to employment. After assigning the category, the STOFM official can complete the Questionnaire on Identifying Barriers to Employment (Vulnerability Questionnaire).
3. Score calculation and risk group classification. Based on the information provided, the SIA automatically calculates the accumulated points according to the approved scoring grid and classifies the beneficiary into one of the risk groups: low (0–30 points), medium (31–60 points), or high (61–100 points).
4. Documentation of the reasons for continued unemployment. The official at the territorial subdivision documents in the unemployed person's file the reasons that led to continued unemployment, in accordance with paragraph 18 of the Procedure, with the option to select multiple reasons simultaneously: mismatch of skills, lack of suitable job offers, inadequate wage levels, social or medical barriers, demotivation or passivity, or other objective circumstances (specified manually).
5. Notification Regarding the Individual Employment Plan (PIA). The SIA notifies the official of the need to develop an Individual Employment Plan or to revise it, if the unemployed person already had a previously developed PIA (in accordance with FRQ-ESC-021).
6. Initiating the satisfaction assessment. Six months after the beneficiary is classified as a "long-term unemployed" individual, the SIA notifies the case worker of the need to administer the Satisfaction Assessment Questionnaire.
7. Assessment of satisfaction levels. The satisfaction levels of long-term unemployed individuals with the services and active measures provided are assessed by completing the Beneficiary Satisfaction Assessment Questionnaire, in accordance with the approved template.
8. Calculation of the satisfaction level. The SIA automatically calculates the satisfaction level according to the approved scale: 4.1–5.0 – very high; 3.1–4.0 – high; 2.1–3.0 – moderate; below 2.0 – low.

9. Tallying the results. The results of the beneficiary satisfaction surveys are tallied in the SIA in accordance with the Report on the Results of the Long-Term Unemployed Satisfaction Surveys, following the approved template.

10. Statistical monitoring reports. The system will enable the generation of statistical monitoring reports related to the long-term unemployed. The structure and content of these reports will be finalized at a later date, in accordance with templates to be developed and approved.

Note – Automatic retrieval of data available through MConnect.

FRQ-ESC-019. Removal of an Unemployed Person from the Registry / Closure of the File

The system will enable the management of the process for terminating unemployment status, removing the individual from the registry, and, where applicable, closing the beneficiary's digital file, in situations where the person no longer meets the legal requirements for maintaining active status or where another legal or administrative basis for termination arises.

The termination of status and removal from the registry may be initiated automatically, based on events, deadlines, business rules, or information received from external registries and information systems, as well as manually by an authorized STOFM specialist.

In the case of manual processing, the specialist will select the appropriate reason from a predefined classification list and will complete, as applicable, the justification, the termination date, and the related documents. The system will validate the applicable conditions, update the status of the beneficiary and the file, generate the relevant decision or document, send the necessary notifications, and maintain a complete history of the operations performed.

Closing the digital case will not result in the deletion of data and documents related to the beneficiary. These will be retained and archived in accordance with retention periods, audit requirements, personal data protection, and the applicable regulatory framework.

Automatic closure of the file in the event of employment

If the beneficiary's employment is confirmed in the "Employment" section, the system will allow for the automatic closure of the file, indicating the reason as "Employed."

Automatic closure will be based on confirmation of employment, including by entering the employment order or other supporting document into the system, as well as on the automatic retrieval of data from the SFS Information System, as specified in Form IRM-19.

This rule will not apply to:

- day laborers;
- persons employed for a period of up to 3 months;
- other situations exempted under the applicable regulatory framework.

In these cases, the system will allow the file to remain active or for a different status to be applied, in accordance with the rules established by ANOFM.

Manual closure of the file

The system will allow the STOFM specialist to manually initiate the closure of a beneficiary's file or the removal of an unemployed person from the registry if a legal or administrative reason for terminating their status is identified.

Upon initiating the process, the specialist will select the reason for closing the file from a predefined list (Employment, Unjustified refusal of a job offer, Refusal to participate in active measures, Failure to report to STOFM, Retirement, Death, etc.).
The system must record:

- the reason for closing the file;
- the date of closure;
- the specialist who performed the action;
- supporting documents, if applicable;
- additional comments, if necessary.

Notification to the specialist regarding employment, death, reaching retirement age, and other events, as applicable, identified through external systems

The system will enable the receipt of information regarding the individual's employment, **death, reaching retirement age, and other** relevant **events, as applicable,** through interconnection with the CNAS/FISC systems or other relevant systems/registers.

If a possible employment of the beneficiary is identified, the system will generate an internal notification to the STOFM specialist responsible for the case.

The specialist will verify the received information and, as appropriate, confirm the closure of the case or keep the case active, indicating the reason.

Notification Regarding the Beneficiary's Failure to Appear

The system will monitor the date of the last visit or interaction recorded in the beneficiary's file.

If the beneficiary has not appeared for more than 30 calendar days since the date of the last visit, the system will generate an internal notification to the STOFM specialist responsible for the case.

Before initiating the removal from the registry procedure, the system will allow for the verification of special circumstances, including whether the beneficiary:

- is enrolled in vocational training courses;
- is currently participating in an active program;
- has a rescheduled appointment;
- is in a justified situation that exempts them from the obligation to report.

For individuals enrolled in vocational training courses, the system will not automatically trigger the deregistration procedure solely based on failure to report; for that period, there is no obligation to report to STOFM.

Updating the File Status

After confirming the closure of the file or its removal from the registry, the system will automatically update the beneficiary's file status.

The file status may be updated, as appropriate, to one of the following statuses:

- Closed;
- Removed from the records with reason indicated;
- In progress;
- Another status configured according to the approved classifiers.

The case closure date will be automatically filled in under the "General Information" section of the case.

Generating the Closure/Deregistration Document

The system will automatically generate the document related to the closure of the file or the removal of the unemployed person from the registry, in PDF format.
The document will include at least:

- the beneficiary's identification information;
- the case number;
- previous status;
- the reason for closure/removal from the registry;
- the date of closure;
- legal or administrative basis;
- responsible specialist;
- Issuing STOFM.

The generated document will be electronically archived in the "Documents" section of the beneficiary's file.

Notification to the beneficiary

After the case is closed or removed from the records, the system will allow the beneficiary to be notified through the communication channels available and selected in the case file, including:

- email;
- text message;
- personal account;
- other channels configured in the system.

The notification will inform the beneficiary about the closure of the case, the reason for closure, and, if applicable, the possibility of filing an appeal or resubmitting the request to STOFM.

Termination or Update of Associated Active Measures

Upon case closure or removal from the registry, the system will automatically verify whether the beneficiary has any active measures, services, payments, or ongoing interventions.
If there are any associated active measures, the system will generate internal notifications to the responsible specialists to terminate, suspend, or update them, in accordance with the rules applicable to each measure.

History and Audit

The system will maintain a complete history of the actions taken during the case closure process, including:

- the date and time of the action;
- the user who initiated or confirmed the action;
- the reason selected;
- the previous status and the new status;
- the source of the information that led to the case closure;
- documents generated;
- notifications sent;
- the specialist's comments, if applicable.

All actions will be logged and can be viewed in the case history

2. Filtering and Searching Cases

- Quick search by:

- last name
- middle name
- IDNP
- case number

Filter by:

- Case Status (closed, open, hired, candidates for closure, all, etc.)
- Beneficiary status (unemployed, job seeker)
- STOFM
- STOFM specialist
- Registration period
- Closure period
- District
- Profiling

General list features:

- ascending/descending sort
- multiple filters simultaneously
- reset filters
- export list
- directly open a file from the results
- display total number of results

Acceptance criteria:

- Full access from the Back Office (ANOFM/STOFM) and partial access for beneficiaries (only their own sections)
- Activity history and audit trail of changes
- Chronological display of events in the file
- The system allows for automatic closure of the file based on confirmation of employment in the **"Employment"** section.
- The system automatically sets the reason **as "Employed"** when the file is closed due to confirmed employment.
- The system does not apply automatic closure for day laborers and for individuals employed for a period of up to 3 months.
- The system allows the STOFM specialist to manually close the beneficiary's file.
- The system allows the reason for closing the file to be selected from a predefined list.
- The system notifies the STOFM specialist upon receiving information regarding the beneficiary's employment from the CNAS/FISC systems or other relevant registries.
- The system notifies the STOFM specialist if the beneficiary has not reported for more than 30 calendar days since the date of their last visit.
- The system allows for the verification of special circumstances before initiating removal from the registry, including for individuals enrolled in vocational training programs.
- The system automatically updates the file status after the closure or removal from the registry is confirmed.

- The system automatically fills in the case closure date in the **“General Information”** section.
- The system automatically generates the case closure/deregistration document in PDF format.
- The system archives the generated document in the **“Documents”** section of the beneficiary’s file.
- The system allows the beneficiary to be notified via email, SMS, personal account, or other available channels.
- The system checks for any active measures, services, or payments associated with the beneficiary before permanently closing the case.
- The system generates internal notifications for the responsible specialists if there are any active measures currently in progress.
- The system maintains a complete history of actions taken on the case.
- The system logs all status changes, including the user, date, reason, and source of the information.
- Full case export in PDF format (upon request).

FRQ-ESC-019.1 Electronic Generation of the Status Confirmation Certificate

This feature will allow individuals registered with ANOFM to electronically generate, through the Digital Personal Account, a digital certificate confirming their status (unemployed or job seeker). The certificate will be generated automatically based on the data in the individual’s electronic file (FRQ-ESC-018) and will be available for viewing, downloading, and sharing.

The structure, content, and format of the certificate, as well as the mechanism for electronic signing and authenticity verification, will be established during the technical specification development phase. This requirement is subject to change depending on the applicable regulatory framework and the Beneficiary’s operational requirements.

Acceptance Criteria

- The system allows the authenticated user to generate a certificate confirming their status from their personal digital account;
- The certificate is generated automatically based on the current data in the person’s electronic file;
- The certificate reflects the person’s current status as of the date of generation;
- The system allows users to view, download, and share the certificate in electronic format;
- Certificate generation is available only to individuals registered with ANOFM;
- Each certificate generated is recorded and logged in the system;
- Access to this functionality is governed by role-based access controls (RBAC).

FRQ-ESC-020. Unemployed Person Profiling

Profiling aims to determine the employability level of a job seeker based on a series of socio-professional criteria. This process is essential for tailoring active employment measures and establishing intervention priorities.

Initiating the profiling process:

The system will allow the STOFM specialist to initiate the profiling process from the unemployed person's file, in the **"Unemployment Status"** section—within a dedicated **"Profiling"** section. Profiling can be performed:

- upon registration of the individual as unemployed;
- when developing or updating the Individual Employment Plan;
- when reassessing the beneficiary's situation;
- at the initiative of the STOFM specialist, in cases provided for by the ANOFM methodology.

Automatic or Partial Pre-Filling of the Profile

The system will automatically or partially pre-fill certain data required for profiling, using information already available in the beneficiary's file or received through data exchanges.

The data that may be pre-filled includes at least:

- the person's age;
- level of education;
- professional experience;
- professional activity in recent years;
- availability of documents regarding education, qualifications, or experience;
- vulnerable groups;
- disability, if applicable;
- status as a returning migrant, a person released from detention, a victim of domestic violence, or other vulnerable groups;
- information regarding domicile/residence and access to the labor market.

The pre-filled data can be viewed by the STOFM specialist and, where the methodology allows, completed or corrected manually.

Completing the Profiling Questionnaire

The system will provide the STOFM specialist with a structured electronic questionnaire based on the approved profiling form.

The questionnaire will include questions grouped into the following categories:

- **Preparation for the labor market – education and professional experience**
- **Preparation for the labor market – Job search skills**
- **Motivation/Flexibility in Job Search**
- **Additional vulnerabilities**
- **Access to the labor market**

Rules for Completing the Questionnaire

The system will allow you to complete the questionnaire by selecting answers from predefined lists.

For each question, the system will display the answer options and the corresponding score, in accordance with ANOFM methodology.

For questions requiring a specialist's input, the system will explicitly indicate this. For example, certain questions regarding labor market demand, age group, personal characteristics, additional challenges, and the ratio of unemployed individuals to job openings are completed by an STOFM specialist.

Application of the Scoring Algorithm

The system will automatically calculate the profiling score based on the responses provided in the questionnaire.

Each answer will be assigned a score, in accordance with ANOFM methodology. The attached questionnaire uses values such as **0**, **0.5**, and **1**, depending on the impact of the answer on employability.

The final score will be calculated automatically by the system by summing the scores associated with the selected answers.

The system will allow authorized users to configure the scoring algorithm in the event that the ANOFM methodology is modified.

Determining the Employability Level

Based on the score obtained, the system will automatically assign the beneficiary an employability level.

Employability levels can be configured in accordance with the ANOFM methodology and may include, for example:

- **High vulnerability/employability**;
- **Medium vulnerability/employability**;
- **Low vulnerability/employability**.

The employability level will be displayed in the beneficiary’s file and may be used to determine the intensity of the intervention by the STOFM specialist.

Display of the profiling result

After completing the questionnaire, the system will display the profiling results in the beneficiary's file.

The result will include at least:

- the date the profiling was completed;
- the specialist who completed or validated the profiling;
- the total score obtained;
- the assigned vulnerability level;
- the selected answers;
- automatically generated recommendations regarding relevant services and measures selected based on the result;
- comments from the STOFM specialist.

The system will display a predefined list of services and measures relevant to the individual, based on the identified vulnerabilities and the profiling result.

Use of the Result in the Individual Employment Plan

The profiling result will be used in the development and updating of the Individual Employment Plan.

Depending on the level of vulnerability/employability, the system will be able to recommend relevant services and active measures, such as:

- career information and counseling;

- job placement;
- career guidance;
- vocational training;
- skills certification;
- job subsidies;
- supported employment;
- other active measures provided for by the regulatory framework.

The recommendations generated by the system may be accepted, modified, or supplemented by the STOFM specialist, depending on the beneficiary's specific situation.

Profile reassessment:

The system will allow for the reassessment of the beneficiary's profile upon request or at regulated intervals.

A reassessment may be initiated in the following situations:

- a change in the beneficiary's professional situation;
- completion of a vocational training course;
- gaining new professional experience;
- a change in vulnerable status;
- updating the Individual Employment Plan;
- a request from the beneficiary;
- a decision by the STOFM specialist;
- the expiration of a period established by ANOFM methodology.

At each reassessment, the system will retain the history of previous profiles so that the evolution of the beneficiary's employability level can be tracked.

Reporting and Audit:

The system will maintain a history of all profiling and reassessments performed on the beneficiary.

For each profiling, the system will record:

- the date and time of completion;
- the user who completed or validated the questionnaire;
- the selected responses;
- the calculated score;
- the assigned vulnerability/employability level;
- changes made;
- the reason for the reassessment;
- the specialist's comments.

All actions will be logged and can be viewed by authorized users.

Acceptance criteria:

- The system allows profiling to be initiated from the unemployed person's file.
- The system allows the profiling questionnaire to be completed electronically.
- The system automatically or partially pre-fills available data regarding age, education, work experience, indicated occupations, and vulnerable groups.
- The system allows for the manual entry of data that cannot be automatically retrieved.
- The system displays the questionnaire questions grouped by topic.

- The system allows users to select answers from predefined lists.
- The system automatically assigns the corresponding score to each selected answer.
- The system automatically calculates the total profiling score.
- The system automatically assigns an employability level based on the calculated score.
- The system displays the score, employability level, and rationale for the result in the beneficiary's file.
- The system highlights the criteria that most influenced the employability level.
- The system uses the profiling result to formulate recommendations regarding services and active employment measures.
- The system allows the profiling results to be used in developing the Individual Employment Plan.
- The system allows the STOFM specialist to accept, modify, or supplement the recommendations generated by the system.
- The system allows for the reassessment of the profile upon request or at specified intervals.
- The system maintains a history of all profiling and reassessments performed.
- The system allows for the comparison of the current profiling results with previous ones.
- The system logs all actions performed on the profiling questionnaire.
- The system allows authorized users to configure scores, thresholds, and employability levels in accordance with the ANOFM methodology.
- The system does not allow the profiling process to be completed if the required questions have not been answered.

Unemployed Persons' Profiling Questionnaire Form – to be attached.

FRQ-ESC-021. Development of the Individual Employment Plan

The purpose of this feature is to fully digitize the process of developing, implementing, monitoring, and revising the Individual Employment Plan (IEP) for unemployed individuals, in accordance with the results of the profiling and the evolution of the beneficiary's individual situation.

The Individual Employment Plan is developed directly within the beneficiary's/unemployed person's electronic file, based on the profiling results and in collaboration with the beneficiary, and establishes the specific measures and services, completion deadlines, their status (planned/completed), and the responsibilities of the parties involved.

The system will ensure dynamic coordination between the IEP and the planned, ongoing, or completed employment services/measures, ensuring full traceability of the interventions carried out for each beneficiary. In the event of changes to the IEP, the system will trigger automatic mechanisms to review and update the associated measures.

Main Functional Flow

1. Initiation of the Individual Employment Plan

- The IEP can only be initiated after the beneficiary profiling process is complete;
- The STOFM specialist initiates the PIA in the system;
- The system automatically retrieves the following from the profiling results:
  - the degree of vulnerability;

    - the generated recommendations for services and measures;
- The STOFM specialist can confirm, adjust, add, or exclude the automatically recommended services and measures;
- The system allows for the establishment of:
    - the purpose of the PIA;
    - the date of preparation;
    - the expiration date;
    - the responsible specialist (automatically retrieved from the login);
- The PIA is linked to the beneficiary's electronic file and is assigned the status **"In progress**."

2. Completing the Mandatory Components of the PIA

The STOFM specialist, in collaboration with the beneficiary, completes the following mandatory components:

2.1 Commitment Objectives

- Short- and medium-term commitment objectives, selected from predefined lists;
- Based on these selections, the system generates the PIA structure.

2.2 Planned active measures and services

The PIA will include one or more of the following:

- labor market information services;
- career guidance;
- pre-employment services (where applicable);
- job placement;
- vocational training;
- other active employment measures, as required by law—**all** to **be added to the list**

2.3 Deadlines and Responsibilities

- Specific deadlines and responsibilities for:
    - beneficiary;
    - the STOFM specialist;
- Other relevant information (restrictions, notes, specific conditions).
- referral to social services (provided by local social assistance agencies), with monitoring of the outcome through inter-agency data exchange (as per Section 9).

3. Validation and Signing of the PIA

- Once completed, the system generates an electronic version of the PIA;
- The PIA is electronically signed by the STOFM specialist;
- The beneficiary confirms the PIA by:
    - an electronic signature;
    - acceptance in their personal account;
    - or a handwritten signature;
- After confirmation, the PIA receives the status **"Active**."

4. Schedule and Automatic Monitoring

- The system automatically generates a schedule of the actions outlined in the PIA;
- For each measure, the following are defined:

- the planned date;
    - the person in charge;
    - status: Planned / In Progress / Completed / Not Completed by the Set Deadline—expiration date, with an indication of the reason—selection from a list of predefined reasons;
- The STOFM specialist monitors progress in real time;
- The beneficiary can view planned and completed actions in their account.

5. Monitoring of Measures and Results

- The system automatically records:
    - the beneficiary's participation in services;
    - the results of the implemented measures;
- Each activity is linked to the active PIA and the electronic file;
- The activity history is preserved in its entirety and cannot be deleted.

6. Automatic Mechanism for Reviewing and Updating the PIA

The system triggers an automatic review of the PIA in the following situations:

- a change in the beneficiary's status;
- receipt of a service;
- completion of a measure;
- automatic generation and updating of measures during the PIA review process, based on an analysis of the initial measures and services, with the option to propose new measures
- at regular intervals established by internal procedures (once every 6 months).

As part of the review, the system:

- correlates the initial measures with those currently in progress and those that have been completed;
- identifies unimplemented or delayed measures;
- assesses the need to adjust objectives or measures (manual addition of measures and services).

7. Automatic Generation of Recommended Measures

- Based on the review, the system generates:
    - an updated list of recommended measures and services;
    - proposals for:
        - adding new measures and services;
        - adjusting deadlines;
        - replacing or canceling existing measures;
- The list is submitted to the STOFM specialist for validation;
- After validation, the PIA is updated and a new version is generated, while retaining the history.

8. Versioning and Notification to the Beneficiary

- Each change generates a new version of the PIA;
- Previous versions are retained in the electronic file archive of the beneficiary and the specialist;
- The beneficiary is notified electronically of the changes;

- The updated version must be confirmed by the beneficiary (procedure as per point 3).

9. **Referral to social services and sharing of results**

The system will provide a mechanism for referring unemployed individuals to social services, as well as for receiving beneficiaries referred to ANOFM by social assistance agencies, with a two-way exchange of results through inter-institutional interoperability.

9.1 Referral of the unemployed person to social services

- The system will allow the STOFM specialist to initiate, within the PIA, the referral of the beneficiary to territorial social assistance agencies, indicating the reason for the referral and the type of social support requested;
- The referral will be recorded in the beneficiary's electronic file, including the date of transmission and the recipient agency;
- The system will forward the referral to the social assistance information system;
- the system will receive and record the outcome of the referral: the social services provided, the period, the status (granted / denied / pending), and other relevant information;
- the received result will be automatically linked to the PIA and the corresponding measure, ensuring the traceability of the intervention.

9.2 Receipt of Beneficiaries Referred by Social Assistance

- The system will allow for the registration of individuals referred to ANOFM by social assistance agencies, with relevant data automatically retrieved through inter-agency data exchange;
- The system will send back to the referring institution the results of ANOFM's intervention (employment services and measures provided, status, progress), in accordance with the data and access rights agreed upon between the institutions.

Note: The exact categories of data exchanged, authorization rules, and message formats will be established during the technical specification development phase, in coordination with social assistance institutions. This functionality is subject to change depending on the applicable regulatory framework and the operational requirements of the parties involved.

Acceptance Criteria

- The PIA may be initiated only after profiling is complete;
- All required fields are completed;
- The PIA is confirmed by both parties;
- The timeline and monitoring are automated;
- All measures are linked to the PIA and the electronic file;
- The automatic review mechanism is implemented;
- The list of recommended measures is automatically generated and valid;
- The PIA history is complete, versioned, and auditable.

Note: The Individual Employment Plan (PIA) is developed only for unemployed individuals, in accordance with the forms approved by ANOFM:

- *Annex No. 1 to the Procedure for the Development and Implementation of Individual Employment Plans for the Unemployed, approved by ANOFM Order No. 66 of November 18, 2019*
- *Annex No. 2 to the Procedure for the Development and Implementation of Individual Employment Plans for the Unemployed, approved by ANOFM Order No. 66 of November 18, 2019*
- *Annex No. 3 to the Procedure for the Development and Implementation of Individual Employment Plans for the Unemployed, approved by ANOFM Order No. 66 of November 18, 2019*
- *Annex No. 4 to the Procedure for the Development and Implementation of Individual Employment Plans for the Unemployed, approved by ANOFM Order No. 66 of November 18, 2019*

FRQ-ESC-022. Automatic Matching and Manual Validation by STOFM (Employment Placement)

Based on the information provided in the registration application, the system will automatically generate a list of compatible job offers. The STOFM specialist reviews, manually validates, and may adjust the final proposal based on the beneficiary's profile and situation.

Acceptance criteria:

- Automatic initiation of the matching process between the beneficiary's request and the job offers available in the system.
- Application of the matching algorithm based on:
  - Field of activity;
  - Skills;
  - The beneficiary's location and mobility;
  - Level of education and experience;
  - Other available criteria.
- Generation of a list of compatible job openings;
- ANOFM operator access to the automatically generated list;
- The operator can:
  - Validate the list;
  - Manually adjust the results;
  - Issue the placement order;
  - Send the assignment form to the beneficiary and the employer;
  - Other features.
- Receive automatic employment notification via SFIC - IRM19
- Notify the employer of the need to respond—Assignment Form.
- Unemployed person's statement regarding refusal of employment—Form approved by ANOFM.
- Save the job placement form in the system: Unemployed Person's and Employer's File (downloadable PDF)

FRQ-ESC-023 Viewing Job Offers Received from ANOFM and Employers

Unemployed individuals and job seekers will have access to a dedicated section on the platform where they can view all job offers received as a result of the system's automated matching process or through the job placement service.

Automatic Notification of New Matching Job Openings

The system will send the individual an automatic notification when a new job vacancy is identified and added to the portal that matches their profile and skills, as a result of the matching process. The notification will provide direct access to the detailed page for the job vacancy, with the option to apply, save, or decline the offer.

Active Identification of Job Openings Based on Skills

The system will allow individuals to actively identify relevant job openings on their own by using the matching engine based on the skills, qualifications, and experience listed in their profile or resume. They will be able to view a list of recommended job openings, sorted by match score, with the option to filter and apply directly

Acceptance criteria:

- Displaying a list of received job offers:
  - Job offers automatically generated by the system (following a search request—matching)
  - Job offers recommended by STOFM specialists following the job placement service
  - Matching job offer and electronic notification to the beneficiary regarding job placement
  - Direct offers from employers (if this channel is active)—if individuals' resumes are automatically published on the portal by the beneficiary or with their consent, employers can view available profiles and select suitable candidates on their own initiative
  - Other job offers.
- Details visible for each job offer:
  - Job title;
  - Job description;
  - Employer;
  - Location/address of the job opening;
  - Application deadline;
  - Status — "New," "Viewed," "Rejected," "Accepted," and/or other statuses.
  - Other details.
- Filters: field, location, contract type, status, others;
- Option to accept or reject the offer;
- Ability to accept or reject, with an explanation of the reason, the job assignment designated by the STOFM specialist;
- Automatic storage of the interaction in the job seeker's file;

- The system sends the individual an automatic notification when a new job opening is identified and added to the portal that matches their profile and skills, generated by the matching engine, with direct access to that job offer;
- The system allows the individual to actively identify relevant job openings through matching based on their skills and resume, with the list displayed in order of best fit and the option to apply directly.

FRQ-ESC-024. Employment Services

The provision of employment services and measures for the unemployed and job seekers will be carried out through an integrated digital mechanism, which will allow both intervention by ANOFM/STOFM specialists via the institutional interface and direct access to services by beneficiaries through their electronically authenticated personal accounts.

The system will provide two complementary ways to access and manage services:

1. **Service delivery assisted by an ANOFM/STOFM specialist**
   The specialist will be able to identify the beneficiary, access the electronic file, initiate, grant, monitor, and update services or employment measures, depending on the individual's status, eligibility, needs, profiling, individual employment plan, and the provisions of the applicable legal framework.
2. **Direct access by the beneficiary through their personal account**
   The unemployed person or job seeker will be able to access their electronically authenticated personal account to view available services, submit applications, upload supporting documents, track the status of requests, receive notifications, confirm participation in services or measures, and interact digitally with ANOFM/STOFM.

The system will enable the actions taken by a specialist to be linked to those initiated by the beneficiary, so that all services and measures provided are reflected in the individual's electronic file. Each action will be logged, indicating the user, role, date, time, and type of operation performed.

To ensure operational continuity, user familiarity, and alignment with current ANOFM/STOFM practices, the new Information System will allow employment services to be grouped into a similar structure, with the possibility of future expansion and adjustment. Employment services can be grouped, at the interface and functional logic levels, into the following categories:

1. **Labor Market Information** – general and specific information regarding labor supply and demand, rights and obligations, labor market trends, employment opportunities, etc.
2. **Career guidance**—career counseling services, including skills assessment.
3. **Job placement** – services that connect employers with unemployed individuals, manage job openings, and select and place candidates.
4. **Pre-layoff services** – services for employees affected by individual or collective layoffs.
5. **Mobile team** – activities to provide employment services outside STOFM offices, including in rural communities or for vulnerable groups, with separate records in the system.
6. **Other activities** – complementary or support activities that do not directly fall under the main service categories but are relevant to the institution's mission.

FRQ-ESC-025. Labor Market Information Service

The Labor Market Information Service aims to provide relevant, up-to-date, and structured information about the labor market, employment services, and employment measures to both individuals (the unemployed and job seekers) and employers and institutional partners. The system will implement a unified model for providing the information service, applicable to all categories of beneficiaries, tailored according to:

- type of beneficiary (job seeker / unemployed person / employer / partner),
- delivery format (individual / group),
- delivery channel (in-person / online / hybrid).

All information service deliveries will be fully digitized, traceable, and uniformly **recorded** in:

- the beneficiary's electronic file (job seeker/unemployed person or employer),
- ANOFM statistical and monitoring reports.
- The information system will ensure that the individual concerned can be directly informed, via the digital interface, about available services, related rights and obligations, as well as the next steps in the process of providing each service.

2. Categories of Beneficiaries

The information service is intended for the following categories:

- unemployed individuals;
- job seekers;
- employers;
- institutional partners (nongovernmental organizations).

3. Forms of Service Delivery

3.1. Individual service delivery

The information service is provided individually to a single beneficiary and is available to all categories of beneficiaries:

- unemployed individuals;
- job seekers;
- employers.

Individual service may be provided:

- in person, at the STOFM office;
- remotely, by phone, online, or through other means of communication.

3.2. Group (Collective) Services

The information service is provided in the form of an informational seminar or group event, aimed at one or more categories of beneficiaries:

- unemployed individuals and/or job seekers;
- employers;
- institutional partners.

Events may be organized in the following formats:

- in-person;
- online;
- hybrid.

4. Common Workflow

1. **Specialist authentication:** The STOFM specialist logs in to the platform in accordance with the requirements of FRQ001-004 – Authentication and Access Management.
2. **Unified service model:** The system uses the same data structure for the information service; differences between scenarios are managed by selecting:
    - the type of beneficiary;
    - the form of service delivery;
    - the delivery channel.
3. **Traceability and Archiving**
   All actions performed as part of service delivery are archived electronically and linked to the beneficiary's file.

5. Individual Service Delivery – Workflow

5.1. Initiation of Individual Service Delivery

Individual service delivery is initiated from:

- the file of the unemployed person or job seeker;
- the employer's file,

via the "Service Registration" feature.

5.2. Recording the service provided

The specialist selects the "Labor Market Information" service and must fill in:

- the delivery channel (visit to STOFM / phone / online / other means);
- date of service;
- the duration of the service (minutes);

- **actions taken, in accordance with Article 25 of Law No. 105/2018—for unemployed persons and job seekers**—a) job openings and job applications registered with the National Agency, as well as services and measures aimed at job placement; c) conditions for accessing employment services and measures; d) the qualifications and skills of job seekers registered with the territorial offices; e) job vacancies registered with the National Agency and the conditions for filling them; f) job search methods; g) the employment situation and trends in the labor market at the national and local levels.
- **Actions taken, pursuant to Article 25 of Law No. 105/2018—for** employers—a) labor supply and demand, as registered with the National Agency; b) services and measures aimed at job placement; c) conditions for accessing employment services and measures; d) the qualifications and skills of job seekers registered with the territorial offices; e1) the requirements and duties of the job to be advertised as vacant; g) the employment situation and trends in the labor market at the national and local levels.

Optionally, the following may be included:

- notes and comments;
- submitted materials (links/files);
- result or next step determined.

5.3. Automatic File Update

The system:

- records the service in the beneficiary's history;
- updates the PIA if the service is designated as a planned measure for the unemployed;
- prevents unnecessary duplication through automatic alerts;
- includes individual service provision in statistical reports.

6. Group (Collective) Service Delivery – Functional Flow

6.1. Digital Event Planning

The STOFM specialist plans the informational event by filling in:

- the event's theme;
- date, time, and duration;
- format (in-person / online / hybrid);
- the location and/or participation link;
- categories of participating beneficiaries (job seeker, unemployed person, employer, partner);
- estimated number of participants;
- other relevant details (materials, invited partners, etc.).

The event is saved in the institutional calendar and published in the services/events module.

Events:

- can only be deleted while in Draft status;
- can be canceled later only by selecting a reason from a predefined list, and are retained for analysis.

6.2. Automatic Generation of the List of Eligible Participants

The system automatically generates lists of eligible participants based on the selected category:

- job seekers, unemployed individuals (status, service indicated in the PIA, occupational profile, city/region, etc.);
- employers (field of activity, active status, previous collaboration, location);
- institutional partners.

The specialist can manually filter, add, or exclude participants. The list will be dynamic and updated in real time.

6.3. Sending Invitations and Confirming Participation

The system automatically sends electronic invitations via the notifications module (platform account and email).

Recipients can:

- accept the invitation;
- decline the invitation by selecting a predefined reason, with the option to provide an explanation under "other reasons."

Predefined reasons for decline for employers: "The employer has hired someone in the meantime," "Unable to participate," "Participating in another program," "Other reasons."

Predefined reasons for rejection for job seekers and unemployed individuals: "Hired in the meantime," "Health issues," "Already participating in another program," "Other reasons."

Invitation statuses are updated automatically: ***Accepted*****,** ***Declined*****,** ***No response*****.**

6.4. Event Conduct and Attendance Tracking

The specialist records participants' attendance via:

- electronic check-in for in-person participation;
- digital mechanisms for online participation.

Attendance data is automatically synchronized with the beneficiaries' files.

6.5. Reporting and Monitoring

Upon completion of the event, the system automatically generates a digital report for the service, including:

- the number of invited, present, and absent participants;
- the topic and duration;
- the format of the service;
- participating partners;
- other relevant results.

7. Acceptance Criteria

7.1. Individual Services (Individuals and Employers)

- The STOFM specialist may register the service from the beneficiary's file;
- The channel, duration, and predefined actions are mandatory;
- The service is automatically reflected in the file and in reports;
- The system prevents unnecessary duplication.

7.2. Group (collective) service provision

- The specialist can schedule, publish, and cancel events;
- The system will allow the cancellation of a created service, with a reason selected from a list of predefined reasons.
- Canceled services will be retained in the system for auditing and reporting purposes and will not be permanently deleted
- The system automatically generates lists of eligible participants;
- Invitations and confirmations are managed electronically;
- Attendance is tracked digitally;
- The channel, duration, and predefined actions are mandatory;
- Reports are generated automatically and can be exported.

FRQ-ESC-026. Career Guidance Service

The Career Guidance Service aims to fully digitize the activities of planning, scheduling, notifying, conducting, recording, and reporting on the career guidance service provided to ANOFM beneficiaries (unemployed individuals and job seekers).
The system will enable ANOFM specialists to electronically manage the entire process of career guidance sessions: from scheduling meetings (individual or group, in-person or online) and sending invitations to beneficiaries, to monitoring attendance and generating final reports, with all data stored and archived electronically. Beneficiaries can participate in career guidance sessions without needing to be physically present, using the provided link, and their attendance will be recorded electronically.
The service is provided in accordance with applicable law and can take place through two distinct operational scenarios, depending on the delivery method:

- **Scenario A – Group sessions** (group sessions/events);

- **Scenario B – Individual delivery** (guidance provided to a beneficiary, recorded directly in their file).

The main functional workflow common to both scenarios

Specialist Authentication on the Platform in Accordance with FRQ001-004 – Authentication and Access Management for ANOFM and STOFM Specialists.

Scenario A – Group Career Guidance Service

Planning Career Guidance Sessions

- The STOFM specialist plans group career guidance sessions, determining:
- the topic and duration of the session (seminar or other format)—to be selected from the corresponding predefined lists;
- the physical format, specifying visits to educational institutions (general education institution, vocational-technical education institution, higher education institution) - If, when planning the career guidance session, the option “Visit to an educational institution” is selected, the system will allow the participant category “Students” to be explicitly checked . This option will be used for the purpose of separate reporting and monitoring of guidance activities carried out in the educational setting.
- Online or blended format, with the access link provided;
- date, time, estimated duration (min);
- total number of participants, of whom: unemployed, of whom job seekers, of whom women, pupils/students.
- expenses;
- location—specify the actual address (select from a predefined list);
- notes.
- The specialist adds the list of invited participants in the case of unemployed individuals/job seekers (IDNP, last name, first name with auto-fill).
- The system saves the schedule in the institutional/system calendar and publishes it in the Services module.

Generating the List of Eligible Beneficiaries

- Based on the PIA and the “Career Guidance” service notation in the unemployed person’s file, the system automatically generates a list of job seekers eligible for the service.
- The list is dynamic, updated in real time, and can be filtered (unemployed, job seeker based on employment service referral criteria, age, gender, occupational profile, region, etc.).
- The specialist can adjust the list by adding or removing individuals and selects the beneficiaries for each session.
- This dynamic list is updated in real time and includes all unemployed individuals and job seekers who require career guidance services (for example, those who were assigned this service following profiling and who have not yet received it). The specialist can view the

list and select the individuals they wish to invite to a specific session.

Automatic Sending of Invitations

- The system automatically sends invitations to each selected beneficiary (unemployed individuals or job seekers).
- Invitations are sent via the Notifications Module (a notification in the unemployed person's account on the platform and via email), containing all relevant details: the date and time of the session, the format (information about the location of the in-person meeting or the link for the online session), as well as instructions for confirmation.

Confirmation of participation by the beneficiary:

- The beneficiary can confirm participation or decline the invitation through their online account.
- The system updates the status of each invitation in real time and marks the options "Accepted," "No response," or "Declined."
- The system updates the status of each invitation to "Accepted," "Declined," "Declined," or "No Response," depending on the beneficiary's action (or inaction) upon expiration of the response deadline.
- If the beneficiary selects the "Declined" option, the system displays a list of predefined reasons (e.g., "Hired in the meantime," "Health issues," "Already participating in another program," "Other reasons") and records the selected reason.
- If "Other reasons" is selected, the beneficiary is prompted to enter an explanation in a text field. The reason for the refusal is electronically linked to the invitation and the beneficiary's file and may be included in monitoring reports.

Conducting the Career Guidance Event

- Events can be held in person or online (in-person/online information seminars, job fairs);
- The specialist electronically records participants' attendance, including through digital mechanisms for remote participation (electronic check-in);
- The system automatically synchronizes attendance data with each beneficiary's electronic file;
- In the event of an unexcused absence, the system automatically notifies the beneficiary and records the incident in their history.
- All this information is stored digitally, ensuring a complete record of the services provided to each beneficiary.

Scenario B – Individual Service Delivery (recording the service in the unemployed person's file)

Initiating Individual Service Delivery

- Career guidance services can be provided on an individual basis when the beneficiary visits STOFM (in person);
- The specialist accesses the beneficiary's file and initiates the **"Service Registration"** function by selecting the **"Career Guidance"** service.
- The specialist must complete the following:
    - Actions taken (selected from a predefined list)
    - Specialist's recommendations—selected from a predefined list of recommendations (depending on the selected action taken)
    - Date and duration (minutes);
    - Automatic generation of the career guidance results report.
- The system will electronically store and manage the Career Guidance Outcome Record. The Career Guidance Outcome Record is completed only for unemployed individuals. The specialist will complete the record at the end of the session, and it will include, at a minimum:
    - the beneficiary's identification information;
    - the type and format of the session;
    - the objectives set;
    - the results achieved;
    - follow-up recommendations.

The form will be:

- linked to the beneficiary's electronic file;
- digitally archived;
- used in reporting on the services provided.
- Optional:

Updating the beneficiary's file

- The system records the service as provided and automatically links it to the electronic file.
- If the service is included in the Individual Employment Plan (IEP), the system marks it as completed and updates the progress.
- A feature will be created in the job seeker's electronic file that allows:
    - adding recommended services (e.g., career counseling, mediation, vocational training);
    - marking the status of each service (recommended/planned/provided).

Based on these recommendations, the system will automatically include the individual in the list of beneficiaries eligible for the career guidance service, which is used in the planning and invitation process.

- All data is archived.

Reporting and Archiving

- The system automatically generates reports on career guidance activities (number of participants, absentees, topics, duration, format, etc.), archives invitations and confirmations in each beneficiary's file, and ensures traceability.
- Periodic reports can be exported to PDF or Excel.

Eligibility Criteria:

- The system allows career guidance services to be provided in two ways: group and individual.
- Group sessions include planning, electronic invitations, confirmations, notifications, a participant list, and attendance tracking.
- Individual sessions are recorded directly in the beneficiary's file, without event planning.
- For individual sessions, it is mandatory to complete the service record (actions taken, specialist's recommendations, generation of the results report, duration, notes).
- Automatic generation of the list of eligible beneficiaries and real-time updates based on changes in their status, with the option for manual filtering and adjustments.
- All invitations, confirmations, and attendance records are digitally archived and linked to the beneficiary's electronic file;
- The system allows for conducting guidance sessions online (Zoom, Google Meet), ensuring remote participation by beneficiaries, electronic attendance tracking, and automatic recording in their files;
- Events can be deleted until they are confirmed as "Scheduled" events;
- Events with a "Scheduled" status cannot be deleted, but only canceled with an indication of the reason;
- Monthly reports are generated automatically and can be exported in PDF and Excel formats.

FRQ-ESC-027. Job Placement (Collective Activity)

The Labor Placement – Collective Activity functionality aims to fully digitize the processes of organizing, conducting, monitoring, and reporting on collective labor placement activities carried out by STOFM within the *Employment Services* module. Collective labor placement activities include:

- Job fairs;
- Recruitment activities;
- Electronic job placement.

The system will ensure a unified, fully digitized, and traceable workflow in which all collective activities are recorded, linked to beneficiaries (individuals and employers), and reflected in statistical reports.

1. Job fairs

Events organized by STOFM/ANOFM in-person, online, or in a hybrid format, with the participation of employers and job seekers, aimed at facilitating direct contact between labor supply and demand.

2. Recruitment activities

Thematic events or those dedicated to a group of employers (or a single employer), organized to fill specific job vacancies.

3. Electronic job placement

Matching activities conducted electronically (online platforms—angajat.md, digital tools), without requiring physical presence, with digital records of participation and results.

Main functional workflow

1. Initiating the collective activity

- The STOFM specialist initiates a collective placement activity through the Employment Services – Job Placement module, selecting the type of activity:
- Job fair;
- Recruitment activity;
- Online job placement.

2. Defining and planning the activity

For each collective activity, the specialist fills out the following fields (according to the logic of the existing screen, which has been expanded and standardized):

General activity details

- Activity name;
- Date of the activity;
- Start time and end time;
- Number of days (where applicable);
- Format (in-person / online / hybrid).
- Address (district, city, street, number);
- Link to participate online (for online or hybrid activities)
- Organizing STOFM—automatically filled in based on system login;
- Responsible specialist—automatically filled in based on system login.
- Partners (selected from a predefined list or entered manually)

3. Management of participating employers

The system will allow:

- automatic generation of a list of eligible employers (based on industry, location, active job openings, etc.);

- manual addition of participating employers (based on IDNO, employer name).

For each participating employer, the following will be recorded:

- the employer's name;
- the number of **job openings offered**;
- the number of **people hired** as a result of the program;

The data is linked to the employer's electronic file.

4. Participant Management (Individuals)

The system will allow for:

- generating a list of participants (unemployed individuals / job seekers);
- manually adding individuals (based on IDNP and/or **first and last names**);
- recording participants' actual attendance at the activity.

The following information will be recorded for participants:

- the total number of participants;
- the number of people selected;
- the number of people hired;
- of which: young people (where applicable).

Participation is automatically reflected in the beneficiary's electronic file.

5. Recording Activity Results

For each collective job placement activity, the system will allow the following results to be entered, saved, and printed:

- total number of participants;
- number of people selected;
- number of people hired;
- number of filled job openings;
- expenses related to the activity (MDL);
- specialist's observations and conclusions.

6. Reporting and Traceability

The system will automatically generate:

- reports on collective job placement activities;
- statistics by type of activity (Job Fairs; Recruitment Activities;
- Electronic placement).
- Reports by STOFM/ANOFM, by period.

Acceptance Criteria

- The specialist will be able to create, modify, edit, and manage collective job placement activities.
- The system allows all relevant fields to be filled out;
- Employers and participants are managed electronically;
- Results are recorded and linked to beneficiaries' files;
- Group activities cannot be deleted after being recorded/saved, but can only be canceled, with the reason indicated;
- All data is archived electronically;
- The system prevents duplicate activities for the same period and location;
- Reports are generated automatically and can be exported (PDF/Excel);

Medium-low **priority**

Dependencies: Unemployed/Job Seeker File Module; Employer File Module; Employment Services Module; Reports Module

FRQ-ESC-028. Pre-Employment Service (Collective)

The purpose of this functionality is to fully digitize the process of notification, planning, organization, implementation, monitoring, and reporting of pre-layoff services provided to employers who notify the collective or individual layoff of employees, in accordance with the applicable regulatory framework.

Pre-layoff services may be organized in person, online, or through a hybrid format, depending on the employer's situation, the number of affected individuals, the specific circumstances of the layoffs, and the method agreed upon with ANOFM/STOFM.

The process will be initiated by the employer through the digital front office of the "Employment and Unemployment Insurance" Information Component, in the section dedicated to "Pre-Layoff." The employer will complete and submit the electronic notification form regarding the layoff of employees, in accordance with the template approved by ANOFM.

The employer's identification data will be automatically retrieved and populated by the system based on the IDNO, by querying the relevant official registers and information systems. The system will automatically populate the available fields, including the entity's name, legal form, legal address, contact information, and other details necessary for processing the notification.

For employees subject to layoffs, the employer will enter each person's IDNP or, as appropriate, upload a structured file containing their list. Based on the IDNPs provided, the system will perform automatic checks through interconnected registries and information systems, including, where applicable, CNAS, SFS, CNDDCM, and other relevant official sources.

The data available for each employee will be automatically retrieved and displayed in the form, including at least the last name, first name, employment status, and other information necessary to complete and validate the notification, within the limits of the legal basis and applicable access rights.

The system will automatically validate the accuracy, consistency, and completeness of the data entered or retrieved through interoperability, flag any missing information or identified discrepancies, and reduce the need for repetitive manual data entry. Information that cannot be obtained from official sources will be filled in by the employer and subjected to the validations configured in the system.

Based on the generated list, the employer:

- select the employees to be laid off;
- confirm the final list;
- fill in or edit, as appropriate, any missing or incomplete fields.

After confirmation, the platform automatically generates and sends the layoff notification:

- to the STOFM corresponding to the employer's legal address;
- additionally, to the STOFMs within the territorial jurisdiction of the affected employees' workplaces, in cases where the employer's legal address differs from the actual address of the workplace' e (according to the data in the form **regarding the** employees to be laid off).

The organization, review of the notification, and subsequent provision of pre-layoff services are carried out by STOFM specialists, in accordance with legal authority and applicable procedures.
The system will enable fast, secure, and traceable communication between employers and STOFM, eliminating the need for paper documents and physical mail. Additionally, the system will ensure a unified record of notifications, scheduled sessions, and services provided, linked to each notified employer, within a single digital workflow.

Main Functional Workflow:
The employer accesses the platform through their own account, in accordance with FRQ001-004 – Employer Authentication.

1. Initiating and Submitting the Layoff Notification

1.1. **Accessing the service**

- The employer initiates the layoff notification process via the eSocial platform/ANOFM module, in the dedicated "Layoff" section.
- The electronic notification form is accessible exclusively through the employer's login account.
- When accessing the service, the employer will be explicitly informed, through the information system, regarding:
- the legal obligations regarding the correct and complete filling out of the form; - *According to the legal framework in force, the employer is required to notify the local office of the National Agency for Employment, in whose jurisdiction the company is located, of each employee who is to be laid off, in accordance with the following deadlines:*

1. *At least 2 months prior to the date of termination, in the case of termination:*
    - in connection with the liquidation of the business;
    - as a result of a reduction in the number of employees or staffing levels;
    - in the case of mass layoffs, in accordance with the provisions of Article 88(1)(g) and Article 185^{1}(6) of the Labor Code of the Republic of Moldova.

2. *Within a maximum of 5 business days from the date of issuance of the court ruling, in the case of a court decision declaring a state of insolvency, in accordance with the provisions of Article 28(3) of the applicable law.*

- Confirmation of acknowledgment of these provisions shall be made by checking a designated box; this action is a mandatory condition for initiating and providing the pre-termination service.
- The system will perform automatic checks regarding:
- the existence of the submitted form;
- whether all required fields have been filled out;
- compliance with the legal deadlines for notification.

1.2. **Automatic Completion of Employer Information**

When initiating the notification to STOFM, the system automatically fills in the employer's identification data based on the IDNO entered. By querying relevant official registries and data sources, the system populates the necessary fields in the form (e.g., entity name, legal form, legal address, contact information, and other relevant details), ensuring the accuracy and consistency of the data.

1.3. **Identification of Employees Affected by Layoffs**

- Layoff Form – Table 2: The possibility of automatically displaying a list of employees based on the total number of employees retrieved from the IRM19 or IPC21 reports will be explored. Subsequently, the employer will be able to select the affected individuals directly from this list, with the relevant fields in the form filled in automatically.
- The employer enters the IDNPs of the employees subject to layoff (if the first option cannot be implemented).
- The system automatically performs checks in interconnected official registries (e.g., CNAS, SFS, CDNCCM, etc.) and retrieves the data for each employee according to the fields in the form.
- The retrieved information is displayed in the form and includes at least the last name, first name, and other relevant available data necessary to complete the notification.

1.4. **Managing the Employee List**

- Based on the retrieved data, the system generates a list of identified employees.

- The employer:
    - selects the employees to be laid off;
    - confirms the final list;
    - fills in or edits, as appropriate, any missing or incomplete fields, within the limits allowed by the system.

1.5. **Form Validation**

- The system automatically validates the form for completeness, consistency, and accuracy of the data entered and retrieved.
- If any errors or discrepancies are identified, the system notifies the employer of the fields that require correction.

1.6. **Submission of the Notice**

- After validation and confirmation, the layoff notice is generated and automatically transmitted electronically, without the need to submit paper documents:
    - to the STOFM corresponding to the employer's legal address;
    - additionally, to the STOFMs within the territorial jurisdiction of the affected employees' workplaces, in cases where the employer's legal address differs from the actual workplace address.
- The allocation of employees to the relevant STOFM is done automatically, based on the workplace address.
- Notification of the employer in the event that the deadline for submitting the form, as required by law, is exceeded.

2. Automatic registration of the notification in the system

- The system records the notification in the database and automatically links it to the employer's digital profile.
- A unique notification code is generated (e.g., a notification associated with a service or employment measure), which is used to track all subsequent stages of the process.
- The notification is initially assigned the status "Notification Registered."

3. Receipt and Review of the Notification by STOFM

- STOFM receives the electronic notification within its information system.
- STOFM specialists review the notification and may:
    - accept the notification;
    - reject the notification, with mandatory indication of the reasons for rejection (predefined reasons, free text).
- The system ensures the traceability of the decision and automatically notifies the employer of the status of the review.

4. Scheduling Pre-Hiring Services

- After the notification is accepted, the STOFM specialist proposes, through the system, the date, time, and format of the pre-dismissal sessions (in-person or online).
- The proposal is sent electronically to the employer.
- The employer may:
    - accept the proposal - **Accepted** (status);
    - omit a response to the notification—**No Response** (status);
    - justifiably reject the proposal - **Rejected** (status).
- Upon acceptance, the system marks the session with the "Scheduled" status and links it to the pre-notification and the employer's account.
- The system allows for the creation of pre-termination activities, including the option to manually add individuals based on their IDNP.

5. Provision of Pre-Layoff Services

- Pre-layoff services are provided to employees subject to layoffs, in accordance with the established schedule.
- Sessions may be held:
    - in person, at the employer's premises or at STOFM's offices;
    - online, via videoconferencing platforms.
- The pre-layoff session may include the following actions:
    - providing information on unemployment insurance laws; providing information on employment measures and services; providing information on registered job openings;
    - training on job search techniques;
    - offering vocational training opportunities.
- At the end of each session, the STOFM specialist enters the following into the system:
    - the date the service was provided
    - the type of service provided (in-person, online)
    - session duration (min);
    - address (selected from a predefined list), street_no;
    - business entity (option to select from the system's list of registered business entities);
    - number of employees informed about the layoff;
    - number of participants broken down by gender: women, men;
    - actions taken;
    - notes—relevant observations regarding the provision of the service;
    - expenses.

6. Recording and Tracking of Services Provided

- The STOMF specialist records the Pre-Lease service in the system and fills out the required fields.
- After the service is completed, the system marks the session as "Completed."
- The service is linked to the employer's electronic file.
- The employer can view a digital summary of the pre-termination session in their account (data can be supplemented later).

7. Reporting and Monitoring

- The system automatically updates the metrics related to pre-dismissal services.
- At the STOFM and central ANOFM levels, reports can be generated regarding:
    - the number of layoff notifications received;
    - the number of employers for whom pre-layoff services were provided;
    - the number of individuals reported as laid off according to the form submitted by the employer;
    - the number of employees who were informed and who benefited from the pre-layoff service;
    - the breakdown by STOFM and time period.
- All stages of the process are logged and fully traceable.

Acceptance Criteria

- The system enables the employer's digital authentication and identification.
- Redundancy notices are completed using an electronic form approved by ANOFM, automatically validated, electronically signed, and submitted online.
- The process is fully traceable: notification → scheduling → service delivery → reporting.
- The employer receives electronic notifications regarding the status and scheduling of the service.
- Scheduled events cannot be deleted, only canceled, with the reason indicated.
- The system will allow the selection of one or more actions taken for the same service.
- The system generates statistical reports that can be exported in PDF or Excel format.
- Each session is digitally archived and linked to the employer's electronic file.

Priority: High

Dependencies: Modules: Employer, Notifications, Services; Reports.
Attached: Template for the electronic form regarding layoffs

FRQ-ESC-029. Provision of pre-layoff services for individual beneficiaries (job seekers)

In addition to providing pre-layoff services to employers who notify the agency of collective or individual layoffs, the pre-layoff service may also be provided to beneficiaries registered individually (by the STOFM specialist), namely job seekers—who are at imminent risk of losing their jobs or who have already been given notice.

The service will be provided directly from the beneficiary's electronic file by explicitly selecting the pre-layoff service and recording the actions taken by the STOFM specialist, ensuring uniform record-keeping, traceability, and reporting similar to the services provided through employers.
Workflow:

1. Identification of beneficiaries

- The system will allow the service to be recorded in the file of a beneficiary registered as a job seeker.
- The STOFM specialist will manually add the service to the beneficiary's file.

2. Initiation of the pre-employment service

- The service can be initiated:
- by the STOFM specialist, following the identification of the individual;
- the beneficiary can access the service by visiting STOFM in person or by submitting an electronic request from their authenticated account on the platform.
- The system records the initiation of the service and automatically links it to the beneficiary's electronic file—the individual seeking employment.
- When accessing the service from their personal account, the information system will ensure that the individual is directly informed, via the digital interface, of their rights and obligations, as well as the next steps in the pre-layoff process:
- displaying, in the individual's account, structured information regarding the individual pre-employment service (general description of the service, purpose, stages, duration);
- information regarding related services that can be accessed subsequently (e.g., employment services, labor market information, career guidance, vocational training);
- notifying/informing the individual regarding continued access to the service, updating the service's status, and any necessary actions on the part of the beneficiary.

3. Planning the Pre-Layoff Session

- Based on the notification received electronically, the STOFM specialist proposes, via the system, a notification to the beneficiary specifying the date, time, and format of the session (if the beneficiary submitted a request electronically):
    - in person;
    - online;
- The beneficiary receives the electronic notification and may:
    - Confirm participation - **Accepted** (status);
    - No response to notification - **No response** (status)**;**
    - Justified refusal - **Declined** (status);
- After confirmation, the session is marked with the status "Scheduled."

4. Provision of the pre-employment service

- The pre-employment service is recorded individually for each beneficiary and is entered into the beneficiary's file (Services module) and may include the following actions performed through a single selection:
    - providing information on unemployment insurance legislation; providing information on employment measures and services; providing information on registered job openings—synchronizing the job list; training on job search methods; offering vocational training opportunities;
- The STOFM specialist enters the following details into the system:
    - the date the service was provided (automatically filled in with the option to edit)
    - the type of service provided (in-person, online, by phone)
    - time spent/session duration;
    - actions taken (selected from a predefined list)
    - relevant comments—a field for indicating the beneficiary's status; check this box if the beneficiary is an employee.

5. Recording and Tracking Services Provided Online

- After the service is provided, the specialist records it in the beneficiary's file;
- The system links the service to the beneficiary's electronic file and updates the history of employment services received;
- The beneficiary can view a digital summary of the session in their account.

6. Reporting and monitoring

- The system includes individually provided pre-employment services in general statistical reports;
- The reports can be filtered separately for:
    - services provided through employers based on the layoff form;
    - services provided to individual beneficiaries;
- The indicators are visible at the STOFM and central ANOFM levels.

Acceptance Criteria

- The system allows for the provision/addition of pre-employment services directly to the files of registered individual job seekers;
- The system will allow the selection of one or more actions taken for the same service.
- Services provided to individual beneficiaries are digitally archived and linked to their electronic files;

Priority: high

Dependencies: Job Seeker, Notifications, Services, and Reports modules.

FRQ-ESC-030. Mobile Team

The "Mobile Team" service fully digitizes the planning, organization, implementation, and reporting of employment activities carried out in the field. This module enables STOFM specialists to manage the entire lifecycle of a "Mobile Team" activity: from initiation, planning, and participant selection (citizens, partner institutions/organizations, businesses), to data collection in the field, reporting of results, and electronic archiving.
The main purpose of the mobile team's field visits is to identify job seekers and provide employment support in line with the job vacancies managed by the regional office. The module must ensure full traceability of interventions, integration of data into beneficiary and employer records, and correlation with the job placement, reporting, and job administration modules.
All collected data is entered and stored electronically, ensuring the traceability of interventions in the field and their integration into beneficiary and employer files.

Main functional workflow:

1. Specialist login

The ANOFM/STOFM specialist logs in to the platform in accordance with FRQ001-002 – Authentication and Access Management for ANOFM and STOFM Specialists.

2. Creating and completing the "Mobile Team" activity

The STOFM specialist initiates a new "Mobile Team" activity and enters the following information, in accordance with the travel schedule (Appendix 1).

Activity identification:

- Enter the current number, date, and location where the mobile team is traveling.
- Select the type of activity (informational seminar, roundtable, provision of placement services, career guidance services, recruitment activity, job fair/recruitment event, etc.), as well as the venue (name of the local public authority, employer, partners, etc.).

Filling out the schedule/calendar:

- **Integrated calendar:** Each activity is displayed in a visual calendar integrated into the platform. Specialists can view all scheduled events by day, week, and month, including the status of each (scheduled, confirmed, in progress, completed, or canceled).
- **Assisted scheduling:** When entering a visit into the "Mobile Team Schedule," the system automatically checks whether there is already a scheduled activity on the same day, at the same time, or in the same location. If it identifies an overlap, it displays a warning message and prompts the user to adjust the date, time, or location to avoid duplicates.
- **Access to the schedule:** Mobile team members can view the schedule in real time and see details regarding the type of activity, location, partners, participants, and objectives.

Additional details:

- The responsible department and the responsible specialist are automatically retrieved from the user's account, with the option to add other members.
- Fill in the activity topic, the detailed address (district, town, street/number, or descriptive location), the composition of the mobile team, and the target group (beneficiaries).

Selection of the target group/beneficiaries: During the planning stage, the category of beneficiaries is selected in accordance with Article 11 of the Procedure:

- inactive persons (retirees who wish to work, schoolchildren, students, family caregivers (homemakers), persons intending to work abroad, and persons who have been seeking work for less than 1 year (circular migrants);
- employed persons who wish to change jobs;
- people working "off the books";
- people who have been given notice of layoff;
- people returning from abroad;
- NEETs (young people who are not in employment, education, or training);
- refugees and other groups of people who need additional support in the labor market.

Participants: Additional participants are included depending on the activity:

- Beneficiaries/Citizens
- Partner institutions/organizations participating in the mobile team's activity
- Businesses participating in the mobile team's activities

Automatic notifications for scheduled events:

- **Notifications upon registration:** Immediately after an event is scheduled, the system sends confirmation notifications (via email, internal system notification, or SMS) through eSocial's core information component to all mobile team members and involved partners, with details about the date, time, location, and type of activity.

- **Pre-event reminders:** The system generates automatic reminders before the event (for example, 7 days, 3 days, and 24 hours in advance) to remind specialists and participants of the trip details. These intervals can be adjusted at the module level.

- **Notifications for changes or cancellations:** If an event is rescheduled or canceled, all participants are automatically notified of the new details or the reason for the cancellation. This prevents attendees from showing up for an event that no longer takes place.

- **Post-event notifications:** After the activity is completed, the system can send follow-up notifications, reminding specialists of their obligation to enter the results of the visit (for example, within 3 business days) and informing employers on how to register job openings (an important detail for automatically filling in the "total number of identified jobs" field).

Once completed, the system validates the data and saves the activity in the "Employment Services" module. The calendar will flag duplicates, and specialists will receive automatic notifications. Events with "Scheduled" status can be edited or deleted; once they have taken place, they can no longer be deleted but only canceled with a reason.

3. Managing the list of participants:

- **Beneficiaries/Citizens**—for each person, enter (Appendix 2 of the Procedure): the citizen's first and last name, age group (16–35 years, 35–49 years, over 50 years), gender (F/M), and current status: Unemployed, Person not studying or enrolled in any courses, Employed, Person registered as unemployed with ANOFM, Contact Information. The system verifies the person's existence in the database and links the data to the existing electronic record.
- **Partner institutions/organizations participating in the mobile team's activities**—registration is done in accordance with Annex 3, by providing: the participant's first and last name, the name of the institution they represent, contact information, and an indication of previous collaboration with ANOFM (Yes/No). The list of institutions recommended by the procedure includes local public authorities, Unified Public Service Centers (CUPS), territorial social assistance agencies, the Territorial Social Assistance Office, the Territorial Council for the Assessment of Disability and Work Capacity, the Territorial Probation Office, the State Labor Inspectorate, the Local Youth Council, youth centers, NGOs, and businesses.
- **Businesses participating in the mobile team's activities**—as per Annex 4, the specialist enters the participant's name, the name of the business they represent, contact information, previous collaboration with ANOFM (Yes/No), and the number of current job openings. The system allows for the addition of multiple businesses, the reuse of existing data from the employer registry, and the linking of job openings to the activity.

The system allows for:

- the addition of multiple businesses;
- reusing existing data from the employer registry;
- linking job openings to the Mobile Team's activities.

The collected data is automatically synchronized with the Employer File.

4. Automatic Collection of Results

For each "Mobile Team" activity, the system automatically fills in the outcome indicators (in accordance with Annex 5/6 and Article 21 of the Procedure):

- number of trips made;
- the number of activities organized;
- the number of participants, in accordance with point 11 of the Procedure, and the services provided to beneficiaries;

- the number of registered unemployed persons;
- the number of registered non-unemployed persons;
- the number of people employed;
- the number of businesses informed about employment measures;
- the number of identified job vacancies.

The "**total number of identified job** vacancies" field is calculated automatically based on the job vacancies entered into the job vacancy management module by the economic agents participating in the activity (as per Annex 4), during the period between the date of the activity and the date plus 3 business days (inclusive).
Upon expiration of this period (the date of the activity plus 3 business days, inclusive), the system calculates how many of these positions have been filled and populates the "total number of filled positions" field.
These indicators are generated exclusively automatically; they cannot be modified manually and are integrated into regional and national reports.
Specialists are required to enter and finalize the activity results in the system within a maximum of 3 business days from the date the activity took place.
The system will notify specialists of their obligation to enter and finalize the results of the activity in the system within a maximum of 3 business days from the date the activity took place.
The results are saved electronically and become part of the activity history.

4. Completion and confirmation of the activity;

After all data has been entered, the specialist marks the task as "Completed." The data then becomes read-only (except for fields authorized for corrections) and can only be canceled with a reason provided. The information is integrated into the reporting modules.

6. Reporting and Archiving:

The system automatically generates regional and national reports (Annexes 5 and 6) with indicators aggregated monthly, quarterly, semiannually, and annually. The reports include: the number of activities carried out, distribution by region/locality, types of beneficiaries, participating economic agents, identified job vacancies, filled positions, and other indicators specified in the procedure. The reports can be exported to PDF and Excel. All data is archived electronically in the "Mobile Team Folder."

Acceptance criteria:

- The system allows for the creation, editing, and cancellation of planned activities.
- Automatic duplicate checking and automatic notifications function as described.
- Participant lists are managed electronically and synchronized with the relevant files.
- Results are collected automatically; the "total number of identified sites" and "total number of occupied sites" fields are calculated automatically.

- The system will notify specialists of their obligation to enter and finalize the activity results in the system within a maximum of 3 business days from the date the activity took place
- Reporting is carried out in accordance with Annex 5/6, with export to PDF/Excel.
- Confirmed activities cannot be deleted, but only canceled with a reason.
- The system ensures full traceability of interventions and integration with the "Unemployed Person/Individual File," "Employers," "Job Placement," and "Reports" modules.

Priority: medium

Dependencies: The "Unemployed Person/Job Seeker File," "Employers," "Mediation," "Reports," and "Job Administration" modules.

Attached:

Appendix No. 1 - Schedule of the Mobile Team's Visits
Appendix No. 2 - List of beneficiaries of the mobile team's activities
Appendix No. 3 - List of institutions participating in the mobile team's activities
Appendix No. 4 - List of businesses participating in the mobile team's activities
Appendix No. 5 - Monitoring Report on the Mobile Team's Trips for the Year
Appendix No. 6 - Monitoring Report on the Mobile Team's Trips for the Year

FRQ-ESC-031. Other Activities

The "Other Activities" module is designed to digitally record, manage, and report on employment activities carried out by STOFM that do not explicitly fall under standardized services (e.g., career guidance, Mobile Team, Seminars), but which contribute to informing, advising, and supporting beneficiaries and employers. This module provides institutional flexibility, allowing for the comprehensive documentation of ad hoc or special activities, including actions carried out in partnership with other institutions or projects (e.g., GIZ, EU), pilot activities, or one-time interventions.

1. Specialist Login:

The STOFM specialist logs in to the platform in accordance with FRQ001-002 – Login and Access Management for ANOFM and STOFM Specialists.

2. Creating a new activity:

The specialist initiates an activity from the **"Other Activities"** category and fills in the following information:

- Activity topic;
- Responsible agency;
- Responsible specialist;
- Date of the activity;
- District and locality;
- Full address (street, number);

- Descriptive note (optional)
- Total number of participants:
- Number of female participants;
- Number of young participants;
- Expenses:
- Amount of expenses related to the activity (MDL);
- comments regarding the funding source or involved partners.

The system saves the activity and displays it in the list of activities.

3. **Completing the activity:**

After entering the data, the specialist marks the activity as "Completed." Activities:

- can be edited or deleted
- cannot be deleted after confirmation, but can only be canceled with a reason provided.

Reporting and Archiving

Data from the "Other Activities" module is automatically integrated into:

- the "Other Reports" module;
- ANOFM/STOFM consolidated reports;
- Monitoring and evaluation indicators.

Reports can be generated by time period and exported in PDF and Excel formats. All activities are archived electronically, ensuring traceability and a complete record of the interventions carried out.

- Acceptance criteria:
- The system allows for the recording of activities that do not fit into other standard modules;
- Activities can be edited and deleted only before confirmation/saving/storing;
- Confirmed activities cannot be deleted, but can only be canceled with a valid reason;
- The information is automatically integrated into consolidated reports;
- Reports can be exported to PDF and Excel;
- The system ensures the archiving and traceability of activities.

Priority: low–medium

Dependencies: Authentication, Reports, Other Reports, and Unemployed/Beneficiary File modules.

FRQ-ESC-032. Supported Employment Service for People with Disabilities

The platform will enable fully digitized management of supported employment services for people with disabilities, in accordance with the provisions of Law No. 105/2018 and Government Decision No. 1276/2018.

The functionality will ensure an integrated, automated, and traceable workflow covering the entire service lifecycle:

- authentication of supported employment service providers (PSAA)
- identification and validation of beneficiaries' eligibility;
- submission and management of applications;
- electronic referral to ASSPs;
- PSAA acceptance/rejection;
- managing contracts and individual plans;
- monitoring service delivery;
- managing suspension, resumption, and termination;
- managing payments to the PSAA;
- monitoring of results (employment, satisfaction).

All data and documents will be managed within the **beneficiary's electronic file**, with integration with external systems (PSAA, CNAS, ASP, FISC) and the use of electronic signatures.

Functional Flow

1. Authentication and validation of providers:

- Vocational training service providers are selected based on procurement procedures.
- Upon logging into the system and accessing the service, the system will send a notification to ANOFM regarding the provider's request for access to the respective measure.
- The ANOFM specialist will have the option to accept or reject the provider's access to the service, based on the list of providers selected in accordance with the procurement procedure.

2. Identification and Selection of Unemployed Individuals:

The system automatically identifies potential beneficiaries as follows:

- people with disabilities registered in the "Employment and Unemployment Insurance" information module with unemployed status;
- STOFM specialists will validate the identified unemployed individuals by manually adding or selecting them in the system.

In the event of refusal:

- the unemployed person signs the declaration of refusal of services electronically or by hand (form approved by ANOFM);
- the system marks the case as "refused."
- Submitting an Application
- The unemployed person will complete the application for assisted employment services electronically through their personal account (form approved by ANOFM).
- Alternatively, the application may be generated by a specialist, signed by hand by the unemployed person, and subsequently uploaded to the system.

3. Referral to the Assisted Employment Service Provider

The system automatically generates the referral package, which includes:

- the unemployed person's application;
- the referral to the provider, which is completed electronically by the STOFM specialist based on the form approved by ANOFM, with data auto-filled as appropriate;
- the disability classification certificate, including the individual rehabilitation and social inclusion program (automatically retrieved from CNDDCM).

Note: Submission to the PSAA is done electronically through the system, with automatic notification to the service provider.

4. PSAA Acceptance/Rejection:

- The PSAA receives the referral/request in its account.
- The PSAA electronically transmits its acceptance or rejection regarding the provision of supported employment services, based on the form approved by ANOFM.

5. **Receipt of the notification from the PSAA:**

- STOFM will automatically receive and record, in the information system, the acceptance or rejection regarding the provision of supported employment services.
- In the event of a refusal, the process is automatically closed.

6. The unemployed person's consent form (sent by PSAA):

For referrals/cases accepted by PSAA:

- The PSAA electronically transmits the unemployed person's consent form (scanned), based on the form approved by ANOFM.

7. Hiring the Unemployed Person

The system will allow:

- Generation of the service contract, in accordance with the form approved by ANOFM;
- The STOFM specialist to electronically sign the contract and send it to the unemployed person's account for signature;
- Alternatively, the system will allow the STOFM specialist and the unemployed person to sign the contract by hand, with the option to upload it to the system later;
- The contract will be attached to the unemployed person's file.

8. Individual Plan and Service Delivery:

PSAA will complete and electronically submit to STOFM the Individual Assisted Employment Plan, in accordance with the form approved by ANOFM.

The system will allow for:

- notifying STOFM of the receipt from the PSAA of the Individual Assisted Employment Plan for the beneficiary unemployed person;
- automatically informing STOFM of any subsequent changes made to the Individual Employment Plan by the PSAA, as applicable.
- Updating the unemployed person's status to *"enrolled in assisted employment*."

9. Suspension and Resumption of Services:

The system will allow for the suspension of services in the event of:

- participation in vocational training (Art. 32, Art. 33, Art. 34, Art. 35);
- health-related reasons on the part of the unemployed person will be communicated electronically by the PSAA through the information system for the purpose of recording and managing them.
- the beneficiary's sick leave will be reported electronically, through integration with the CNAM systems, or, in the absence of such integration, through the PSSA's ability to submit an electronic notification.

The system will automatically generate:

- a suspension request (filled out electronically by the PSSA, in accordance with the template approved by the AOFM);
- a suspension decision issued by STOFM, in accordance with the form approved by ANOFM;
- Addendum to the Contract for the Provision of Supported Employment Services (completed by STOFM and PSAA) — must be completed if the suspension period is up to 3 calendar months.

Resumption:

- The STOFM specialist issues the reinstatement decision;
- the system updates the status.

Note: The system will monitor the duration of the suspension of assisted employment services.

The duration of the suspension may be extended by a maximum of 3 calendar months from the date of suspension, by drafting an addendum to the Contract for the Provision of Supported Employment Services.

10. Termination of Assisted Employment Services by STOFM

The system will allow for the termination of services in the event that:

- the individual fails to demonstrate initiative and responsibility in seeking employment;
- failing to attend in-person interviews or clearly avoiding communication with the PSAA;
- failing to comply with contractual obligations;
- the individual requests or takes the initiative to terminate the services.

The system will allow:

- the STOFM specialist to generate the Request for Termination of the Contract for the Provision of Supported Employment Services, in accordance with the template approved by ANOFM;
- The request will be signed by hand or electronically by the unemployed person and uploaded to the system, with subsequent archiving in the electronic file;
- Updating the status of the unemployed person's file to "Assisted employment service terminated."

12. Termination of Payment for Expenses Related to Assisted Employment Services

The system will allow for the termination of payments in the event of

- termination of assisted employment services;
- loss of unemployed status;
- expiration of the contract term.

The system will allow:

- The STOFM specialist will issue the decision to terminate payments, based on the form approved by ANOFM;
- Electronic notification to the PSAA regarding the decision to terminate payments, including the reason for such termination.

13. Billing and Payments (via the MPay government service)

The invoicing and payment process for services provided by the PSAA will be carried out electronically, through the information system and the MPay government electronic payment management service, ensuring traceability, transparency, and compliance with the legal requirements applicable to public institutions. **Functional workflow:**

- **Submission of the service provision document via the information system (SI):** PSAA will submit the service provision document monthly in electronic format (the document template is to be established and approved at a later date by ANOFM).
- **Receipt and verification of the document:** ANOFM/the accounting department receives the document and verifies it for data accuracy, compliance with the contract, and the services actually provided.

- **Signing of the document by ANOFM:** If validated, ANOFM will electronically sign the document and resubmit it to PSAA via the system.
- Generation of the payment order: Based on the service agreement signed by both parties, PSAA will generate the document required to initiate the payment procedure and will transmit it electronically to ANOFM**.**
- Initiating payment via MPay: After receiving and validating the supporting documents, ANOFM will initiate the payment process through the government's electronic payment management service, MPay, in accordance with the financial procedures applicable to budgetary institutions.
- Payment Execution: The payment will be processed through accounts held with the State Treasury, and information regarding the transaction will be available in the relevant government systems.

- Payment Monitoring: The payment status (initiated, in processing, paid, rejected) can be monitored through: **the MPay government service; the current account with the State Treasury (STA); and CEIB—the Budgetary Institution's Electronic Office.**

Note: The need for automatic integration between the "Employment and Unemployment Insurance" information module and the e-Factura platform will be analyzed to enable the automatic retrieval of invoices issued by PSAA and real-time updates of payment statuses.

14. Monitoring and Results:

Conducting visits to the PSAA as needed to monitor compliance with contractual provisions and preparing monitoring reports on the service delivery process.

The system will allow for:

- recording of monitoring visits;
- electronic completion of the Service Delivery Process Monitoring Report, in accordance with the template approved by ANOFM;
- the automatic generation of monitoring reports.

15. Beneficiary's Employment:

- PSAA will electronically notify STOFM of the beneficiary's employment within a maximum of 3 days from the date of employment.
- STOFM will receive the electronic notification sent by PSAA regarding the beneficiary's employment.
- The system will automatically update the beneficiary's status upon employment based on its integration with CNAS/FISC.

16. Receipt of Monitoring and Counseling Forms

- The PSAA will complete and electronically submit to STOFM the Monitoring and Counseling Form for the beneficiary of supported employment services, corresponding to the adaptation period (1–3 months).
- STOFM will receive from the PSAA the Monitoring and Counseling Form for the beneficiary of supported employment services.
- The PSAA will complete and electronically submit to STOFM the Beneficiary Satisfaction Assessment Questionnaire, in accordance with the template approved by ANOFM.
- STOFM will receive the Beneficiary Satisfaction Assessment Questionnaire submitted by PSAA.

17. **Reporting, Archiving, and Auditing**

- All applications, decisions, contracts, and questionnaires are archived electronically. The system maintains a complete history of each service provider and unemployed service recipient;
- The system will automatically generate: statistical reports; performance indicators;
- Performance indicators are available for management and auditing.

Acceptance criteria:

- The system automatically verifies unemployment and disability status.
- It does not allow the referral of ineligible individuals.
- The application is completed and signed electronically.
- PSAA receives automatic notifications.
- Approval or rejection is sent electronically.
- The contract between STOFM and the unemployed person is generated automatically.
- The contract between STOFM and the unemployed person is signed both electronically and in handwriting by both parties.
- The electronic file is automatically created and archived.

Priority: medium
Dependencies: Service Providers Module, Contracts Module, Unemployed Person File Module, Applications, Decisions, Notifications, Reports Module, Payments Module.

FRQ-ESC-033. Vocational Rehabilitation Service for People with Disabilities

The functionality related to the vocational rehabilitation service for people with disabilities will be detailed and completed at a later date, based on the legislative changes to be approved for this service.
Once the updated regulatory framework is approved, the following will be developed:

- a detailed workflow;
- eligibility rules;
- mechanisms for interaction among stakeholders;

- integration with relevant information systems.

FRQ-ESC-034. Receipt of the Job Placement Form (Unemployed)

After a compatible job offer is identified and the placement is approved by the STOFM specialist, the system automatically generates the job placement form, which is sent electronically to the beneficiary and made available for download from their personal account.

Acceptance criteria:

- Automatic generation of the job placement referral form in PDF format (with the digital signature of the responsible STOFM specialist)
- Display and recording of the form in the Unemployed Person's and Employer's Files

- Automatic notification sent to the unemployed person via the selected channels (email, SMS, eSocial notifications, push notifications)
- Download link for the job placement form
- Response to the job placement form (a list of predefined responses will be provided, both from the Unemployed Person and the Employer)
- Saving a copy of the form to the employer's account (if accepted)

Priority: Critical
Dependencies: Intermediation, Matching, Back Office, Notifications, Document Archiving, Unemployed Person File, Employer File modules

FRQ-ESC-035. Setting the communication channel by the employer

Employers can configure their preferred communication channels to receive notifications regarding system activity (e.g., job applications, job assignments, messages from ANOFM/STOFM). This setting can be changed at any time from the employer's account.

Acceptance Criteria:

- Available communication channels:

  - Notifications on the eSocial platform (required)
  - Email
  - SMS—requires a connection to an SMS gateway.
  - Push notifications (optional, if a mobile app is available)

    One of the options, "SMS" or "email," will become mandatory.
- Contact address setup (may differ from the login account)
- Confirmation of contact information validity (verified email + verified phone number)
- Display of the active channel in the employer's dashboard
- Automatically applying the preference to all future notifications

- Visibility for the ANOFM operator in the employer's digital file

Priority: High
Dependencies: Employer Profile, Notifications, and Back Office modules

FRQ-ESC-036. Employer's Electronic File

For each employer registered on the platform, the system creates an electronic file that centralizes all of the organization's data, the history of interactions with ANOFM, declared job openings, received applications, and associated documents.

Acceptance criteria:

- Structure of the employer's file:
  - Identification data (IDNO, name, headquarters, field of activity)
  - IBAN
  - Legal status and type of institution
  - Users associated with the organization
  - Published job postings, with status: Active, Expired, Withdrawn
  - Resumes Received and Related Interactions
  - Assignment forms received
  - Documents sent to ANOFM (applications, contracts, etc.)
  - Other information/additional fields determined during implementation.
- Full access for ANOFM operators and restricted access for employers
- Chronological view of activity
- File export upon request (PDF/ZIP)

Priority: High
Dependencies: Authentication, Job Openings, Documents/Resumes modules

FRQ-ESC-037. Reporting a Job Opening (by the Employer)

This feature is intended for employers to report and publish job vacancies, as well as for ANOFM/STOFM to monitor, ensure compliance, and manage operational interventions regarding published job postings. Employers will be able to electronically report and update job vacancies, manage published job postings, and handle interactions with candidates through the entity's Personal Account. The system will use standardized digital forms, assisted data entry, and automatic retrieval of company data from state registries.

ANOFM / STOFM will be able to intervene on an exceptional basis in situations requiring additional verification, clarification, temporary suspension of publication, handling of complaints, or monitoring compliance with the legal framework regarding employment, social inclusion, and the prevention of discrimination in labor relations.

The process will be automated through integration with eSocial and other interoperable government information systems, which will enable:

- employers to authenticate themselves through the MPass government service, with automatic validation of the IDNO, retrieval of legal entity data, and assignment of the user to the appropriate roles in the system;
- assisted completion of digital forms by reusing data available in state registries;
- automatic verification and validation of entered data according to configured business rules;
- automatic transmission of declarations and notifications to the competent territorial offices;
- automatic publication of validated job postings on the public platform angajat.md;
- digital management of the job vacancy lifecycle, including updating, suspending, expiring, and closing job postings;
- notifying employers of non-compliance, status changes, or other relevant events;
- monitoring, traceability, and auditing of actions performed in the system through electronic logging mechanisms.

Electronic Form: Job Vacancy Declaration

It is proposed to convert the form provided in *Annex No. 1 to the Procedure for Registering Job Openings, approved by Order No. 22 of the National Agency for Employment dated March 4, 2024*, into a modular electronic form, structured into logical and functional sections, with support for the automatic retrieval of data from eSocial, state registries, and interoperable official classifiers.

The digital form will include information regarding the employer, the job vacancy, the terms of employment, the decision to publish the vacancy, and the validation/registration process carried out by the territorial offices of the National Agency for Employment (ANOFM).

Container 1. Employer Information:

This container will be filled out primarily automatically after the employer authenticates via eSocial/MPass and the IDNO is validated.

- Automatically populated fields:
- business entity;
- IDNO;
- legal address;
- number of employees on record, if available through integrated registers/systems.

Fields filled in/updated by the employer:

- person responsible for recruitment;
- phone number;
- email;

- the specific address of the vacant job(s), if different from the legal address.

Container 2. Information about the job vacancy:

This container describes general information about the vacant job(s), the occupation, contractual terms, working conditions, and work schedule. To standardize data and reduce manual data entry, the form fields will use, where possible and relevant, predefined lists, nomenclatures, official classifications, drop-down menus, checkboxes, and auto-complete features. Manual text entry will be allowed only for descriptive fields or where the information cannot be selected from standardized lists.

Fields:

- occupation, selected from the Occupation Classification;
- occupation code, automatically filled in after selection;
- skills, according to the ESCO classification
- core duties of the position/role;
- number of job openings;
- source of the vacancy:
  - newly created;
  - resulting from the termination of employment;
- the duration of the individual employment contract:
  - fixed-term, specifying the number of months;
  - indefinite;
- working hours:
  - normal;
  - reduced;
  - part-time;
  - flexible schedule;
- Work schedule:
  - number of hours per day;
  - number of days per week;
- daily work schedule:
  - start time;
  - end of the workday;
- days off;
- night work, between 10:00 p.m. and 6:00 a.m.;
- work in arduous, harmful, and/or hazardous conditions;
- details regarding arduous, harmful, and/or hazardous conditions;
- shift work;
- the shift work schedule, indicating the start and end times for each shift;

- job openings for students;
- a job created and/or reserved for the employment of people with disabilities;
- job openings available for the employment of foreign nationals;
- job posted on the EURES platform (the system will allow, at the time of posting the job vacancy, the option to include/publish it on the EURES platform, in order to distribute the offer to the European network of employment services); minimum wage, MDL;
- maximum salary, MDL;
- application deadline.
-

Section 4. Additional Guarantees and Benefits Offered:

This container will allow you to specify the additional benefits, perks, and guarantees offered by the employer for the job vacancy. The fields will use checkboxes and predefined lists, with the option to provide additional information in free-form text.
Fields:

- housing;
- meal vouchers;
- company-provided transportation;
- other____

Section 5. Application and Recruitment Process:

This container will define the ways in which candidates can apply for the job opening and the recruitment mechanisms used by the employer. The system will allow for the selection of one or more application methods.
Fields:

- direct application via the angajat.md platform;
- application via email;
- application by phone;
- application by visiting the employer's office;
- application by mail;

Section 6. Minimum Job Requirements:

This section will include the minimum requirements and eligibility criteria that the candidate must meet to fill the vacant position. To standardize the data, the fields will use official classifications, lists, and nomenclatures where applicable.
Fields:

- qualification/specialty:
    - unskilled worker;
    - skilled worker;

    - specialist;
- level of education;
- field of study;
- work experience;
- required professional skills;
- digital skills;
- Languages spoken and proficiency level:
    - A1;
    - A2;
    - B1;
    - B2;
    - C1;
    - C2;
- driver's license and category;
- other conditions and additional requirements.

Field 7. Decision regarding publication on the angajat.md portal:

This field will allow the employer to select whether or not to publish the job opening(s) on the public portal www.angajat.md. The selection will be made using a checkbox or radio button, in accordance with the form template approved by the applicable regulations.
Fields:

- I agree to publication on the angajat.md portal;
- I do not agree to publication on the angajat.md portal.
-

If consent to publication is given, after the job posting is validated by the competent territorial unit within ANOFM/STOFM, the job vacancy will be automatically published on the public portal angajat.md and will be visible in search results, filters, recommendations, and the interactive job map.
If the option "I do not agree to publication on the angajat.md portal" is selected, information regarding the job vacancy will be available exclusively for internal processes and services managed by ANOFM/STOFM, without public display on the portal.

FRQ-ESC-038. Validation of Job Vacancy Declarations.

The system will apply automated mechanisms to validate and verify the compliance of the data entered by the employer, based on configured business rules and digital controls, without the current involvement of ANOFM/STOFM operators in the manual approval process.

The purpose of the automated validation mechanisms is:
- to reduce manual intervention by STOFM territorial offices;
- to prevent the publication of incomplete or non-compliant job postings;
- to standardize data on job vacancies;

- to reduce processing and publication time;
- ensuring compliance with labor laws and the principles of non-discrimination;
- preventing abuse, duplicates, and fraudulent job postings.

Automated validations will be applied in real time, directly during the process of filling out the electronic form for reporting a job vacancy. The system will continuously analyze the entered data and instantly display any errors, warnings, recommendations, and applicable restrictions.
Forms that meet all the rules and automatic validation criteria will be approved and automatically forwarded for publication on the angajat.md platform, without the intervention of a STOFM specialist.
A STOFM specialist will intervene only in situations where the system identifies inconsistencies, validation conflicts, risks, or other configured exceptions.

Automatic validations applied by eSocial:

1. Form completeness validation: The system will automatically verify:

- that all required fields are filled out;
- the validity of the format of the entered data:
    - phone number;
    - email;
    - IDNO;
    - dates;
- existence of an application deadline;
- whether a work address is provided;
- filling in the information about the person responsible for recruitment;
- the accuracy of numerical and logical fields.

The system will not allow the form to be submitted if required information is missing.

2. Validation of compliance with labor laws: The system will apply automatic rules regarding:

- the indicated minimum wage cannot be lower than the minimum amount set by current legislation;
- the work schedule must comply with the limits set forth in the Labor Code;
- the duration of working time and the distribution of hours must be logically consistent;
- for job openings intended for people with disabilities, the system may apply specific rules regarding the duration of the work schedule;
- verification of conditions regarding night work;
- verification of shift work;
- verify conditions that are arduous, harmful, or hazardous;
- verification of consistency between salary, schedule, and job type.

4. Validating the consistency and accuracy of data: The system will verify:

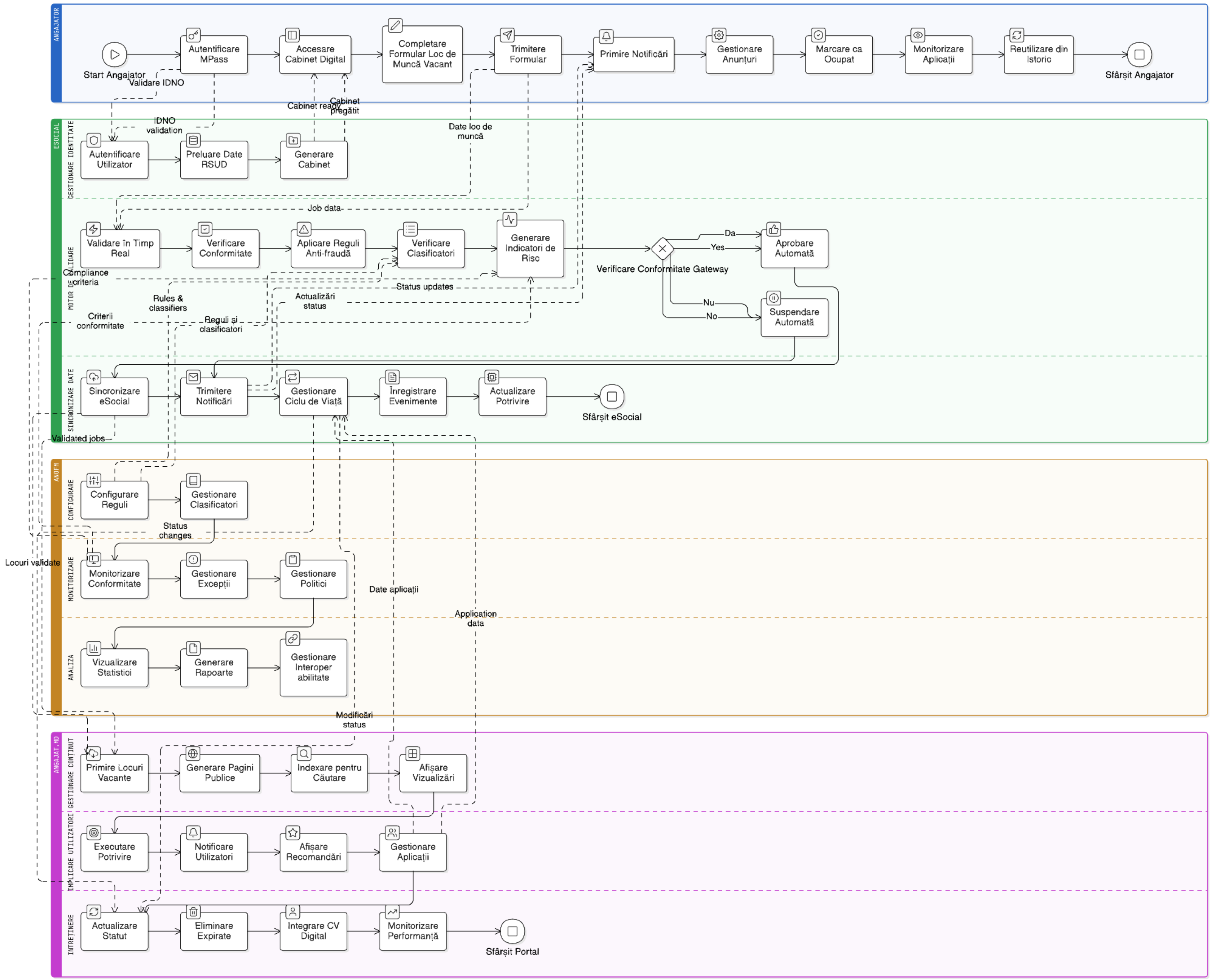
- whether the occupation selected from CORM matches the job description;
- whether the competencies selected from ESCO align with the occupation and the indicated tasks;
- whether the required level of education is justified;
- the consistency of the required experience with the type of position;
- the alignment between the vacancy category, schedule, salary, and working conditions;
- the correct use of official classifications and nomenclatures.

5. Anti-fraud validations: The system will implement automated mechanisms to:

- verify the existence and validity of the employer via IDNO;
- verifying the organization's status in interoperable registries;
- detect duplicate or similar job postings;
- identifying repeated repostings without the position being filled;
- identify suspicious job postings;
- flagging contradictory or incomplete information;
- generating automated risk indicators.

Automated Digital Workflow

- The employer fills out the electronic form in the digital Personal Account on eSocial;
- The system performs automatic, real-time validation of the entered data;
- The employer receives instant notifications regarding any errors or discrepancies;
- The system applies automatic completion restrictions and rules;
- After the form is completed, the system performs final automatic checks;
- If all criteria are met, the posting is automatically approved;
- The system automatically updates the job posting's status;
- The job opening is automatically submitted for publication on the angajat.md platform;


ANGAJATOR
Start Angajator
Autentificare MPass
Accesare Cabinet Digital
Completare Formular Loc de Muncă Vacant
Trimitere Formular
Primire Notificări
Gestionare Anunțuri
Marcare ca Ocupat
Monitorizare Aplicații
Reutilizare din Istoric
Sfârșit Angajator
Validare IDNO
IDNO validation
Cabinet ready
Cabinet pregătit
Date loc de muncă
ESOCIAL
GESTIONARE IDENTITATE
Autentificare Utilizator
Preluare Date RSUD
Generare Cabinet
Job data
MOTOR DE VALIDARE
Validare în Timp Real
Verificare Conformitate
Aplicare Reguli Anti-fraudă
Verificare Clasificatori
Generare Indicatori de Risc
Verificare Conformitate Gateway
Da
Yes
Nu
No
Aprobare Automată
Suspendare Automată
Compliance criteria
Rules & classifiers
Criterii conformitate
Reguli și clasificatori
Actualizări status
Status updates
SINCRONIZARE DATE
Sincronizare eSocial
Trimitere Notificări
Gestionare Ciclu de Viață
Înregistrare Evenimente
Actualizare Potrivire
Sfârșit eSocial
Validated jobs
ANOFM
CONFIGURARE
Configurare Reguli
Gestionare Clasificatori
Status changes
MONITORIZARE
Monitorizare Conformitate
Gestionare Excepții
Gestionare Politici
Locuri validate
Date aplicații
Application data
ANALIZA
Vizualizare Statistici
Generare Rapoarte
Gestionare Interoper abilitate
Modificări status
ANGAJAT.MD
GESTIONARE CONȚINUT
Primire Locuri Vacante
Generare Pagini Publice
Indexare pentru Căutare
Afișare Vizualizări
IMPLICARE UTILIZATORI
Executare Potrivire
Notificare Utilizatori
Afișare Recomandări
Gestionare Aplicații
ÎNTREȚINERE
Actualizare Statut
Eliminare Expirate
Integrare CV Digital
Monitorizare Performanță
Sfârșit Portal

FRQ-ESC-039. Creating a Resume

Description: The platform allows authenticated users to create a professional electronic resume by filling out a structured form. This feature provides an alternative for users who do not have a resume ready and enables the generation of a resume optimized for use on the angajat.md platform and in recruitment processes.

The structure of the electronic resume generated on the platform will be aligned, both logically and functionally, with the Europass format, so that information regarding personal details, professional experience, education and qualifications, courses and certifications, skills, languages spoken, driver's license, additional information, and supporting documents is presented in a standardized, clear, and reusable format.

To simplify the CV creation process and ensure data accuracy, the system will allow for the automatic retrieval of user data from relevant state registries and information systems through interoperability mechanisms.

The automatic retrieval of data from government registries will not replace the user's control over their CV. The imported data will be displayed to the user in the CV form for verification, completion, confirmation, and, where permitted, editing. The user will be able to decide what information is included in the final CV, what information remains only in the digital profile, and what information is not displayed to employers.

Based on the unique IDNP identifier, the system will automatically query and retrieve data from the following state information systems:

- **the State Population Register (RSP/ASP)**—for personal data, including last name, first name, date of birth, place of residence, and other available data;
- **The information systems of the Ministry of Education and Research of the Republic of Moldova**—for data on education, diplomas, qualifications, and academic records;
- **SIA "State Register of Drivers"** – for data on driver's licenses, license categories held, validity, and status;
- **SIA DDCM/CNDDCM** – for information on the degree of disability and work capacity, in strict compliance with data protection rules and user-controlled visibility;
- **The National Social Insurance House's Registers** – for data on work experience, previous employers, periods of employment, and contribution history;
- **SIA "State Register of Legal Entities"** – for data on companies/employers, including name, IDNO, legal status, and other relevant information.

The retrieved data will be used to pre-populate the CV form, with the user having the ability to review it, edit it where permitted, fill it in manually, and control its visibility in the electronic CV.

The CV form will be organized into sections compatible with the Europass structure, adapted to the needs of the eSocial/ANOFM platform, as follows:

1. Personal and contact information;

2. Personal profile / About me;

3. Work experience;

4. Education and qualifications;

5. Courses, training, and certifications;

6. Professional and technical skills;

7. Digital Skills;

8. Personal and social skills;

9. Languages spoken;

10. Driver's license;

11. Job preferences;

12. Relevant projects, publications, portfolio, and achievements;

13. Supporting documents and attachments;

14. Additional information relevant to employment;

The CV structure will allow for a standardized format to be maintained upon export, similar to the Europass model, even though the user interface may display additional fields required for integration with state registries, the digital profile, matching mechanisms, and ANOFM/STOFM services.

Personal and contact information:
This section will include at least the following fields:

- First and last name;
- IDNP, used only for internal identification and not publicly displayed by default;
- Date of birth;
- Gender, if available and relevant;
- citizenship;
- home address and/or residence address;
- phone number;
- email;
- profile photo;
- link to a professional profile, such as LinkedIn or another relevant profile.

Personal data retrieved from government registries will be clearly marked as automatically imported data. For fields sourced from official registries, the system will allow editing only in accordance with the rules established by the Beneficiary, and where editing is not permitted, the user will be able to provide additional information, such as current address, phone number, email, or professional profile.

Personal Profile / About Me:
The system will allow the user to complete a short professional introduction section, similar to the profile section in the Europass format. This section may include the user's career objective, areas of interest, availability for work, relevant experience, and key skills.

The system will be able to generate text suggestions for this section based on the information already entered in the resume, the target occupation, the selected skills, and the areas of interest, without automatically publishing the text without the user's confirmation.

Professional Experience
This section will include information regarding the user's professional experience, including data automatically retrieved from CNAS records, where available.

For each professional experience entry, the system will allow the user to fill in the following fields:

- employer name;
- employer IDNO, if available;
- the employer's field of activity;
- position held;
- period of employment;
- Description of responsibilities;
- relevant achievements and results;
- skills used;
- technologies, tools, or equipment used;
- reason for leaving the position, only if relevant and permitted.

The position held may be selected or mapped according to CORM, and the skills associated with the position may be correlated with the ESCO classifier to improve matching with job openings and relevant occupations.

Employer data can be verified and supplemented by querying the SIA "State Register of Legal Entities," based on the employer's IDNO or name.

Education and Qualifications:
The "Education and Qualifications" section will contain information about the user's educational background, including the educational institutions attended, the type of studies, the field of study, and the qualifications obtained.

The data may be automatically pre-populated from the information systems of the Ministry of Education and Research, based on the IDNP, and may be supplemented or adjusted by the user, where permitted.

This section will include at least:

- educational institution;
- type of studies;
- field of study;
- field of study;
- period of study;
- degree or qualification obtained;
- level of education;
- supporting documents attached, if applicable.

The system will allow for the manual addition of studies, qualifications, or educational programs that were not automatically identified in state registries, with a clear distinction between officially imported data and data declared by the user.

Courses, Training, and Certifications:
This section will allow users to enter vocational training courses, certifications, and training relevant to employment. For each course or certification, the system will allow users to fill in at least the following fields:

- course/certification name;
- issuing institution;
- duration;
- certificate number, if applicable;
- verification link, if available;
- skills acquired;
- supporting document attached.

Skills acquired through courses or certifications can be linked to ESCO skills for use in the digital profile, digital resume, and matching mechanisms.

Professional and technical skills:
The system will allow users to declare professional and technical skills relevant to employment.

Skills can be selected from an ESCO-based list and/or entered manually by the user if the skill is not found in the available list.

For each skill, the system will allow users to specify:

- the name of the competency;
- the skill level;
- years of experience;
- the context in which the competency was acquired or used;
- the connection to relevant professional experience, education, courses, or certifications.

The system will be able to recommend relevant competencies based on the selected occupation, professional experience, education, completed courses, and self-assessment test results.

Digital Competencies:
This section will allow users to enter their digital competencies, including the use of computers, the internet, office applications, digital platforms, specialized tools, and other technologies relevant to the target occupation.

Digital skills will be structured so that they can be listed on a resume in a clear and comparable format, consistent with the Europass framework for presenting digital skills.

Personal and Social Skills:
This section will allow users to list work-related personal and social skills, such as communication, teamwork, responsibility, adaptability, initiative, organization, and professional interpersonal skills.

The system will be able to use the results of self-assessment tests for personal skills to suggest entries for this section, but the inclusion of these skills in the resume will only occur after the user's confirmation.

Languages Known:
This section will allow users to list the languages they know.

For each language, the system will allow the user to indicate their proficiency level for:

- comprehension;
- speaking;
- writing;
- language certifications, if any.

Language proficiency levels may be indicated according to the Common European Framework of Reference for Languages, from A1 to C2, to ensure compatibility with the Europass format.

Driver's license:
This section will include information regarding the driver's license.

Data may be automatically retrieved from the SIA "State Register of Drivers" based on the IDNP and will include at least:

- license categories held;
- license status;
- validity period, if available;
- driving experience, if provided by the user;
- availability for travel.

The driver's license categories retrieved from the state registry will be used to match job openings where a driver's license is a mandatory requirement or an advantage.

Job Preferences:
This section will allow users to indicate their employment preferences, including:

- preferred fields of work;

- desired occupations;
- preferred regions/locations;
- contract type;
- work schedule;
- availability for work;
- minimum expected salary;
- willingness to relocate;
- willingness to travel.

This information will be used in the process of matching you with job openings and in the recommendations generated by the system, without altering the standardized structure of the exported resume.

Relevant projects, publications, portfolio, and achievements:
The system will allow users to include relevant projects, online portfolios, publications, volunteer activities, professional achievements, or other information that may support their application in their resume.

This section may include:

- the name of the project or achievement;
- a brief description;
- the time period;
- the user's role;
- a link to the portfolio, website, GitHub, or other relevant resource;
- supporting documents, if applicable.

Supporting documents and attachments:
The system will allow you to upload and link documents relevant to your resume, including diplomas, certificates, recommendations, portfolios, qualification documents, and other relevant files.

Attached documents can be stored in the user's profile and linked to the corresponding sections of the resume, without being automatically included in the exported resume. The user will decide which documents can be attached, displayed, or submitted along with the resume.

CV Preview and Export:
The system will allow users to preview their resume in real time and export it in formats suitable for recruitment processes.

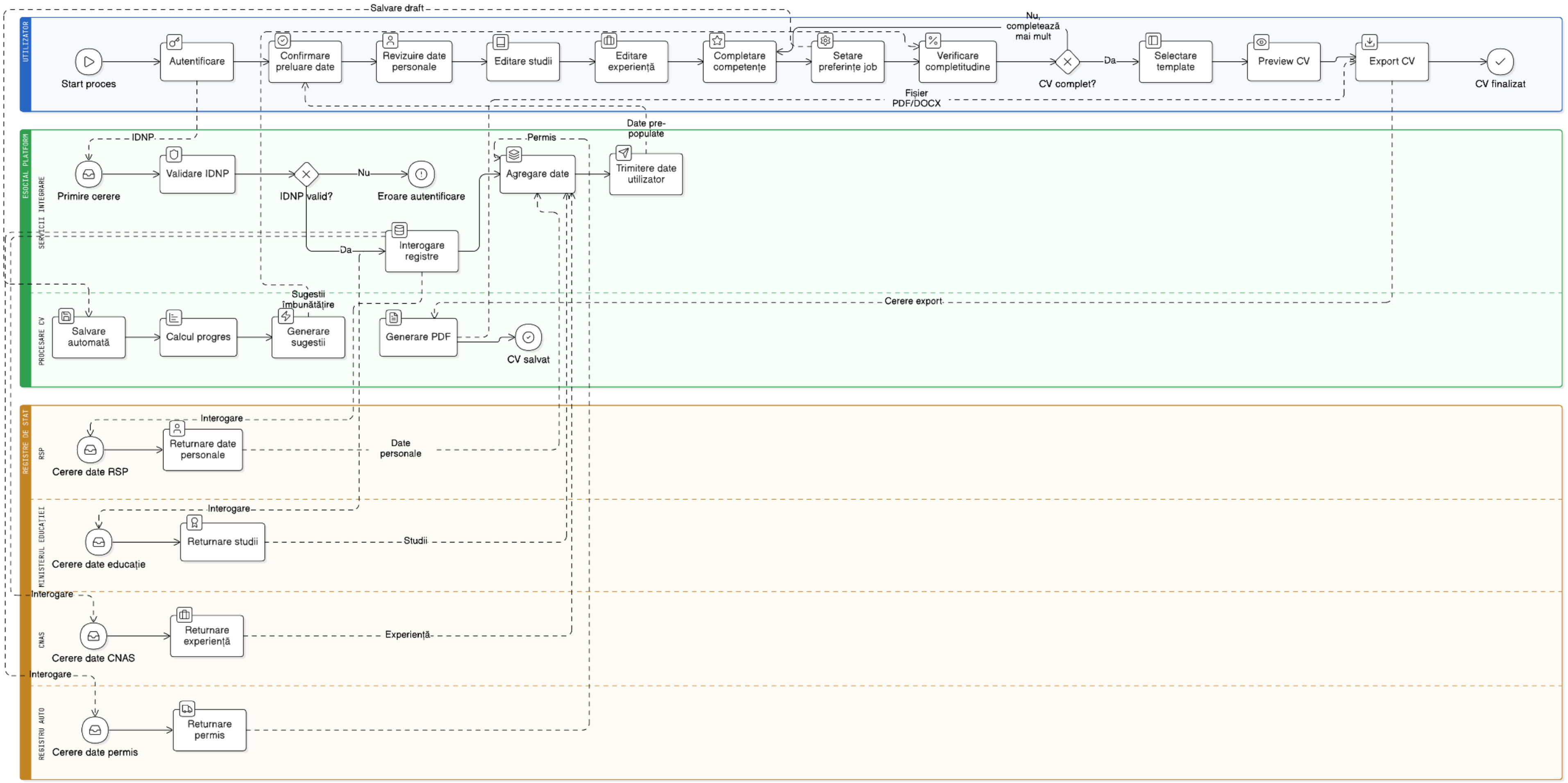
The CV export will follow a standardized structure aligned with Europass guidelines, displaying sections in a clear and professional order: personal information, personal profile, professional experience, education and qualifications, skills, languages spoken, driver's license, courses/certifications, projects, and additional information.

The system will allow for:

- real-time preview;

- professional PDF export;
- editable DOCX export;
- automatic file name generation;
- preservation of diacritics, structure, formatting, and document readability;
- selection of an available template, if multiple templates are configured.

Even if the internal form contains additional fields for interoperability, validation, matching, or ANOFM/STOFM services, the CV export will include only the fields relevant to the employer, according to the user’s selection and consent.



UTILIZATOR
Salvare draft
Start proces
Autentificare
Confirmare preluare date
Revizuire date personale
Editare studii
Editare experiență
Completare competențe
Setare preferințe job
Verificare completitudine
Nu, completează mai mult
CV complet?
Da
Selectare template
Preview CV
Export CV
CV finalizat
Fișier PDF/DOCX
ESOCIAL PLATFORM
SERVICII INTEGRARE
IDNP
Primire cerere
Validare IDNP
IDNP valid?
Nu
Eroare autentificare
Da
Interogare registre
Permis
Agregare date
Date pre-populate
Trimitere date utilizator
PROCESARE CV
Salvare automată
Calcul progres
Sugestii îmbunătățire
Generare sugestii
Generare PDF
CV salvat
Cerere export
REGISTRE DE STAT
RSP
Interogare
Cerere date RSP
Returnare date personale
Date personale
MINISTERUL EDUCAȚIEI
Interogare
Cerere date educație
Returnare studii
Studii
CNAS
Interogare
Cerere date CNAS
Returnare experiență
Experiență
REGISTRU AUTO
Interogare
Cerere date permis
Returnare permis

FRQ-ESC-040. Employer Access to CVs

This feature allows employers registered and validated within the eSocial Information System (SIA)—"Employment and Unemployment Insurance" Information Component—to view the CVs of candidates who have applied for the job openings they have posted, as well as CVs automatically suggested by the system based on matching criteria. Access to resumes is subject to compliance with personal data protection laws and the candidate's explicit consent, provided during the application process. Information is viewed in a controlled, auditable manner, with access tailored to the stage of the recruitment process.

This feature supports the job placement process by facilitating the selection of candidates by employers and enabling STOFM to monitor the process in accordance with its legal responsibilities.

Automatic Notification of Recommended Candidates

The system will send the employer an automatic notification when a new resume is identified that matches the criteria of the posted job opening, as a result of the matching process within the "Candidate Recommendation" module. The notification will provide direct access to the recommended candidate's profile, in compliance with personal data protection regulations and the candidate's consent.

Acceptance Criteria:

- Access to resumes is exclusively for:
    - authenticated employers;
    - employers validated by STOFM/ANOFM;
    - applications related to their own job openings.
- Viewing a resume includes at least:
    - general information about the candidate (according to the permitted visibility level);
    - professional experience;
    - education;
    - skills;
    - availability;
    - attached documents (if any).
- The resume is displayed in a standardized format, and its content cannot be modified.
- The system records access logs:
    - who viewed the resume;
    - date and time of access;
    - the corresponding job opening.
- Respecting the candidate's consent:
    - The resume becomes visible only after the candidate has explicitly applied for a job.
- Prohibition on automatic or bulk downloading of resumes (anti-abuse measures).

- CV upload time of less than 3 seconds.
- The system sends the employer an automatic notification when a new resume matching the criteria of the posted job opening—generated by the matching engine—is identified, with direct access to the recommended candidate's profile.

Priority: High
Dependencies: Employer Authentication, Job Seeker Profile/Resume, Consent and Data Protection, and Logs modules

FRQ-ESC-041. Receipt of the Placement Form by the Employer

After the STOFM specialist approves the assignment of a candidate to a job vacancy posted by the employer, the system electronically transmits the assignment form. The document has administrative value and can be used in subsequent reports.
Acceptance criteria:

- **Automatic receipt of the assignment form in the employer's account,** with the option to confirm the beneficiary's employment or to reject the assignment, stating the reason. If employment is confirmed, the employer submits the completed employment notification electronically via the platform.
- The placement form contains:
  - The candidate's information (last name, first name, IDNP)
  - Proposed position/occupation
  - Date of issuance of the placement form
  - Responsible STOFM representative
  - Other information and/or additional fields identified as necessary during implementation.
- The form is automatically generated in PDF format and digitally signed
- The form can be downloaded and archived in the history of declared jobs and the Employer's File
- Notification automatically sent to the employer (email + platform notification)

Priority: critical
Dependencies: Intermediation, Employer File, Back Office, Job Openings, Documents, Notifications modules

FRQ-ESC-042. Completing and electronically submitting the employment placement notification

After receiving the assignment form in their account, the employer can complete and submit the Employment Notification electronically, in accordance with the template approved by ANOFM Order No. 30/April 22, 2024. The digital form is automatically generated by the system and partially pre-filled with data from the assignment form to facilitate completion and reduce data entry errors.

The employer must complete the required fields regarding:

- the candidate's status (employed/unemployed);
- the type of contract (fixed-term/indefinite);
- contract duration (if applicable);
- start date;
- the number and date of the hiring order/decision;
  reason for non-hiring, if applicable (selectable from a predefined list: does not meet requirements, position is no longer vacant, candidate's refusal, other reasons);
- other information/additional fields determined during implementation.

Acceptance criteria:

- The system allows the employer to complete and submit the form online;
- The form is pre-filled with relevant data from the assignment record;
- Automatic validation of required fields before submission;
- Automatic generation of the document in PDF format, digitally signed by the employer;
- The document is stored in the Unemployed Person's File, the Employer's File, and the Job Openings File;
- Automatic transmission of the notification to the STOFM specialist regarding the assignment result;
- In the event of employment, the system automatically updates the beneficiary's status (e.g., "Employed") in the SI ANOFM/eSocial registry, and the Unemployed status is removed;
- In the event of a refusal, the system saves the reason and includes it in the reports analyzing the placement process.

The digital record includes:

- Candidate information (last name, first name, IDNP);
- Employment details;
- STOFM representative;
- Final result (hired/not hired + reason);
- Hiring order/decision (no., date);
- Employer's electronic signature.

Other information/additional fields determined during implementation.

Priority: critical
Dependencies: Unemployed, Placement, Employer, Documents, Notifications, Back Office modules

FRQ-ESC-043. Viewing and Approving/Rejecting Applications (Back Office)

STOFM operators will be able to view, evaluate, and approve or reject applications submitted by beneficiaries through the platform.

Acceptance criteria:

- Access to the list of applications from the back-office interface - Annex No. 5
- Filter requests by type, status, date, etc.
- Viewing application details (including attached documents)
- Options: Approve / Reject / Request Clarification / Other Functions
- Generate Request
- Automatic notification to the beneficiary

Priority: Critical
Dependencies: Documents/Requests, Unemployed File, Notifications modules.

FRQ-ESC-044. Issuing, Approving, and Viewing Decisions (Back Office)

STOFM operators will be able to issue/generate, approve, and view Decisions.

Acceptance criteria:

- Access to the list of decisions from the back-office interface—Appendix No. 7
- Filtering decisions by type, status, date, etc.
- Viewing decision details (including attached documents)
- Issue a decision regarding the establishment, suspension, reinstatement, or termination of the right to unemployment benefits
- Approve decisions regarding the establishment, cancellation, suspension, reinstatement, or termination of the right to unemployment benefits by applying an electronic signature—an action performed by the head of STOFM or the person to whom this authority has been delegated.
- Sends data from the decision regarding the establishment, revocation, reinstatement, suspension, or termination of the right to unemployment benefits to the National Health Insurance House (CNAS)
- Automatic notification of the beneficiary.

Priority: critical
Dependencies: Documents/Decisions, Unemployed Person File, Notifications modules.

FRQ-ESC-045. Payments Module

Manages the calculation, validation, and processing of payments related to support measures

General Description

The "Employment and Unemployment Insurance" information component will enable the comprehensive management of the process of calculating, generating, approving, transmitting, and monitoring payments related to support measures intended for the unemployed, employers, service providers, and other categories of eligible beneficiaries, in accordance with the applicable legal framework and the operational rules defined for each employment measure.

The functionality will ensure the digitization of the financial and operational workflow related to active employment measures, from determining eligibility and calculating amounts to generating payment lists, approving them, transmitting them for payment through integrated government services, and monitoring the execution of payments.

This will include the following capabilities:

• Automatic calculation of payment amounts based on data from the unemployed person's file.

Automatic processing of payment accounts by creating an individual account for each beneficiary, in which amounts will be recorded and allocated according to the type of support or employment measure provided to the unemployed individual.

The individual's account will track payments by category, indicating the amount paid, the corresponding period, and the payment service provider, such as a commercial bank, the Moldovan Post, or other authorized providers.• STOFM specialists will create and generate monthly and/or individual payment lists, which will contain the following data:

- the unique code associated with each payment made to the beneficiary ("Order_Key");
- the beneficiary's IDNP or, in the case of legal entities, their IDNO;
- the beneficiary's first and last name, as well as, optionally, their patronymic;
- the name of the legal entity benefiting from the active measures;
- the measure code assigned through the MPay Governmental Electronic Payments Service.

A distinct code will be assigned to each benefit granted by the institution, based on the service agreement concluded with the e-Government Agency for the use of the MPay service. For example, for a job subsidy paid to a legal entity, the code "ST257" may be assigned. The code assigned to the measure ensures the connection, within the MPay system, to the treasury account associated with the measure, in order to correctly generate the payment order;

- the beneficiary's address;

- the unique payment number, consisting of "Order_Key" and the STOFM code. Each time the payment list is generated, the "Order_ID" value will change, while the STOFM code will remain unchanged;
- the "Blocked" status, represented by the code "0," which indicates that the list is ready to be transmitted;
- the month and year of the payment.
- Verification and signing of the payroll lists by the head of STOFM, followed by their submission to ANOFM.
- Validation of the payroll lists by the ANOFM specialist within the Budget Planning, Accounting, and Payments Directorate, to verify the accuracy of the included data. If any incorrect or improperly generated data is identified, the specialist will have the option to reject the payroll list and return it for correction.
- Submission of the payroll list(s) to the ANOFM director for electronic signature.
- Approval and signing of the payroll lists by the ANOFM director.
- Automatic notification by the system to the ANOFM specialist in the Budget Planning, Accounting, and Payments Directorate regarding the ANOFM director's signing of the payroll list.

• Transmission of the payroll lists signed by the ANOFM director to the ANOFM specialist within the Budget Planning, Accounting, and Payments Department for the corresponding financial and accounting processing.

• The specialist from the Budget Planning, Accounting, and Payments Department forwards the payroll lists electronically signed by the ANOFM director to the MPay Service.

• Displaying the status of the transmission of the payment list(s) to MPay in the interface, including the following information:

- the beneficiary's IDNP or IDNO;
- the beneficiary's first and last name or, in the case of legal entities, their name;
- the date of transmission, in DD/MM/YYYY format;
- the month corresponding to the payment;
- the year of the payment;
- the payment category, corresponding to the measure granted;
- the payment status, which may have one of the following values:
    - "New" – the payment list is awaiting submission to MPay;
    - "Sent to MPay" – the payment list has been sent and is being processed;
    - "Paid" – the payment has been made to the beneficiary;

    - “Rejected” – the payment list was not processed due to an error, including insufficient funds in the IBAN account associated with the benefit or measure;

- the ability to cancel a payment through the system interface before it is sent by MPay for execution;

- the ability to reactivate a canceled or rejected payment after resolving the issue that caused the cancellation or rejection.

• MPay’s generation of the payment order(s) associated with the measure identified by the code “ST” and their transmission to the Ministry of Finance’s information systems (e-Factura).

• Retrieval from MPay of data regarding payments transmitted for disbursement to beneficiaries, including, where applicable, after the 28th of the month, with the following structure:

- the beneficiary’s IDNP or, where applicable, IDNO (in the case of an employer or service provider);

- the name of the payment service provider;

- the date of payment or pickup, in the format DD/MM/YYYY. For payments made through the Moldovan Post Office, the date on which the payment was picked up by the individual will be indicated, and for payments made through a commercial bank, the date of the transfer to the beneficiary’s account.

• Exporting files related to payment lists in the formats required for transmission, record-keeping, or further processing.

• Sending payment lists via the MPay service to service providers, employers, or unemployed individuals, as applicable, depending on the type of payment and the applicable support measure.

• Maintaining a payment history for each beneficiary, with the ability to view amounts calculated, approved, transmitted, and actually paid.

• Notifying the beneficiary when a payment is made or when its status changes.

The system will enable the management of related payments, including but not limited to:

- grants awarded to unemployed individuals participating in vocational training;
- subsidies granted to employers;
- compensations or reimbursements related to active labor market measures;
- payments to vocational training service providers;
- other forms of financial support provided through ANOFM.

The payment module will be integrated with the beneficiary’s electronic file, with the modules related to active employment measures, with the financial reporting system, with the MPay government service, and, where applicable, with the e-Factura service, for managing tax invoices related to the services provided. MPay allows users to check the status of a payment notice, which can be used to monitor the status of payments transmitted through integration.

1. Automatic Calculation of Payment Amounts

The system will enable the automatic calculation of amounts for each support measure, based on the data in the beneficiary's electronic file and the rules specific to that measure.

For unemployed individuals, the system will use the relevant data from the unemployed person's file, including, as applicable:

- the period for which the payment is granted;
- participation in active measures;
- confirmed attendance at courses or measures;
- suspensions, terminations, or changes in status;
- payments already made;
- any amounts to be recovered or adjusted;
- other items, as applicable.

For employers, service providers, or other institutional beneficiaries, the system will calculate the amounts based on:

- the approved application;
- the contract or decision granting the measure;
- the eligible period;
- supporting documents;
- invoices or payment documents;
- the specific conditions for each measure;
- the approved maximum limits;
- amounts already paid;
- the results of the verifications conducted by ANOFM/STOFM;
- other factors, as applicable.

The system will allow for the automatic recalculation of amounts in the event of changes to relevant data, such as a change in the beneficiary's status, the termination of eligibility, a change in frequency, the occurrence of prior payments, or the return of funds.

2. Recording of amounts paid to beneficiaries, in the individual's account, including in the unemployed person's file, by payment category (assigned measure)

The system will allow for the separate tracking of payments by beneficiary, measure, and payment source/account.

For each beneficiary, the system will be able to generate or associate a dedicated account/record within the payments module, which will reflect the amounts calculated, approved, submitted for payment, paid, refunded, or canceled, depending on the type of support provided.

The system will allow payments to be broken down by type of service or measure, so that each measure or payment category can be associated with an INDP for unemployed individuals and an

IDNO (or Treasury IBAN account) for employers or service providers, in accordance with the approved financial structure.

This functionality will allow for:

- separate tracking of amounts for each employment measure;
- linking payments to the funding source;
- tracking of amounts allocated, committed, approved, and actually paid;
- the generation of financial reports by measure;

the accurate transmission to MPay of the data included in the payment list, in accordance with the established structure, including the IDNP for unemployed individuals, as well as the IDNO and, where applicable, the corresponding Treasury IBAN account, for employers or service providers.

3. Creation and validation of payment lists at the STOFM level

At the STOFM level, the system will allow for the creation of payment lists for beneficiaries managed by the territorial subdivision.

The responsible specialist will be able to generate the payment list based on validated data from the beneficiaries' files and from the modules related to active measures. The payment list will include only those beneficiaries who meet the eligibility requirements and for whom there are valid supporting documents and approvals.

The payment list generated at the STOFM level will include at least:

- the payment recipient;
- "Order_Key" – the unique code assigned to each payment included in the payment list;
- IDNP/IDNO, as applicable;
- the type of support measure;
- the period for which the payment is made;
- the calculated amount;
- the account/IBAN associated with the beneficiary or the measure;
- the benefit code assigned by MPay and associated with the measure, as well as the corresponding treasury account; the payment status;
-
- other information, as applicable.

Once generated, the payment list will be verified by the responsible specialist and submitted for approval. The head of STOFM will electronically sign the payment list and send it to ANOFM.

4. Consolidation and Approval of Payment Lists at the ANOFM Level

After the payment lists are approved at the STOFM level, the system will allow them to be consolidated at the national level by ANOFM. Receipt and validation of the payment lists by the ANOFM specialist/Budget Planning, Accounting, and Payments Directorate, to verify the accuracy of the included data. Approval and signing of the payment lists by the ANOFM director.

Forwarding of the approved payroll lists to the Directorate for Budget Planning, Accounting, and Payments for the corresponding financial and accounting processing.

ANOFM will be able to generate payroll lists at the national level, based on the lists received and approved by STOFM, with the ability to filter and verify them.

- territorial subdivision;
- type of measure;
- beneficiary type;
- payment period;
- funding source;
- INP, IDNO, or Treasury IBAN account;
- list status;
- total approved amount;
- total amount submitted for payment.

The national payment list will be verified and approved centrally, and the ANOFM director or authorized person will electronically sign the final payment list before it is submitted to MPay or another approved payment mechanism.

The system will maintain full traceability of the approval process, including the date, time, user, role, list version, and any changes made prior to submission for payment.

5. Integration with MPay

The ANOFM Information System will be integrated with the MPay government service to transmit payment lists by benefit category, verify payment status, and monitor payment processing.

Submission to MPay will be based on the data approved in the payment list, including:

- the service/measure code;
- INDP for unemployed individuals;
- the INDO or the treasury IBAN account associated with the measure, for employers;
- beneficiary information;
- the amount approved for payment;
- purpose of the payment;
- the relevant period;
- the unique payment identifier;
- the payment list identifier;
- other data required by the MPay integration mechanism.

The system will receive or be able to query the statuses of payments sent to MPay, including, as applicable:

- submitted for payment;
- in processing;
- paid/completed;

- claimed by the recipient;
- unclaimed;
- returned;
- canceled;
- rejected;
- processing error;
- other statuses, as applicable.

These statuses will be automatically reflected in the beneficiary's file, in the payment history, and in the operational/financial dashboards.

6. Integration with e-Invoice

For payments involving the provision of services by employers, vocational training providers, or other legal entities, the system will allow integration or correlation with the e-Invoice service to manage the related tax invoices.

This functionality will allow for:

- linking the tax invoice to the support measure or service provided;
- verifying the existence of the invoice related to the service;
- linking the invoice to the contract, the approved application, and the payment list;
- attaching or importing invoice data into the electronic file;
- validating the invoiced amount against the approved amount;
- preventing double payment for the same service;
- maintaining a history of invoices associated with payments.

7. Payment Monitoring and Financial Reconciliation

The system will enable the monitoring of payments throughout their entire lifecycle: calculated, validated, approved, transmitted, executed, collected, returned, canceled, or rejected.

Monitoring can be performed at the level of:

- beneficiary, based on INDP and IDNO;
- file;
- support measure;
- STOFM;
- ANOFM;
- payroll;
- period;
- IDNO or Treasury IBAN account;
- payment status;
- others, as applicable.

The system will allow for the correlation of payment indicators with the planned, allocated, and disbursed amounts for each measure.

Thus, for each measure, the system will be able to display:

- the budget/allocated amount;
- the calculated amount;
- the validated amount;
- the approved amount;
- the amount submitted for payment;
- amount actually paid;
- amount withdrawn by the beneficiary;
- amount returned;
- available balance;
- differences or discrepancies from the approved amounts.

The system will generate alerts if discrepancies arise between the approved payment list, the amount sent to MPay, the payment status, and the amount actually processed.

8. Payment History by Beneficiary

The system will maintain a complete payment history for each beneficiary, regardless of the beneficiary's type.

The payment history will include at least:

- the type of measure;
- the period for which the payment was calculated;
- the calculated amount;
- the approved amount;
- the amount transferred for payment;
- the amount actually paid;
- payment status;
- date generated;
- approval date;
- date sent to MPay;
- payment date;
- return date, if applicable;
- reason for return or rejection;
- the payment list to which it belonged;
- related supporting documents;
- the associated invoice, if applicable;
- the users who validated and approved the payment;
- other information, as applicable.

The history will be available to authorized ANOFM/STOFM users and, where applicable, to the beneficiary in their personal account, in compliance with access rights and data protection requirements.

9. Notification of Beneficiaries

The system will generate automatic notifications to beneficiaries regarding key events in the payment lifecycle.

Notifications may be sent, depending on available channels and the beneficiary's preferences, via:

- the personal account;
- email;
- text message;
- other channels approved in the eSocial Information System (SIA).

The system will notify the beneficiary at least in the following situations:

- the payment is ready for pickup;
- the payment has been returned;
- the payment was rejected or canceled
- Other, as applicable.

10. Possible statuses of payment lists/payments

The system will allow for the management of payment lists/payments through configurable operational statuses, including:

- Created;
- Signed by the STOFM Director;
- Submitted to ANOFM;
- Approved by ANOFM;
- Signed by the ANOFM director/authorized person;
- Sent to MPay;
- In processing;
- Completed;
- Collected by the beneficiary;
- Returned;
- Rejected;
- Canceled;
- Requires clarification;
- Other, as applicable.

Each status change will be logged, indicating the date, time, user, role, and reason for the change.

11. Acceptance Criteria

- The system allows for the automatic calculation of amounts related to support measures, based on data from the beneficiary's file and the rules specific to each measure.

- The system allows for the recalculation of amounts in the event of changes to relevant data in the file.
- The system allows for the separate tracking of payments by beneficiary, measure, period, funding source, and treasury account/IBAN.
- The system allows for the disaggregation of payments by service type and measure, so that each service or measure can be associated with a distinct Treasury IBAN account.
- The system allows for the generation of individual, monthly, regional, and national payment lists.
- STOFM can generate the payment list for beneficiaries registered with the territorial subdivision.
- The payment list generated at the STOFM level can be reviewed and validated by the responsible specialist.
- The STOFM director can approve and electronically sign the payment list at the regional level.
- ANOFM can consolidate the payment lists approved by STOFM and generate the national payment list.
- The ANOFM director or an authorized person can approve and electronically sign the national payment list.
- The system allows payment lists to be exported in the approved format for record-keeping, reporting, or transmission to external systems.
- The system allows the payment list to be transmitted to MPay based on the service/measure code and the corresponding Treasury IBAN account.
- The system allows for the transmission via MPay of payments related to support measures intended for the unemployed, employers, service providers, or other eligible beneficiaries, depending on the approved technical mechanism.
- The system receives or queries the statuses of payments sent to MPay.
- The system automatically updates the payment status in the beneficiary's file based on the response received from MPay.
- The system allows integration or correlation with e-Factura for payments involving tax invoices related to services rendered.
- The system allows the tax invoice to be linked to the contract, the support measure, the beneficiary, and the payment list.
- The system validates the invoiced amount against the amount approved for payment.
- The system prevents the same invoice or the same payment obligation from being included in multiple payment lists.
- The system allows for the monitoring of payments that have been calculated, validated, approved, submitted, made, collected, returned, rejected, or canceled.
- The system allows tracking of payments by beneficiary, file, measure, STOFM, ANOFM, payment list, period, and funding source.
- The system maintains a complete payment history for each beneficiary.
- The system displays in the beneficiary's history all payments that have been calculated, approved, submitted, made, returned, or canceled.

- The system allows for the correlation of the amounts allocated to each measure with the amounts calculated, approved, submitted, and actually paid.
- The system generates indicators regarding the execution of payments for each support measure.
- The system allows for the identification of discrepancies between allocated amounts, approved amounts, and amounts actually paid.
- The system generates alerts in the event of discrepancies between payment lists, MPay statuses, invoices, and the amounts actually processed.
- The system notifies the beneficiary when a payment is made.
- The system notifies the beneficiary if the payment is returned, rejected, or requires clarification.
- The system retains payment-related documents, including the payment list, supporting documents, the associated invoice, confirmations, and statuses received from external systems.
- The system logs all actions related to the calculation, validation, approval, transmission, and monitoring of payments.
- The system ensures full traceability of the payment flow from calculation through execution or return.
- The system allows for the generation of reports on payments by beneficiary, measure, period, STOFM, ANOFM, funding source, and status.
- The system complies with security, confidentiality, audit, and personal data protection requirements.
- Technical details of the payments module—including data exchange formats with MPay and e-Factura, precise integration rules, service codes, the structure of treasury IBANs, and reconciliation mechanisms, as well as other payment-related details—will be specified during the technical specification development phase.

Priority: Critical
Dependencies: Unemployed File, Service Provider, Back Office, Notifications, MPay, and e-Invoice modules.

FRQ-ESC-046. Uploading and Viewing Files/Documents (Back Office)

ANOFM operators can access all files/documents attached by beneficiaries or generated by the system (decisions, job placement forms, etc.).

Acceptance criteria:

- Interface for viewing files by beneficiary;
- Download, delete, mark as “verified”;
- Complete file history;
- Indexing by type, date, and user;

- Advanced filtering options.

Priority: high
Dependencies: Documents, Unemployed File, Employer File, Service Providers, and Back Office modules

FRQ-ESC-047. Printing Files/Documents

The system will allow all documents related to service delivery processes and employment measures to be printed directly from the platform, both by STOFM/ANOFM specialists and by beneficiaries, as applicable.

Acceptance criteria:

- Viewing a file from the case;
- Downloading a PDF with an official letterhead;
- Print locally or send via email.

Priority: high
Dependencies: Documents, Notifications modules

FRQ-ESC-048. Reports

"Employment and Unemployment Insurance" Information Component must be designed to allow, at a later stage of implementation, the development and/or integration of a dedicated module for reporting, analysis, and institutional monitoring.

The reporting module will be designed to generate configurable reports on the activities of ANOFM and STOFM, monitor employment services and measures, analyze operational and financial indicators, and transmit aggregated data to institutional partners, public authorities, and other authorized entities.

Given that ANOFM already publishes monthly, quarterly, semi-annual, and annual reports—including statistical reports on employment measures and unemployment insurance—the future reporting module will need to enable the standardization, automation, and consolidation of these reporting processes.

The module will be able to generate reports for internal use by ANOFM/STOFM, for managerial monitoring of the institution's activities, as well as reports intended for submission to authorities and institutional partners, including, but not limited to: the Ministry of Labor and Social Protection, the National Bureau of Statistics, other central public authorities, development partners, and institutions authorized under the applicable legal framework. The NBS collects and disseminates data on employment and unemployment based on the Labor Force Survey, with quarterly and annual results, which justifies the need to align future SI ANOFM reports with official statistical classifications and indicators.

In the first phase of implementing the "Employment and Unemployment Insurance" information component, the system will need to ensure the collection, structuring, validation, and storage of operational data in a standardized manner, so that it can subsequently be used for advanced reporting, institutional analysis, and the generation of indicators. Thus, even though the reporting module will be developed in a subsequent phase, the functional modules initially implemented must be designed with appropriate mechanisms for data collection, classification, traceability, logging, and export.

Functionalities to be implemented in the subsequent phase

In the subsequent development and/or integration phase, the reporting module will enable, but not be limited to:

- generate configurable reports on the activities of ANOFM and STOFM;
- generating monthly, quarterly, semi-annual, and annual reports;
- monitoring indicators related to job seekers, the unemployed, job vacancies, services provided, active measures, payments, subsidies, vocational training, labor migration, and relations with employers;
- generating statistical and operational reports for institutional management;
- generating reports for submission to the Ministry of Labor and Social Protection (MMPS), the National Bureau of Statistics (BNS), and other relevant authorities/institutions;
- aggregating data at the national and regional levels and by services/measures;
- comparing indicators across reporting periods;
- monitoring the achievement of institutional objectives and performance indicators;
- generating financial and operational reports by type of measure and funding source;
- graphical visualization of indicators through dashboards, pivot tables, charts, and maps;
- exporting reports in editable and non-editable formats;
- reusing reported data in analysis, planning, and decision-making processes.

Design Requirements for the First Phase

Although the reporting module will be developed in a later phase, the system implemented in the first phase must meet the following preparatory requirements:

- all functional modules will store data in a structure that allows for subsequent reporting;
- data will be classified based on official nomenclatures and classifications, including CAEM, CORM, localities, beneficiary categories, service types, and measures;
- each action relevant to reporting will be logged and associated with the date, user, role, and entity involved;
- the system will allow for the export of operational data in standard formats until the advanced reporting module is developed;
- Data can be aggregated by STOFM, period, service, measure, status, beneficiary category, and other relevant indicators;
- The system architecture will allow for future integration with a BI/advanced reporting module;

- the system will avoid storing data in formats that prevent their subsequent use for analysis, reporting, or interoperability.

Acceptance Criteria for the Next Phase

- The reporting module will be developed and/or integrated in a subsequent phase of the "Employment and Unemployment Insurance" information component implementation.
- The "Employment and Unemployment Insurance" information component architecture will allow for the subsequent connection of the reporting module to the data generated by the functional modules implemented in the first phase.
- The system will enable the collection and storage of operational data in a structure compatible with future reporting.
- The system will allow differentiated access to reports based on roles, institutional responsibilities, and access levels: ANOFM, STOFM, administrator, management, and authorized users.
- The module will allow reports to be generated at configurable intervals: daily, monthly, quarterly, semiannually, annually, or on demand.
- The module will allow for the selection of reporting criteria, including: STOFM, period, service, measure, indicator, beneficiary category, status, locality, district, employer, service provider, funding source, and other custom filters.
- The module will use official classifications and nomenclatures, including CAEM, CORM, localities, beneficiary categories, types of measures, and services.
- The module will enable the generation of aggregated reports at the national, territorial, and institutional levels.
- The module will enable the generation of reports for submission to the MMPS, the National Bureau of Statistics (BNS), and other authorities or institutional partners.
- The module will enable graphical visualization of data through pivot tables, charts, graphs, maps, and dashboards.
- The module will allow for the comparison of metrics across reporting periods.
- The module will allow you to configure templates for recurring reports.
- The module will allow for the automated export of reports in PDF, XLSX, and CSV formats.
- The module will allow for the scheduling of automatic report generation according to a set frequency.
- The module will allow for the retention of the history of generated reports and submitted versions.
- The module will allow for the traceability of generated reports, including the user, the date of generation, the selected criteria, and the version of the data used.
- The module will enable the protection of sensitive data through access rules, anonymization, or aggregation, as appropriate.
- The module will enable the correlation of operational indicators with financial indicators, where data is available in the ANOFM Information System.

- The module will enable the reuse of data for institutional analysis, strategic planning, and the development of public policies in the field of employment.
- The functional and technical specifications of the reporting module—including the final set of reports, indicators, templates, dashboard structure, integration mechanisms, and access rules—will be developed during the subsequent technical analysis and design phase.

Priority: High
Dependencies: Reports Module

FRQ-ESC-049. Registers

The ANOFM Information System must be designed to allow, in a subsequent implementation phase, the development and/or integration of a dedicated module for managing the electronic registers used in the operations of ANOFM and STOFM.

The Registers module will be designed to provide centralized, standardized, and traceable management of the mandatory records and registers used in the operational processes of ANOFM/STOFM, including records of job seekers, unemployed individuals, employers, applications, decisions, documents, payments, services, and active employment measures.

The registers will help ensure the traceability of institutional processes, maintain official records, verify the history of operations, support institutional reporting, and demonstrate compliance with applicable legal requirements. Given that ANOFM manages processes related to employment, labor migration, and unemployment insurance, the Registers module must enable electronic records linked to these institutional areas.

The registers to be delivered, developed, or integrated into the ANOFM Information System will be specified at a later date, and their list may be detailed and adjusted during the functional analysis and technical design phase, depending on the digitized processes, legal requirements, the needs of ANOFM/STOFM, and the final system architecture.

In the first phase of the ANOFM Information System's implementation, the functional modules must ensure the collection, validation, classification, storage, and logging of data in a manner that allows for their subsequent inclusion in electronic registries. Thus, even though the Registers Module will be developed at a later stage, the system must be designed with a data structure compatible with registry record-keeping, the traceability of changes, document history, and the export of relevant data.

Developing the module at a later stage is justified by the need to stabilize the digitized operational processes in the first phase, clarify the final list of institutional registers, harmonize with legal requirements, and ensure consistency among electronic files, generated documents, user activities, and institutional reports. ANOFM periodically publishes statistical reports on employment measures and unemployment insurance, which highlights the importance of structured and traceable data that can serve as the basis for institutional records and reporting.

Features Planned for the Next Phase

In the subsequent phase of development and/or integration, the Registers Module will enable, but is not limited to:

- centralized management of the electronic registers specified in Annex No. 6—Registers;
- the automatic or semi-automatic creation of entries in the registers based on actions performed in the functional modules of the ANOFM Information System;
- recording of requests, files, documents, decisions, services, measures, payments, and other relevant institutional operations;
- chronological viewing of entries in the registers;
- advanced search and filtering of entries;
- maintaining a change history for each record;
- managing the statuses associated with each record;
- exporting registers in editable and non-editable formats;
- generating statistical reports based on data from the registers;
- configuration of custom registers by authorized users;
- defining fields, validation rules, and access rights for registers;
- linking registers to electronic files, generated documents, approval workflows, and user activities;
- archiving and retaining records in accordance with applicable legal requirements.

Design Requirements for the First Phase

Although the Registers Module will be developed and/or integrated in a later phase, the ANOFM IS implemented in the first phase must comply with the following preparatory requirements:

- all functional modules must generate structured data that can be reused in electronic registers;
- the electronic files of unemployed individuals, job seekers, and employers must be able to populate the corresponding registries;
- electronic documents generated in the system must be associated with unique identifiers, statuses, dates, users, files, and document types;
- The system will maintain a history of actions relevant to the registry records;
- Each relevant record must be identifiable by criteria such as IDNP/IDNO, document number, date, beneficiary, STOFM, status, and document type;
- Data will be classified based on the official nomenclatures and classifications used in the SI ANOFM system;
- the system will allow for the export of operational data until the advanced registry module is developed;
- the system architecture must allow for the subsequent integration of the Registers Module with the Unemployed File, Employer File, Documents, Back Office, Administrator, Statistics, and Activity/System Log modules;
- the system will comply with requirements regarding security, confidentiality, and the protection of personal data, including Law No. 133/2011 on the protection of personal data.

Acceptance Criteria for the Subsequent Phase

- The Registers Module will be developed and/or integrated in a subsequent phase of the ANOFM IS implementation.
- The architecture of the ANOFM Information System will allow for the subsequent connection of the Registers Module to the data generated by the functional modules implemented in the first phase.
- The system will enable the centralized management of the electronic registers (at least) listed in Annex No. 6—Registers.
- The system will enable the automatic or semi-automatic creation of entries in the registers, based on actions performed in the functional modules.
- The system will provide role-based access, including viewing, editing, validation, exporting, and administration, for ANOFM operators, STOFM operators, administrators, and other authorized users.
- The system will restrict STOFM users' access to only those records pertaining to their territorial subdivision or assigned responsibilities.
- The system will provide nationwide access to authorized ANOFM users, in accordance with their roles and access rights.
- The system will allow for a chronological view of the records in the registers.
- The system will allow for advanced filtering of records by period, STOFM, document type, status, beneficiary, service, measure, user, operation type, and other relevant criteria.
- The system will allow searching by multiple criteria, including IDNP, IDNO, last name, first name, employer name, document number, date, status, and record type.
- The system will allow each record in the registry to be linked to the corresponding electronic file, related documents, and the workflow that generated the record.
- The system will allow the export of records in CSV, PDF, and Excel/XLSX formats.
- The system will allow the generation of statistical reports based on data from the registers.
- The system will allow for the maintenance of a change history for each entry in the registry.
- The system will display for each modification at least the following: the user, role, date, time, modified field, previous value, new value, and reason for the modification, as applicable.
- The system will allow for the automatic logging of relevant actions performed on registry entries.
- The system will allow administrators to configure custom registries, including adding fields, configuring validation rules, defining required fields, and setting access rights.
- The system will allow for the configuration of statuses applicable to each registry, as appropriate.
- The system will allow for the validation of data entered into the registers based on the configured rules.
- The system will allow validated/finalized records to be locked or protected, with the ability to modify them only by authorized users and with a mandatory justification for the change.

- The system will allow for the cross-referencing of data from the registers with data from the electronic files of unemployed individuals, job seekers, employers, service providers, and other beneficiaries.
- The system will enable the tracking of records by process type: applications, files, documents, decisions, services, measures, payments, notifications, inspections/verifications, and other processes defined by ANOFM.
- The system will allow for the retention of versions of records and related documents, where applicable.
- The system will enable the electronic archiving of records from the registers in accordance with applicable retention requirements.
- The system will ensure full traceability of records, from creation through closure, cancellation, archiving, or export.
- The system will allow the use of data from the registers for reporting, institutional monitoring, auditing, and internal control.
- The system will allow for the reuse of data from the registers in the Reporting Module, the Statistics Module, and other analytical components of the ANOFM Information System.
- The system will ensure the protection of personal data and controlled access to sensitive information.
- The system will allow data to be exported in an aggregated or anonymized form when the data is used for statistical reporting or transmission to third-party institutions.
- The functional and technical specifications of the Registers Module, including the final list of registers in Annex No. 6—Registers, the structure of each register, required fields, validation rules, access rights, archiving mechanisms, and integration workflows with the SI and ANOFM modules, will be developed in a subsequent phase of analysis and technical design.

Priority: High
Dependencies: Unemployed File, Employer File, Documents, Back Office, Administrator, Statistics, and Activity (system log) modules.

FRQ-ESC-050. Activity (System Log)

Maintains a complete history of user actions on the platform (admins, beneficiaries, operators).

Acceptance Criteria:

- Chronological view
- Filter by user, action type, date
- Export audit trail

Priority: high
Dependencies: All modules (cross-cutting)

10.2. THE ANAGAJ.MD PUBLIC PORTAL

The public job placement platform angajat.md is a national digital portal designed to facilitate access for citizens and employers to employment opportunities, digital services, and informational resources relevant to the labor market in the Republic of Moldova.

The portal is designed to support the digitization and modernization of the employment process by directly connecting job seekers with employers, public institutions, and other relevant entities in the field of employment. At the same time, ANGAJAT.MD aims to increase labor market transparency, facilitate rapid access to career opportunities, and reduce the time needed to find a job or a suitable candidate.

ANGAJAT.MD will function as a modern and intuitive public interface, accessible via desktop, tablet, and mobile devices, offering users centralized access to information, digital tools, and electronic services relevant to the labor market.

The portal is intended for a wide range of users, including:

- job seekers;
- registered or unregistered unemployed individuals;
- high school students, college students, and young people starting their careers;
- people returning from abroad;
- people with disabilities or belonging to vulnerable groups;
- employers and companies in the public and private sectors;
- institutions and authorities responsible for employment;
- advisors and specialists from local employment agencies;
- partner organizations involved in professional integration and skills development

Through the portal, users will be able to access a wide range of features, digital services, and informational resources, including:

- the reporting and publication of job openings by employers;
- managing the recruitment process and tracking submitted applications;
- accessing information on employment services available to different categories of beneficiaries;
- accessing active employment measures and employment support programs;
- accessing information on vocational training, retraining, and skills development programs;
- accessing information on subsidies, incentives, and other support measures for employers;
- digital registration as unemployed and managing interactions with public employment services;
- accessing information on unemployment benefits and other forms of social support related to employment;
- accessing information on assistance for employees working reduced hours;

- promoting the principles of preventing discrimination and ensuring equality in labor relations;
- accessing informational resources, guides, and materials useful for integration and reintegration into the labor market;
- searching for and filtering job openings by occupation, field of activity, location, salary, contract type, work schedule, or other relevant criteria;
- viewing job openings via an interactive map (Map View), with their distribution by region, district, and locality;
- automatic and personalized job recommendations based on the user's profile, skills, and professional interests;
- creating, managing, and updating your professional profile and electronic resume;
- applying online for job openings;
- saving favorite jobs and enabling automatic notifications about new relevant opportunities.

The public platform **www.angajat.md** will utilize relevant national classifications and state registries through interoperability mechanisms, primarily by integrating with the eSocial integrated information system, which serves as the primary source of validated data.

Although these classifications are managed and updated in eSocial, the www.angajat.md platform must be technically designed to correctly consume, process, and display this data, including at the interface and business logic levels.

In this context, the system will use the following nomenclatures and registers:

- CORM (Classification of Occupations in the Republic of Moldova)
- CAEM (Classification of Economic Activities in Moldova)
- ESCO (European Classification of Skills, Occupations, and Qualifications)
- CUATM (Classification of Administrative-Territorial Units of the Republic of Moldova)
- RSUD (State Register of Legal Entities)
- RSP (State Population Registry)

FRQ-ANG-001. User Authentication

User authentication on the angajat.md platform will be performed using the authentication mechanisms available within the eSocial ecosystem, including integration with the MPass government service, in accordance with the security and interoperability requirements applicable to digital public services.
Individuals will be authenticated through IDNP validation, and legal entities (employers) through IDNO validation, with the user automatically associated with the corresponding role and digital profile.

Consequently, the user will gain secure access to the Personal Account and to the features available based on their assigned permissions.

FRQ-ANG-002. Validation of the Job Vacancy Declaration

The system will apply automated mechanisms to validate and verify the compliance of data entered by the employer, based on configured business rules and digital controls, without the current involvement of ANOFM/STOFM operators in the manual approval process.
The automated validation process will include checks for data completeness, information consistency, compliance with configured rules, the accuracy of entered values, and conformity with the interoperable classifiers and registries used in the eSocial ecosystem.
The entire digital workflow for the automated validation of job vacancy declarations is detailed in functional requirement FRQ004-004 – Validation of Job Vacancy Declarations.

FRQ-ANG-003. Automatic Publication and Smart Distribution of Job Openings

After the automated validation process is completed within the eSocial integrated information system, compliant job vacancies will be automatically published on the angajat.md platform, without any additional manual intervention. The publication process will be carried out through interoperability and automatic synchronization mechanisms between eSocial and the public platform angajat.md, ensuring rapid, standardized, and real-time updates of information related to job vacancies. The publication of job postings will not merely involve the static display of a job on the portal, , but will be part of an integrated digital mechanism for intelligent job matching, connected to:

- users' digital profiles;
- digital resumes created in eSocial;
- Digital Personal Accounts;
- automated matching and recommendation mechanisms;
- digital employment services.

After a job opening is posted, the system will be able to automatically perform matching and recommendation processes for:

- job seekers;
- registered unemployed individuals;
- recipients of employment services;
- authenticated users who have a professional profile and an active digital resume.

Automatic matching will be able to take into account:

- occupation and professional field;
- declared skills and qualifications;
- professional experience;
- level of education;
- geographic location;
- availability for certain types of programs;

- estimated salary;
- history of interactions and applications;
- the beneficiary's status within employment services;
- the user's professional preferences and interests.

Relevant job openings may be:

- recommended directly in the Digital Personal Dashboard;
- displayed in the "Recommended Jobs" section;
- sent via automated notifications;
- sent via email or other integrated digital channels;
- used in digital career counseling and job placement processes.

Automated digital workflow:

- The employer posts the job opening in the Personnel Office in eSocial;
- The system applies automatic validations and compliance rules;
- Compliant job openings are automatically approved for publication;
- The system initiates automatic synchronization with the angajat.md platform;
- Job-related data is extracted, standardized, and formatted for web display;
- The system automatically generates a unique URL for the job posting;
- The job is indexed in search and filtering mechanisms;
- The job posting becomes publicly visible on the angajat.md platform;
- The system automatically matches the job listing with relevant profiles in eSocial;
- Eligible users receive recommendations and notifications about the new job opportunity;
- The employer receives an automatic notification regarding the publication of the job posting;
- The system automatically updates the ad's status to "published."

FRQ-ANG-004. Updates and Lifecycle Management of Job Postings

The system will ensure comprehensive management of the lifecycle of published job openings, including modifying, updating, suspending, expiring, reactivating, and marking them as filled. Job posting management will be carried out directly from the employer's Personal Dashboard available within the eSocial integrated information system, without the need to submit separate requests to the ANOFM/STOFM regional offices for standard administrative processes.

Through the Personal Dashboard, the employer will be able to:

- update information related to the job vacancy;
- modify the salary, work schedule, and job conditions and requirements;
- extend the posting period;
- temporarily suspend the posting;

- reactivate expired job postings;
- mark the position as filled;
- remove the ad from the platform;
- monitor applications and interactions related to the posting.

The system will automatically apply validation checks and compliance rules to all changes made by the employer to published job openings, as described in *section 3.2*. If the changes comply with the rules and automatic validation criteria:

- the job posting will be automatically updated;
- the changes will become immediately visible on the angajat.md platform;
- the system will automatically update the search, indexing, recommendation, and matching mechanisms.

In addition, the system will implement automated notification and deadline monitoring mechanisms, including:

- notifications regarding the approaching expiration of the job posting;
- notifications regarding automatic expiration;
- notifications regarding the need to update information;
- notifications regarding the automatic suspension of the listing in the event of validation conflicts;
- notifications regarding automatic republishing after identified issues have been resolved.

If the application deadline expires, the system will automatically change the ad's status to "Expired," with the option to reactivate it directly from the employer's Personal Dashboard.

Automated Digital Workflow

- The employer accesses the job posting from their Digital Personal Account;
- The employer makes the necessary changes to the posting;
- The system automatically reapplies the configured rules and validations;
- If the changes meet the compliance criteria:
    - the job posting is automatically updated;
    - the changes become publicly visible on angajat.md;
    - the system automatically updates search results, recommendations, and matches;
- If conflicts or rule violations are identified:
    - the system automatically suspends public display;
    - the employer receives notifications regarding the necessary corrections;
    - After the issues are resolved and the automatic validations are passed, the ad is automatically republished;
- All modifications and status changes are automatically recorded in the event log.

Managing the “Filled” Status

- The employer can manually mark the job as “Filled”;
- After the status is changed:
  - the job posting is automatically removed from public view;
  - the listing no longer appears in search and recommendation results;
  - it is no longer possible to apply for the job;
- The system keeps the posting in the employer’s history;
- The employer can quickly reuse the posting for similar positions.

Monitoring and Expiration

- The system automatically monitors the posting period for job postings;
- At least 7 days before expiration:
  - The system sends an automatic notification to the employer;
- Upon reaching the deadline:
  - the status automatically changes to “Expired”;
  - the ad is removed from public view;
- Expired listings are retained in the employer’s history.

Reactivating Postings

- Expired job postings can be reactivated directly from the Personal Dashboard;
- Reactivation will automatically trigger the reapplication of the rules and validations configured in the system;
- If the ad meets the automatic compliance criteria:
  - it is republished automatically;
- If any discrepancies are identified:
  - the system will request that the information be updated before republishing;
- After the configured retention period expires:
  - a new job posting will need to be created.

Unique digital workflows related to the process of reporting, managing, and publishing job openings:

Digital Workflow – Employer

- electronic authentication via IDNO validation;
- accessing the Digital Personal Account in eSocial;
- assisted completion of the electronic form regarding the job vacancy;
- selection of occupations, skills, and official classifications;
- digital submission of the job vacancy declaration;
- receiving automatic notifications regarding validation and publication;
- managing and updating published job postings;

- suspending, reactivating, or withdrawing job postings;
- marking jobs as filled;
- monitoring applications and interactions related to job postings;
- reusing and republishing ads from the history.

Digital Workflow – eSocial:

- authentication and digital identity management;
- automatic retrieval of company data from state registries;
- automatic generation of the Personal Digital Account;
- application of real-time automatic validations;
- verification of the compliance and integrity of entered data;
- application of anti-discrimination and anti-fraud rules;
- verification of CORM, ESCO, and other classification systems;
- Generation of risk and compliance indicators;
- automatic approval of compliant listings;
- automatically suspending non-compliant listings;
- synchronizing and transmitting data to the angajat.md platform;
- managing automatic notifications;
- managing ad statuses and lifecycles;
- maintaining history and event logs;
- updating matching and recommendation mechanisms.

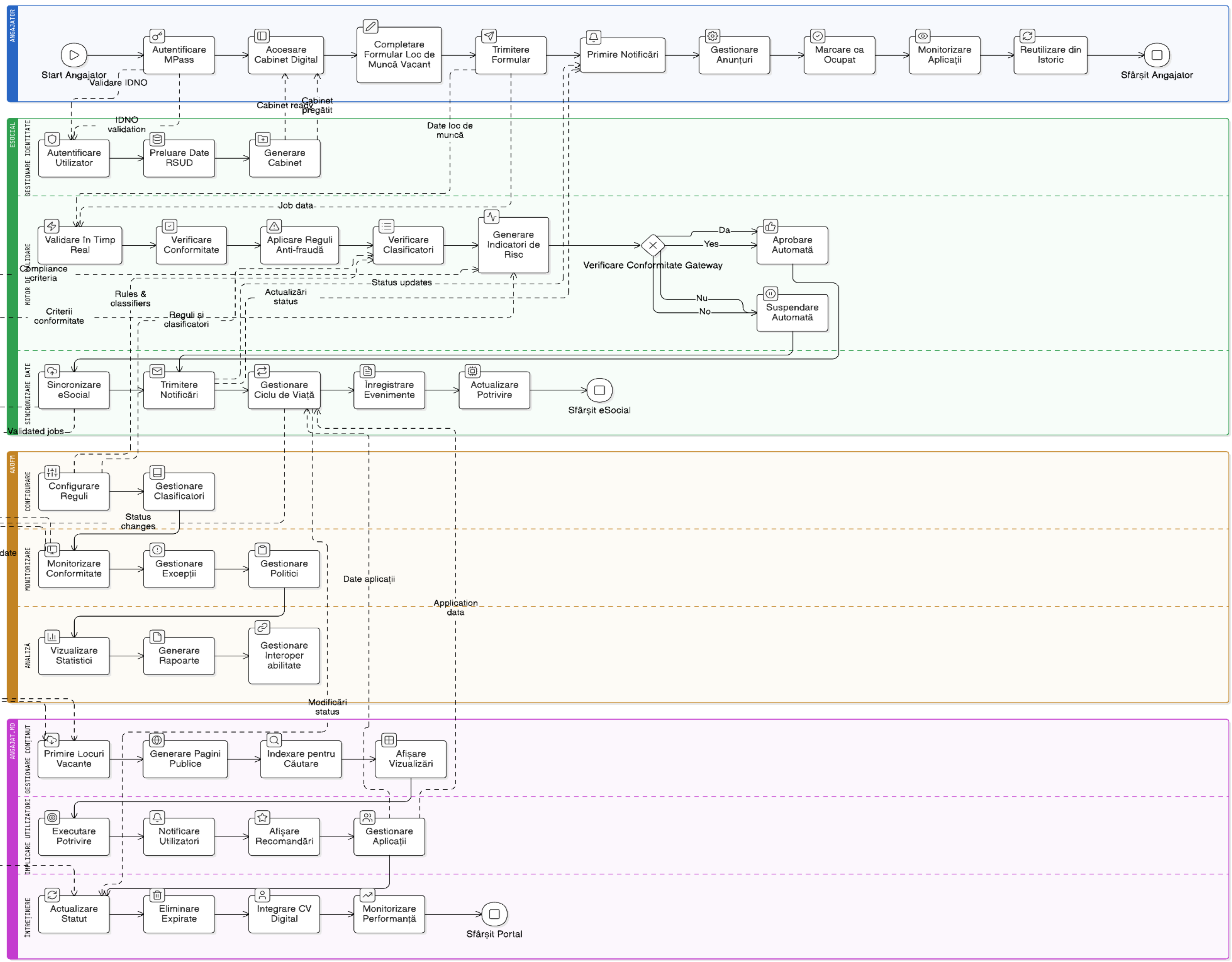
Digital Workflow – ANOFM:

- configuration of automated validation rules and criteria;
- managing the classifiers and nomenclatures used;
- monitoring job postings and compliance indicators;
- monitoring automatically suspended job postings;
- handling exceptions and cases flagged by the system;
- managing publication policies and rules;
- monitoring statistics on job vacancies;
- monitoring employment and application metrics;
- managing operational reports and analyses;
- managing interoperability and synchronization mechanisms.

Digital Workflow – the angajat.md public platform:

- automatically receiving validated job vacancies;
- generating and displaying public job listing pages;
- indexing job postings in search and filtering mechanisms;
- displaying job postings in List View, Grid View, and Map View;
- intelligent distribution of job opportunities;

- execution of matching and automatic recommendation mechanisms;
- sending notifications to relevant users;
- displaying recommended job openings;
- managing user applications and interactions;
- automatically updating the status of public job postings;
- automatically removing expired, suspended, or filled job postings;
- integration with the user's digital resume and Personal Account;
- monitoring performance and user interactions with job postings.



ANGAJATOR
Start Angajator
Autentificare MPass
Accesare Cabinet Digital
Completare Formular Loc de Muncă Vacant
Trimitere Formular
Primire Notificări
Gestionare Anunțuri
Marcare ca Ocupat
Monitorizare Aplicații
Reutilizare din Istoric
Sfârșit Angajator
Validare IDNO
IDNO validation
Cabinet ready
Cabinet pregătit
Date loc de muncă
ESOCIAL
GESTIONARE IDENTITATE
Autentificare Utilizator
Preluare Date RSUD
Generare Cabinet
Job data
MOTOR DE VALIDARE
Validare în Timp Real
Verificare Conformitate
Aplicare Reguli Anti-fraudă
Verificare Clasificatori
Generare Indicatori de Risc
Da
Yes
Aprobare Automată
Verificare Conformitate Gateway
Nu
No
Suspendare Automată
Compliance criteria
Criterii conformitate
Rules & classifiers
Reguli și clasificatori
Actualizări status
Status updates
SINCRONIZARE DATE
Sincronizare eSocial
Trimitere Notificări
Gestionare Ciclu de Viață
Înregistrare Evenimente
Actualizare Potrivire
Sfârșit eSocial
Validated jobs
ANOFM
CONFIGURARE
Configurare Reguli
Gestionare Clasificatori
Status changes
MONITORIZARE
Monitorizare Conformitate
Gestionare Excepții
Gestionare Politici
Locuri validate
Date aplicații
Application data
ANALIZĂ
Vizualizare Statistici
Generare Rapoarte
Gestionare Interoper abilitate
Modificări status
ANGAJAT.MD
GESTIONARE CONȚINUT
Primire Locuri Vacante
Generare Pagini Publice
Indexare pentru Căutare
Afișare Vizualizări
IMPLICARE UTILIZATORI
Executare Potrivire
Notificare Utilizatori
Afișare Recomandări
Gestionare Aplicații
ÎNTREȚINERE
Actualizare Statut
Eliminare Expirate
Integrare CV Digital
Monitorizare Performanță
Sfârșit Portal

FRQ-ANG-005. Job Postings

All job openings reported by employers through the eSocial integrated information system and validated/approved by the territorial units within STOFM will be automatically displayed on the public page of the angajat.md platform, without any additional manual intervention.

The angajat.md platform will serve as the public digital interface for publishing, promoting, searching for, and viewing job opportunities validated by public employment services. The process of posting job openings will be fully integrated with eSocial and digital mechanisms for managing job postings, ensuring:

- automatic data synchronization;
- real-time updates to the status of job postings;
- automatic removal of expired, withdrawn, or filled job openings;
- display of only active and validated job postings;
- integration with search engines, filtering, and automatic recommendation;
- interoperability with users' and employers' Digital Personal Accounts.

The public page of the angajat.md platform will serve as the main access point for job seekers, offering modern tools for exploring, filtering, comparing, and applying to available job opportunities. Therefore, the following describes the main ways to view and interact with job postings on the platform, including:

- List View;
- grid/card view (Grid View);
- geographic display on an interactive map (Map View);
- filtering, search, and sorting mechanisms;
- integration with smart recommendations and digital application features.

List View

This is the default and most commonly used display mode. Job listings will be displayed as compact cards arranged vertically, with each card containing the essential information:

- job title (visually highlighted);
- the company/employer logo;
- employer name;
- city and county;
- salary or salary range;
- contract type;
- work schedule;
- field of work (e.g., IT, construction, healthcare);
- publication date;
- tags (e.g., NEW, URGENT, REMOTE);

- Number of available positions.

Specific features:

- highlighting of search terms (in title/description);
- quick display of multiple results on screen (optimized for scanning);
- hover (desktop) or tap (mobile) for a quick preview (e.g., short description);
- "View Details" quick button;
- visual indicator for new or relevant listings;
- the ability to filter quickly directly from the card (e.g., click on the field → filters automatically);
- display of job openings grouped by employer (e.g., “+3 positions at the same company”).

UX Behavior:

- continuous vertical scrolling (infinite scroll or pagination);
- retains position in the list when returning from the detail page;
- fully responsive design (mobile/tablet/desktop).

Grid View (card-based display)

Grid View is a visual display of job openings, where listings are presented as compact cards organized in columns. This view allows users to quickly compare multiple job offers and visually identify key information. On the desktop version, the platform will typically display 4 cards per row, while on tablets and phones, the layout will automatically adapt to the screen size.

Each job listing card will contain the following elements:

- the date the ad was added/posted;
- the district or town where the job is available;
- the employer’s logo or, if none is available, the ANOFM logo or a standard image;
- the name of the company/employer;
- the job title according to CORM;
- the number of available positions, if there are multiple openings for the same role;
- the fixed salary or salary range, clearly displayed;
- work schedule: full-time, part-time, flexible schedule, shifts, etc.;
- type of contract, if available;
- relevant tags, such as “New,” “Urgent,” “Remote,” “Expires Soon”;
- the “Select” option, to bookmark the listing for later comparison or application;
- the “Apply” button, to start the application process;
- a “View Details” button or link to access the full job listing page.

The card must be clearly structured, with important elements visually highlighted: job title, salary, location, and the apply button. The salary will be displayed separately so that it is easily identifiable by the user.

Features:

- Click on the card or title → access the detailed page;
- click on "Apply" → start the application process;
- click on "Select" → the listing will be added to a temporary list of selections/favorites;
- Click on the company name → view all jobs from that employer;
- option to sort by industry or category;
- Optional grouping of jobs by employer.

Grid View will allow:

- uniform display of cards;
- save applied filters;
- sorting results;
- progressive loading of cards;
- automatic adaptation to mobile devices;
- automatically removing expired, filled, or inactive job postings from the grid.

In this view, only jobs with ***"Active"*** status will be visible

Map View (interactive map)

Map View is an advanced display mode within the angajat.md platform that combines an interactive map with a dynamic list of results, offering users an intuitive experience for exploring job listings by location. This mode is designed for users looking for jobs in their vicinity or within a specific geographic area.

Display Principle (Interface Structure and Map Display): The Map View interface is structured into two main components:

- an interactive map, which occupies the main area of the screen;
- a contextual list of results, synchronized with the map.

On desktop, the list is displayed on the side, and on mobile devices as a sliding panel (bottom sheet), which allows for quick navigation between results.

Map display: Job listings are represented by geographic markers placed on the map based on the job's location.

- Each marker represents a job or a group of jobs;

- In high-density areas, markers are automatically grouped into **clusters**, which display the total number of available jobs (e.g., 5, 15, 29);
- When zoomed in, these clusters gradually break down into individual markers;
- Markers may include the employer's logo or standardized visual symbols.

The map allows for free navigation (zoom and pan), and the displayed results are constantly updated to match the visible area.

Synchronized context-sensitive list: The results list displays job openings in the area visible on the map and is automatically updated based on the map's position. The list includes:

- an indicator such as "X jobs in this area";
- individual cards for each job listing, featuring:
    - the company logo
    - company name;
    - job title;
    - publication date;
    - salary;
    - City;
    - field of work;
    - "Submit Resume" button;
    - save/favorites option.

This list allows the user to quickly interact with job listings without leaving Map View mode.

Geolocation and positioning: The system uses the device's geolocation to personalize the user's experience and display relevant job openings nearby.

- automatic detection of the user's location (with their consent);
- centering the map on the current location;
- displaying nearby job openings (based on a configurable radius);
- dedicated "Use my location" option;
- ability to manually select a city or region (fallback);
- filtering by distance (e.g., 5 km, 10 km, 25 km);
- display the distance to the job.

Geolocation is particularly useful for mobile users, making it easy to quickly identify nearby opportunities.

Interaction with the map and results: Map View is designed for smooth and intuitive interaction, without reloading the page. The user can:

- navigate the map (zoom and pan), and the system automatically updates the results;
- select a marker to view quick job details;

- go directly to the job listing’s details page or apply for the job;
- select a cluster to explore an area in more detail;
- interact with the results list, which is synchronized with the map.

Synchronized map–list behavior

- moving the map automatically updates the job list;
- Selecting a marker highlights the job in the list;
- Selecting a job from the list can center the map on that point;
- A job can be applied or saved directly from the list.

Additional interaction features

- Search within the visible area of the map by company name, job title, or industry;
- display the number of available jobs in the current area;
- Full integration with the platform’s filters (which affect both the map and the list simultaneously);
- Filtering by salary and schedule;
- Dynamic updating of markers and results based on the selected criteria.

Quick filtering functionality on the map (areas, sectors, suburbs, and districts)

Within Map View, the platform will include a quick geographic filtering mechanism that allows users to directly select areas of interest through a simple and intuitive interface. This functionality is displayed as interactive buttons (chips) and selectors positioned above the map. The interface will include a main selector (tab or dropdown) for choosing the geographic level:

- Sectors (e.g., Chișinău: Botanica, Ciocana, Centru, etc.)
- Suburbs (e.g., Durlești, Codru, Stăuceni, etc.)
- Districts (e.g., Hîncești, Orhei, Cahul, Ungheni, etc.)

Depending on the selection, the system displays the corresponding list of areas in the form of buttons:

- each area is represented by a selectable icon;
- the active area is visually highlighted;
- selection can be single or multiple (depending on the configuration).

FRQ-ANG-006. Search, Filter, and Sort Mechanisms

Main search bar:

- Prominent, visible placement on the homepage and jobs page
- Full-text search in: job title, description, company, skills, location
- Autocomplete with suggestions as the user types
- Search suggestions based on:
    - Common job titles: "programmer," "accountant," "driver," etc.
    - Skills: "Python," "Excel," "Photoshop," etc.
    - Companies: "Orange," "StarNet," "Energbank," etc.
    - Locations: "Chișinău," "Bălți," "Orhei," etc.
- Result highlighting: search terms highlighted in the results
- Fuzzy search: tolerance for typos ("programetor" = "programmer")
- Suggestive placeholder: "Search for jobs by occupation, company, skills"
- Support for combined searches (e.g., "accountant Chișinău," "remote IT")
- Suggestions displayed after entering at least 4–6 characters

Advanced filters:

- Industry
- City/region
- Salary
- Experience
- Education
- Contract Type
- Work schedule
- Date Posted
- Skills
- Job Type (remote / hybrid / on-site)
- No experience required
- Availability

Sort results by:

- Relevance (default for logged-in users with a profile)
- Date (newest first—default for visitors)
- Salary (highest/lowest)
- Location (alphabetical)
- Company (alphabetical)

Similar Search: On each job page, the "Similar Jobs" section will be displayed:

- Algorithm: same job title OR same industry OR same location OR skills matching > 50%
- Display 5–10 similar jobs
- Visible similarity score (optional): "85% similar"

Profile-based search (recommendations):

The profile-based search feature will automatically display relevant job openings for logged-in users who have a completed professional profile and/or a digital resume created in the integrated **eSocial** information system.

The digital resume created in eSocial will serve as the primary data source for identifying suitable employment opportunities. It can then be used by job seekers to apply for jobs directly through the public platform **angajat.md**.

Based on the data in the user's profile and digital resume, the platform will automatically match the requirements of posted job openings with the individual's professional profile.

For logged-in users, the platform will include a dedicated **"Recommended for You"** section, where job openings deemed relevant based on the following criteria will be displayed:

- the desired occupation indicated in the profile;
- the user's professional and digital skills;
- qualifications, educational level, and field of study;
- professional experience;
- preferred location or geographic area;
- availability for a specific work schedule;
- expected salary or preferred salary range;
- driver's license, languages spoken, and other relevant qualifications;
- history of previous applications, saves, or interactions with the platform.

The system will use a scoring mechanism to calculate the degree of match between the user's profile and available jobs. The matching result will be displayed in a way that is transparent and easy for the user to understand, for example:

"90% match: Your skills match the job requirements, and the job is in your preferred location."

For each recommendation, the user will be able to see the main reasons why the job was suggested, such as:

- shared skills;
- a job similar to the one you're looking for;
- relevant experience;
- salary within the specified range;
- location close to the user's preferences;
- compatible work schedule.

Recommendations will be updated periodically, including through a daily refresh mechanism, so that the user receives new and relevant job listings immediately after they are published and validated on the angajat.md platform.

Quick Search (Quick Filters):

The angajat.md platform will include a quick search feature (Quick Filters) designed to provide immediate access to the most popular and frequently used categories of job openings. This feature will be available directly on the platform's homepage and will allow users to instantly apply predefined filters without having to manually configure search criteria.

Quick Filters will be displayed as interactive buttons (chips/cards/tabs), visible and easily accessible on both desktop and mobile devices.

Examples of quick filters:

- "Jobs with no experience required";
- "Remote jobs";
- "Highest-paying";
- "Posted today";
- "In Chișinău";
- "Part-time";
- "For students";
- "Flexible schedule";
- "Urgent";
- "Jobs for People with Disabilities."

When you select a Quick Filter, the system will automatically apply the corresponding criteria and instantly display a list of relevant jobs without having to fully reload the page. Quick Filters can be generated both statically and dynamically, based on:

- the most popular searches;
- usage trends;
- the number of available job openings;
- the user's location;
- the logged-in user's profile and preferences.

For logged-in users, the platform will be able to display personalized quick filters based on their professional profile and usage history, for example:

- "Jobs Recommended for You";
- "Jobs nearby";
- "Jobs similar to those you've saved";
- "New jobs in your field."

Search history:

- Saves the user's (logged-in) last 10 searches;

- "Recent searches" dropdown below the search bar;
- Click = re-run search;
- Option: Clear history.

Filters:

- Filters that can be applied individually or in combination;
- Results counter, updated in real time: "245 jobs found";
- Apply filters without refreshing the page;
- Clear all filters with a dedicated button.

Sorting:

- Sorting dropdown always visible;
- Options: relevance, date (newest/oldest), salary (high/low), location, company;
- Changing the sort order = instant re-rendering of results;
- Sort order persists in the URL and across sessions.

Saved searches:

- Maximum of 10 saved searches per user;
- Search name required (max. 50 characters);
- Display saved search list in a dropdown or on a dedicated page;
- Click on a saved search = filters applied instantly;
- Edit/Delete saved search;
- Email alerts per search;
- Notification, example: "3 new jobs for your search 'IT Chișinău.'

Similar jobs:

- "Similar Jobs" section on every job page;
- At least 3 similar jobs (if available);
- Maximum of 10 similar jobs;
- Weighted similarity algorithm: occupation 40%, field 30%, location 20%, skills 10%;
- Refreshes with every view (not statically cached).

Personalized recommendations:

- "Recommended for You" section on the homepage and jobs page;
- Visible only to logged-in users with a profile > 50% complete;
- Minimum of 5 recommended jobs;
- Refreshed daily;
- Matching explanation: "85% match: 4 out of 5 skills + salary within range + location OK";

- Feedback option: "Why am I seeing this?" / "I'm not interested."

Quick filters on the homepage:

- At least 5 quick filter buttons on the homepage;
- Attractive design (icons + text);
- Click = navigate to the jobs page with the filter applied;
- Tracking: which quick filter is used most often.

Display of general labor market indicators

The system will display, at the top of the page, a set of aggregated statistical indicators, including:

- the total number of active job postings;
- the total number of registered candidates;
- the unemployment rate;
- the average net salary;
- the number of hires made through the angajat.md platform.

Legend for the number of job openings

The system will include an explanatory legend indicating the classification ranges for districts/municipalities based on the number of job openings, for example:

- more than 2,000 job openings;
- between 400 and 2,000 job openings;
- between 200 and 400 job openings;
- between 100 and 200 job openings;
- fewer than 100 job openings.

Selecting a district for details

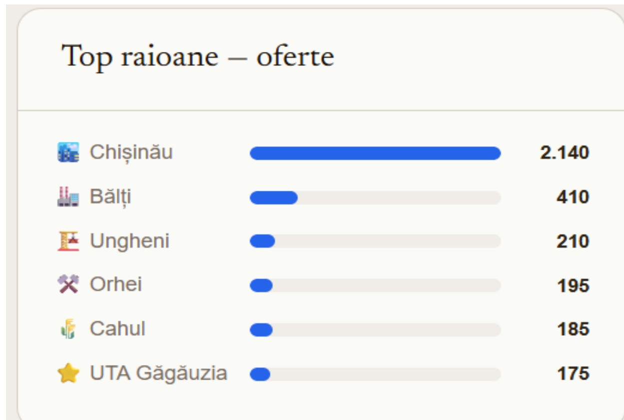
The user will be able to select a district/municipality on the map to view detailed information about the labor market in that area. After selecting the district, the system will display information in a sidebar, such as:

- the number of active job openings;
- the number of available/registered candidates;
- the average salary for available job openings;
- the number of hires made;
- the sectors with the most job openings;
- the most in-demand occupations;
- changes in indicators compared to the previous period.

Top districts by number of job openings

The system will display a ranking of the districts/municipalities with the most available job openings. The ranking will include at least:

- name of the district/municipality;
- total number of active offers;
- bar chart/progress bar;
- the ability to automatically update based on the applied filters.

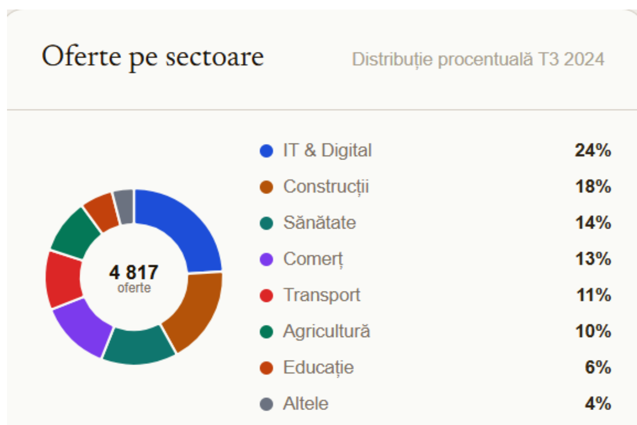


Display of job openings by industry

The system will display the distribution of job openings by industry sector in the form of a pie chart or another type of visual representation.

The distribution may include, for example:

- IT and Digital;
- construction;
- healthcare;
- retail;
- transportation;
- agriculture;
- education;
- other sectors.

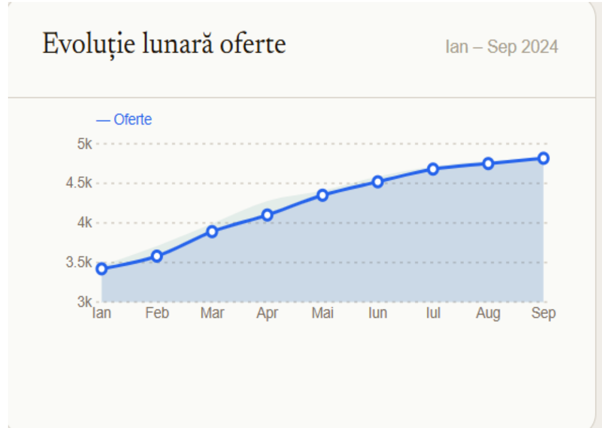


For each sector, the system will display the percentage share of all active job postings and, where applicable, the absolute number of job openings.

Viewing Monthly Trends in Job Postings

The system will allow users to view the monthly trend in the number of job openings for a selected period. The graph will enable analysis of trends over time, including:

- an increase or decrease in the number of active job postings;
- comparison of months within the selected period;
- identifying periods of high labor demand;
- displaying data for a predefined period, such as January–September or the current year.



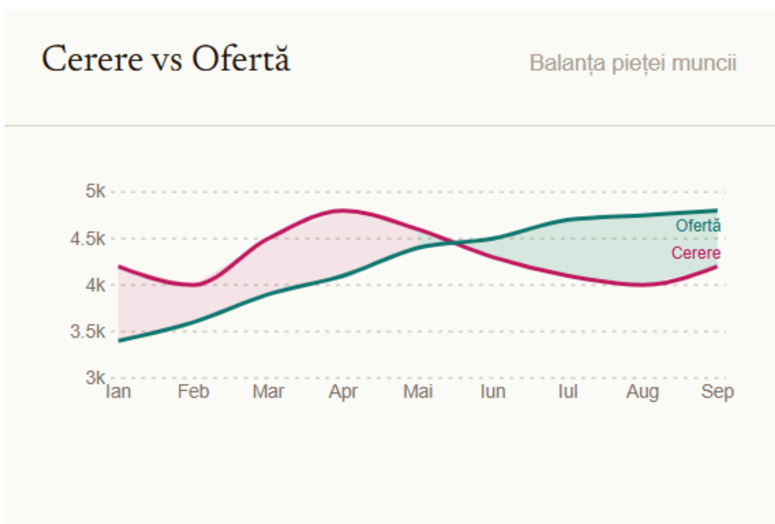
Comparing Labor Supply and Demand

The system will display a comparative chart of labor demand and supply to highlight the balance of the labor market.

This feature will allow for the comparison of:

- the number of job openings;
- the number of available or registered candidates;
- trends in labor supply and demand by month;
- any imbalances between employers' demand and candidates' availability.

The graph will help identify periods and sectors where there is a labor shortage or surplus.



Dynamic Data Updates

The system will dynamically update the information displayed on the map, in the statistical dashboards, and in the rankings, based on:

- the data available in the system regarding job openings;

- the filters selected by the user;
- the reporting period;
- the field of activity;
- the selected district/municipality.

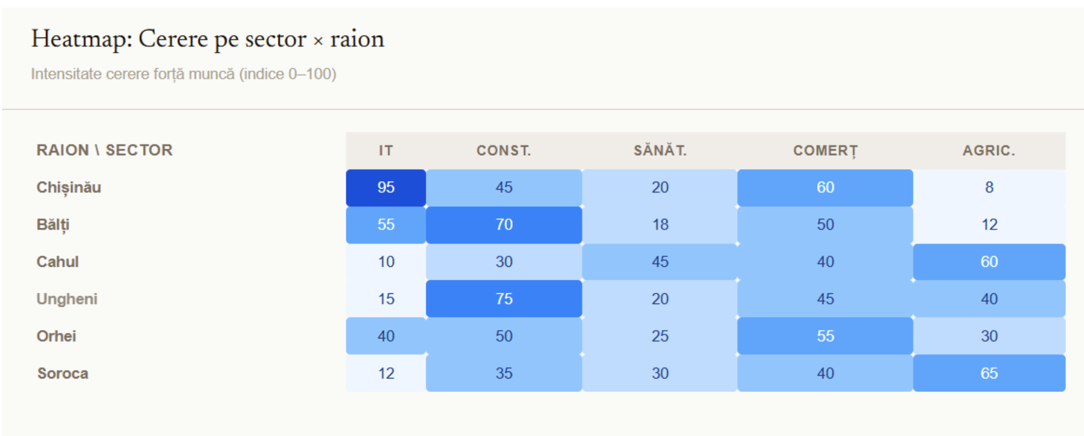
Heatmap of labor demand by sector and district

The system will display a heatmap that reflects the intensity of labor demand by sector and district.

The heatmap will include:

- districts/cities in rows;
- sectors of activity in columns;
- an index of demand intensity, for example on a scale from 0 to 100;
- visual highlighting of areas with high, medium, or low demand.

With this feature, users will be able to quickly identify the dominant sectors in each district and the areas with the greatest labor demand.


Heatmap: Cerere pe sector × raion

Intensitate cerere forță muncă (indice 0–100)

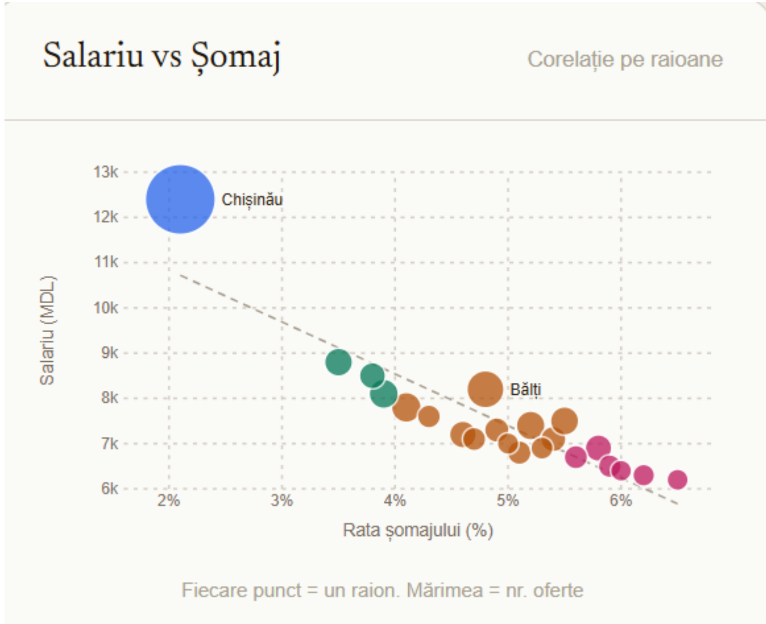
RAION \ SECTOR	IT	CONST.	SĂNĂT.	COMERȚ	AGRIC.
Chișinău	95	45	20	60	8
Bălți	55	70	18	50	12
Cahul	10	30	45	40	60
Ungheni	15	75	20	45	40
Orhei	40	50	25	55	30
Soroca	12	35	30	40	65

Analysis of the Relationship Between Wages and Unemployment

The system will display a comparative analysis of average wages and the unemployment rate at the district/municipality level.

This analysis can be presented as a correlation chart and will include:

- the estimated or reported average wage for job openings;
- the unemployment rate by district/municipality;
- a distinct point or marker representing each district;
- the ability to identify districts with higher wages and lower unemployment or, conversely, areas with low wages and high unemployment



Display of the average net salary by sector

The system will display the average net salary for each relevant sector of activity, for example:

- IT and Digital;
- finance;
- healthcare;
- construction;
- retail;
- transportation;
- education;
- agriculture;
- other configurable sectors.

For each sector, the system will display the average net salary in MDL.

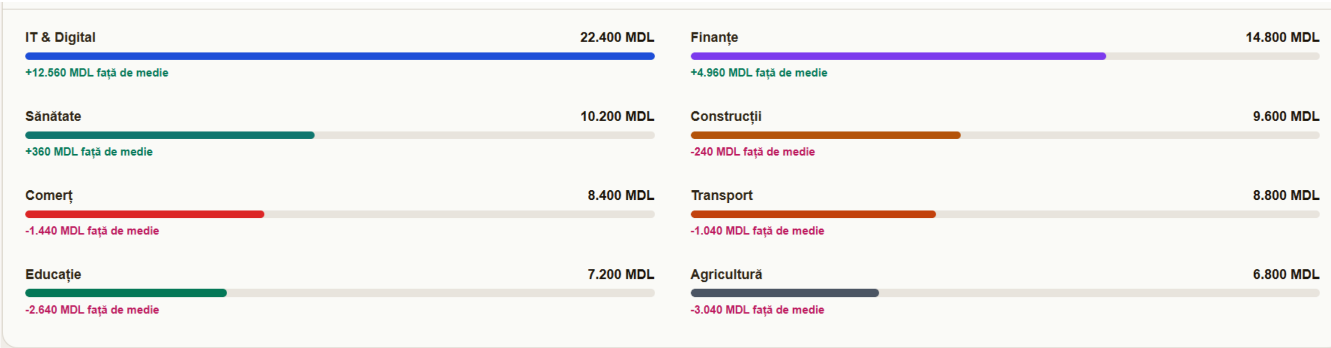
Comparison with the National Average

The system will allow users to compare the average net salary for each sector with the national average. For each sector, the system will display the difference from the national average, for example:

- a positive value, if the average salary in the sector is above the national average;
- a negative value if the average salary for the sector is below the national average.

Display example:

- "+12,560 MDL above the average";
- "-1,440 MDL compared to the average."



Visual representation using progress bars

The system will display average net wages by sector using progress bars or another equivalent graphical representation. The length of the bar will reflect the level of the average net wage relative to other sectors or to a reference value set in the system.

This visualization will allow for the rapid identification of sectors with high, medium, or low wages.

Displaying the reporting period

The system will display the period for which the salary data is presented, for example:

- the current quarter;
- the previous quarter;
- the current year;
- the period selected by the user.

Example: "Average Net Salaries by Sector — Q3 2024."

Updating data based on filters

The system will allow salary information to be updated based on the filters applied by the user, including:

- reporting period;
- district/municipality;
- economic sector;
- occupation;
- level of experience;

- type of job;
- work schedule;
- data source.

FRQ-ANG-007. Requirements for the detailed job posting page

When accessing a job vacancy posted on the angajat.md platform, the user will be able to view the detailed job listing page, which will display all relevant information regarding the employment opportunity, employment conditions, and application procedures.

The job listing detail page will serve as the primary point of interaction between job seekers and employers, designed to provide a modern, clear, and intuitive experience for browsing and applying. The page will have a modular structure, with important information visually highlighted and full compatibility for desktop, tablet, and mobile devices.

Structure of the displayed information:

The job posting page will include, at a minimum, the following required information:

- the name of the company/employer;
- job title according to the Classification of Occupations (CORM);
- a detailed job description;
- the duties and responsibilities associated with the position;
- required competencies, including those associated with the ESCO classification;
- required professional experience;
- required level of education;
- fixed salary or salary range;

- the type of individual employment contract;
- work schedule;
- type of schedule:
    - full-time;
    - part-time;
    - flexible;
    - shift work;
    - remote/hybrid;
- location and/or address of the workplace;
- how to apply:
    - Submit your resume;
    - Apply without a resume;
    - other available methods;
- publication date;
- Job posting expiration date;
- ad status;
- information regarding the availability of the position for certain categories of applicants, if applicable.

Optional Information: Depending on the information entered by the employer, the page may also include additional information, such as:

- benefits and perks offered;
- meal vouchers;
- provided transportation;
- housing;
- health insurance;
- opportunities for professional development;
- probationary period;
- interview process;
- company description;
- company logo;
- presentation images/videos;
- link to the company's website;
- link to social media or the careers page.

Classifications:

To optimize navigation and search, the system will automatically classify and organize job openings based on the data entered and official classifications.

Automatic classification:

- by industry (CAEM);
- by occupation and occupational groups (CORM/ESCO);
- by skills and specializations;
- by locality, district, and region;
- by type of work schedule;
- by salary level;
- by contract type.

Automatic Tagging (Smart Labels)

The platform will be able to automatically generate visual labels to highlight certain features of the ad, including:

- **NEW** — recently posted ad;
- **POPULAR** — listing with a high number of views or applications;
- **URGENT** — a priority announcement or one with an upcoming deadline;
- **REMOTE** — allows for remote work;
- **EXPIRING SOON** — application deadline is approaching;
- **FOR STUDENTS**;
- **FOR PEOPLE WITH DISABILITIES**.

Features available on the job **posting page**: The detailed job posting page will allow the user to:

- apply quickly for the job;
- submit a digital resume from eSocial;
- apply without a resume, if the employer allows it;
- save the listing to favorites;
- share the listing;
- viewing other similar job openings;
- viewing other jobs posted by the same employer;
- viewing the location on a map;
- contacting the employer, if permitted;
- reporting suspicious or non-compliant job postings.

For logged-in users, the system will also be able to display the estimated compatibility between the user's profile and the job requirements, based on the matching and recommendation mechanisms implemented in the platform.

The job listing's detail page will be integrated with the digital tools available in eSocial and the user's Digital Personal Account, enabling centralized management of applications, submitted resumes, saved jobs, and personalized recommendations.

FRQ-ANG-008. Saving Favorite Jobs

The angajat.md platform will include a feature dedicated to saving favorite job listings, which will allow authenticated users to bookmark and manage job opportunities of interest for quick future access, comparison, monitoring, and application.

This feature will be integrated with the user's Digital Personal Account within the eSocial integrated information system and will automatically synchronize the user's preferences and interactions with the platform's recommendation and matching mechanisms.

Favorite Job Saving Feature: Each job listing displayed on the platform (List View, Grid View, Map View, detail page, etc.) will include a dedicated visual element for saving to favorites.

Interaction elements:

- heart and/or star icon;
- visual status:
  - empty = not saved;
  - filled/colored = saved to favorites;
- contextual tooltip:
  - "Save to favorites";
  - "Remove from favorites."

When the icon is selected:

- the system will instantly save the job to the user's favorites list;
- immediate visual feedback will be displayed:
  - an animation;
  - confirmation message:
    - "Added to favorites";
    - "Removed from favorites."

This feature will be available exclusively to logged-in users.

For unauthenticated users:

- the system will display a login prompt:
  - "Log in to save favorite jobs";
- After logging in via eSocial/MPass, the user will be able to continue the action they started.

The "My Favorite Jobs" page

The platform will include a section dedicated to managing favorite jobs:

- "My Favorite Jobs."

The page will be accessible:

- from the user menu;
- from the Digital Personal Dashboard;
- from the platform header;
- via a dedicated URL:
    - angajat.md/favorite

Displayed Information

For each favorite job, the following will be displayed:

- job title;
- company name;
- location;
- salary;
- work schedule;
- publication date;
- expiration date;
- date saved to favorites;
- ad status:
    - active;
    - taken;
    - expired;
    - withdrawn;
- flag indicating whether the user has already applied:
    - "Applied" badge;
- visual indicators:
    - NEW;
    - URGENT;
    - REMOTE;
    - EXPIRING SOON.

The user will be able to:

- Quickly access the job's details page;
- remove the job from your favorites;
- apply directly to the job;
- compare favorite jobs;
- sort and filter results.

Organization features:

Sorting:

- by save date;
- by expiration date;
- by salary;
- by relevance;
- by publication date.

Filter:

- by field;
- location;
- salary;
- program type;
- job status;
- contract type.

Display modes:

- list;
- grid/cards.

Navigation:

- paging;
- infinite scroll;
- progressive loading.

Automations and smart notifications: The platform will include automated notification and monitoring mechanisms for favorite job listings.

Automatic notifications:

- alert when a favorite job is about to expire:
  - "Job X expires in 3 days";
- notification when a favorite job is no longer available;
- notification when a favorite job has been filled or withdrawn;
- notification when the salary or job details have been updated;
- notification when similar jobs become available;
- reminder:
  - "You have X favorite jobs you haven't applied to yet."

Notifications can be sent:

- within the platform (in-app);
- via email;

- via push/mobile notifications, as applicable.

For logged-in users, the system may use favorite locations to:

- improve personalized recommendations;
- recalculate matches;
- identify professional interests;
- automatically recommending similar jobs.

Bulk Actions: The "My Favorite Jobs" page will allow:

- multiple selection;
- select all;
- multiple deletion;
- deleting all favorites;
- apply to multiple jobs simultaneously, if the feed allows it.

UX and Performance Requirements: The functionality will comply with modern UX/UI and performance requirements:

- Intuitive and easily visible icons;
- instant feedback upon interaction;
- clear differentiation between "favorite" and "unfavorite" statuses;
- full compatibility with desktop, tablet, and mobile devices;
- sizes optimized for mobile devices;
- load time under 2 seconds for the favorites list;
- preservation of filters and the user's navigation position;
- automatic synchronization between angajat.md and the Personal Account in eSocial.

FRQ-ANG-009. Importing Job Openings from External Platforms

To expand the number of job opportunities available on the angajat.md platform, the system will enable the integration and display of job openings automatically retrieved from external recruitment platforms and job portals. The integration will be achieved through technical synchronization and interoperability mechanisms, based on the collaboration models and terms established with the respective platforms. Job openings sourced from the following platforms will be integrated into the platform, as appropriate:

- rabota.md;
- cariere.gov.md.

Job openings sourced from external platforms will be visually and functionally distinguished from those posted directly through the "Employment and Unemployment Insurance" Information

Component to ensure transparency regarding the source of the information and its clear presentation to users. External postings will include specific labels, such as:

- “External source: rabota.md”;
- “External source: cariere.gov.md.”

The platform will enable:

- automatic periodic synchronization of external job postings;
- updating the status of job openings;
- automatic removal of expired or inactive job postings;
- the integration of external ads into the general search, filtering, and display mechanisms;
- Inclusion of external ads in recommendation and matching results, as appropriate;
- classifying and normalizing data according to the structure used by angajat.md;

Technical integration mechanisms:

API Integration (preferred):

- External platforms provide APIs for accessing job openings
- The angajat.md platform consumes the API at scheduled intervals (e.g., every 4 hours)
- API authentication is performed using secure mechanisms (API key / OAuth2 / token)
- Communication between systems is conducted exclusively via secure connections (HTTPS, TLS)
- Defined API versions (versioning: v1, v2) are used to ensure compatibility
- Deduplication based on employer IDNO + job title + location

Data processing and normalization:

- Automatic mapping of external fields to the standardized internal structure
- Automatic language detection and correction
- Data normalization (text format, structure, units)
- Automatic classification by CORM (with manual confirmation)
- Extraction of competencies from descriptions
- Salary identification from free text (if not explicitly provided)

Tagging and differentiation:

- Visible badge: "External source: [Platform name]"
- Different color/style for external job postings
- Disclaimer regarding the origin of third-party data
- Link to the original ad
- Clear information on how to apply

Display rules:

- ANOFM/STOFM ads take priority in search results
- External job postings are displayed in the same feed or in a separate section
- Filter options: "ANOFM jobs only" / "External jobs only" / "All"
- Configurable display limits
- The order of results can be based on relevance, date, and source

Dependencies

- API available from external platforms
- Signed partnership agreements
- Content validation and moderation process
- Logging and monitoring system
- NLP algorithms for classification (optional)

FRQ-ANG-010. Communication: Employer-Unemployed Person-ANOFM

The notification module of the eSocial information system will ensure automated digital communication between platform users and stakeholders involved in the provision of employment services and measures, including employers, unemployed individuals/job seekers, private agencies, and ANOFM/STOFM specialists.

The module will function as a centralized operational communication mechanism and will enable the automatic, contextual, and personalized transmission of notifications related to processes and events generated within the eSocial ecosystem.

Notifications will be generated automatically based on configured business rules, events, and actions performed on the platform, without the need for ongoing manual intervention by ANOFM/STOFM specialists.

The module will operate on an event-driven basis, whereby every relevant action or status change can trigger notifications to the relevant users, depending on their role, the type of service accessed, user preferences, and the event's priority level.

Notifications for Employers

Notifications intended for employers will be automatically generated by the platform based on the lifecycle of job openings, interactions with candidates, and relevant events related to the recruitment process. The platform will send notifications for the following situations:

- successful posting of a job opening on the angajat.md platform;
- updating information related to a job posting;
- a change in salary, work schedule, or job conditions;

- the imminent expiration of a job opening;
- the expiration of a job posting;
- reactivating or reposting an expired job posting;
- temporarily suspending a job posting;
- marking a job as filled;
- receiving an application for a job opening;
- receiving a new resume;
- automatically identifying a candidate who matches the job requirements;
- sending or receiving messages between the employer and the candidate;
- accepting, rejecting, or changing the status of an application;
- scheduling or sending an interview invitation;
- notifications regarding the ad's performance (number of views, applications, level of interest, etc.);
- Notifications regarding administrative or technical actions related to the employer's account.

Notifications for Applicants / Job Seekers

Notifications intended for job seekers will be automatically generated by the system based on the user's profile, behavior on the platform, saved jobs, submitted applications, and interactions with employers. The platform will send notifications for the following situations:

- when jobs matching the user's profile become available;
- when new jobs matching saved searches are identified;
- updates to a saved job listing;
- changes to the salary or conditions of a tracked job;
- the imminent expiration of a saved job;
- the expiration or unavailability of a saved job;
- marking a job as filled;
- confirming receipt of an application;
- a change in the status of an application;
- receipt of a message from an employer;
- sending an interview invitation;
- requesting additional information from the employer;
- incomplete user profile;
- recommendations for improving your professional profile or resume;
- notifications regarding the expiration of your resume or the need to update your professional information;
- notifications regarding recent activity related to favorite jobs or active applications

Notifications for ANOFM/STOFM

The platform will automatically generate notifications for institutional users within ANOFM and its territorial employment offices (STOFM) to monitor platform activities, manage operational processes, and track employment indicators. Notifications will be generated automatically by the system, without manual intervention, based on events and operational workflows within the angajat.md and eSocial platforms. The platform will send notifications for the following situations:

- the publication of a new job opening within the managed territory;
- an update to a job vacancy listing;
- the suspension, expiration, or reactivation of a job posting;
- marking a job as filled;
- registration of new employers on the platform;
- monitoring the number of active job openings;
- monitoring applications and the fill rate for job openings;
- automatically generating statistical and operational indicators;
- notifications regarding technical errors, failed synchronizations, or operational incidents;
- notifications regarding system maintenance, updates, and changes;
- notifications regarding unauthorized access attempts or security incidents;
- notifications regarding the expiration of certain workflows or administrative actions;
- automatic transmission of periodic operational and statistical reports;
- other notifications.

All notifications generated by the system may be delivered simultaneously through multiple digital communication channels, using the same types and formats of notifications, to ensure a unified, predictable, and accessible experience for users. Communication channels will include:

- **The Personal Dashboard within eSocial**: The primary channel for notifications and communication with platform users. All notifications will be available in real time within the user's account, including their complete history.
- **Email:** Sending notifications via email using standardized, responsive templates, with support for the same types of notifications available in the Personal Dashboard.
- **Apps and online messaging channels (e.g., Telegram):** Sending notifications via apps and online messaging channels for users who explicitly choose to connect to and use these services. This channel will allow for the rapid receipt of notifications regarding new jobs, messages, or other events automatically generated by the platform.
- **Operational back office for ANOFM and STOFM:** transmission and management of operational, administrative, and institutional notifications via the internal interface used by ANOFM and its regional employment offices. This channel will enable the monitoring of activities carried out within the system, the receipt of notifications regarding tasks, deadlines, requests, decisions, technical incidents, and operational indicators, as well as the management of administrative workflows automatically generated within the "Employment and Unemployment Insurance" Information Component.

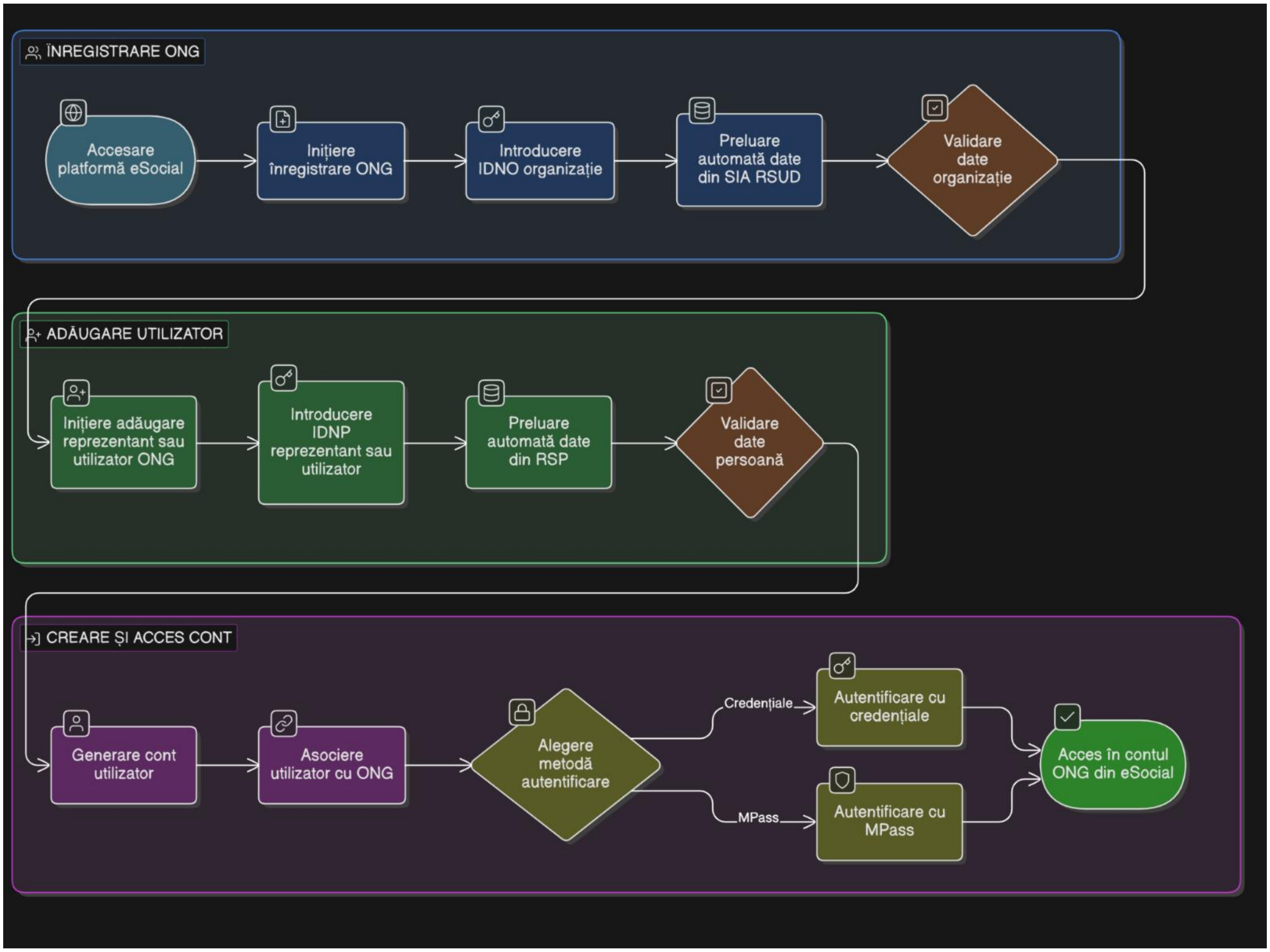
FRQ-ANG-011. NGO Programs Module

Description: The platform will include a module dedicated to promoting the programs and services offered by NGOs and other partner organizations in the fields of employment, vocational training, and social inclusion.

Types of programs:

- Vocational training (courses, workshops, certifications);
- Career counseling;
- Career guidance for young people;
- Retraining programs;
- Support for vulnerable groups (people with disabilities, NEETs, women, etc.);
- Entrepreneurship and business start-up programs;
- Mentoring and coaching;
- Scholarships and grants;
- Events: job fairs, webinars, workshops.

NGO registration and accreditation will be carried out in accordance with functional requirement FRQ-ESC-005: NGO Registration and Accreditation.



Publication of programs and services:

Non-governmental organizations and partner organizations will be able to publish, update, and manage programs, services, and opportunities for beneficiaries through the organization's Digital Personal Dashboard, available within the digital front office of the "Employment and Unemployment Insurance" Information Component, including through the integrated features of the angajat.md platform.

After the organization authenticates by validating its IDNO:

- the organization's data will be automatically retrieved from state registries;
- the organization's profile will be created automatically;
- contact and identification data will be reused for publishing programs;
- verified organizations will benefit from simplified publication processes.

Simplified electronic form: Programs will be published using a modular, assisted electronic form, structured into logical containers and based on:

- drop-down menus;
- checkboxes;
- predefined lists;
- autocomplete;
- multiple selections;
- reuse of existing data in the organization's profile.

Manual data entry will be limited to descriptive fields only.

Key program information: The form will allow you to enter the following information:

- program/service name;
- program category:
  - vocational training;
  - counseling;
  - career guidance;
  - skills development;
  - entrepreneurship;
  - other categories;
- program field:
  - IT;
  - construction;
  - agriculture;
  - services;
  - health;
  - general, etc.;
- program description;
- program objectives;
- category of beneficiaries:
  - young people;
  - unemployed people;
  - people with disabilities;
  - women;
  - the diaspora;
  - all categories, etc.;
- region/locality;
- program format:
  - in-person;
  - online;
  - hybrid;

- duration;
- eligibility requirements;
- free / partially subsidized / paid;
- number of available spots;
- registration link;
- informational materials and images.

Public display and recommendations:

All active programs will be displayed in a dedicated section:

- angajat.md/programs

Users will be able to:

- search for programs;
- filter by field, category, location, or beneficiary;
- save favorite programs;
- access the program's detailed page;
- Go directly to the registration link;
- contact the organizer.

The "Employment and Unemployment Insurance" information module will use data from the beneficiary's profile and digital resume to automatically identify and recommend relevant employment programs, services, and measures based on the beneficiary's skills, qualifications, professional experience, interests, goals, and individual needs. Examples:

- user with no experience → recommendation for vocational training courses;
- IT user → recommendation for IT bootcamps/courses;
- registered unemployed person → recommendation of active programs offered by ANOFM/NGOs.

Organization Profile: Each organization will have a dedicated public page that will include:

- general information about the organization;
- active programs;
- upcoming programs;
- expired programs;
- contact information;
- website and external links.

Program administration, notification and interaction management, as well as access to statistical data, will be carried out through the organization's digital personal account, available within the digital front office of the "Employment and Unemployment Insurance" Information Component, including through the integrated features of the angajat.md platform, without the need to develop a separate dashboard for nongovernmental organizations.

Through the Digital Personal Dashboard, organizations will be able to:

- manage published programs;
- save drafts;
- edit information;
- archive programs;
- track views and interactions;
- receive notifications regarding the validation, expiration, or changes to programs;
- view general statistics on user visits and engagement.

Moderation and Administration: ANOFM will be able to:

- suspend programs;
- deactivate organizations;
- manage reported content;
- monitor the activity of organizations.

UX and Performance Requirements: The module will adhere to modern UX/UI principles:

- simplified forms;
- mobile-friendly design;
- fast loading;
- dynamic filters;
- an interface consistent with the rest of the platform;
- clear visual differentiation between programs and job openings.

FRQ-ANG-012. "Emigration" Information Module

Description: This module will provide information about working abroad, legal employment opportunities abroad, workers' rights, and official recommendations for those wishing to emigrate for work.

Job Opportunities in the EU:

Introduction to EURES (European Employment Services)

- Integration with EURES will enable the retrieval of available job openings, as well as the provision of jobs intended for immigrants.
- The operational process related to this integration, including data exchange flows and institutional responsibilities, will be defined and detailed at a later stage of implementation.
- How to Look for a Job in the EU Through EURES
- Countries with high labor demand
- Sectors with labor shortages in the EU

- Mobility in the EU for Moldovan citizens

Documentation and procedures:

- Biometric passport;
- Work visa (when required);
- Work/residence permit;
- Recognition of diplomas and qualifications abroad;
- Apostille (for official documents).

International employment contract:

- What a legal contract must contain
- Signs of a fraudulent contract
- Verifying the foreign employer
- Legal vs. Illegal Recruitment Agencies

Rights and Protection:

- Workers' rights in the EU
- Minimum Wage by Country (must-have)
- Social and Health Insurance
- Vacation and Days Off
- Protection Against Discrimination
- Where to Report Abuse (must-have)

Social security system:

- Social Security Contributions Abroad
- Pensions: How They Work for Migrants
- Transfer of pension rights
- Health insurance abroad

Integration in the host country:

- Language learning (free courses in many EU countries)
- The Educational System for Children
- Moldovan Associations in the Diaspora
- Cultural events

Sending money home:

- Safe and Inexpensive Transfer Methods
- Avoiding high fees
- Recommended Remittance Services

Returning and Reinvesting:

- How to Use Your Savings for a Business in Moldova
- Support programs for returning entrepreneurs
- **Investments in real estate, agriculture, etc.**

EURES Integration:

- Description of the EURES service
- Link to the EURES portal: https://eures.europa.eu
- EURES Job Listings (if an API is available)
- Information about EURES advisors in Moldova

Fraud Alert:

- Prominent "Protect Yourself from Fraud" section
- Blacklist: companies/agencies reported for fraud
- How to verify a job offer from abroad
- Red flags: advance payment, unrealistic promises, lack of a written contract
- Fraud reporting hotline: phone number, email

Success Stories:

- Testimonials from Moldovans who have worked legally abroad
- Stories about returning home and investing in Moldova
- Video testimonials (optional)

Downloadable resources:

- Pre-departure checklist
- Cover letter template in multiple languages
- European CV template (Europass)
- Guide: "10 Steps to Safe Emigration" (PDF)

FRQ-ANG-013. Useful Information Component

The angajat.md public platform will include a module dedicated to useful services and information, designed to facilitate users' access to relevant information, digital employment services, active employment measures, guides, informational resources, and digital tools associated with the ANOFM and eSocial ecosystems. The module will function as a digital information and guidance center for the platform's main user categories:

- job seekers;
- employers;
- unemployed individuals;
- young people starting their careers;
- people returning from abroad;
- people with disabilities;
- refugees and beneficiaries of temporary protection;
- organizations and partners involved in employment.

The purpose of the module is:

- to centralize relevant information and services in a unified interface;
- to simplify access to public employment services;
- to reduce difficulties in navigating the site and identifying useful information;
- to promote the services and active measures offered by ANOFM;

- to facilitate access to the digital services available on eSocial;
- increasing the use of ANOFM's digital services;
- improving the user experience on the platform.

The module will be publicly available without requiring authentication; however, certain features and digital services associated with each user category will require users to authenticate via the MPass government service and access the eSocial Integrated Information System, including the user's Personal Digital Account.

Useful Services and Information for Job Seekers

The module will include a section dedicated to job seekers, which will centralize the information, services, and digital resources relevant to accessing employment opportunities and support measures available through ANOFM and eSocial.

The information and services will be displayed using interactive cards and intuitive visual mechanisms, optimized for quick access from both desktop and mobile devices.

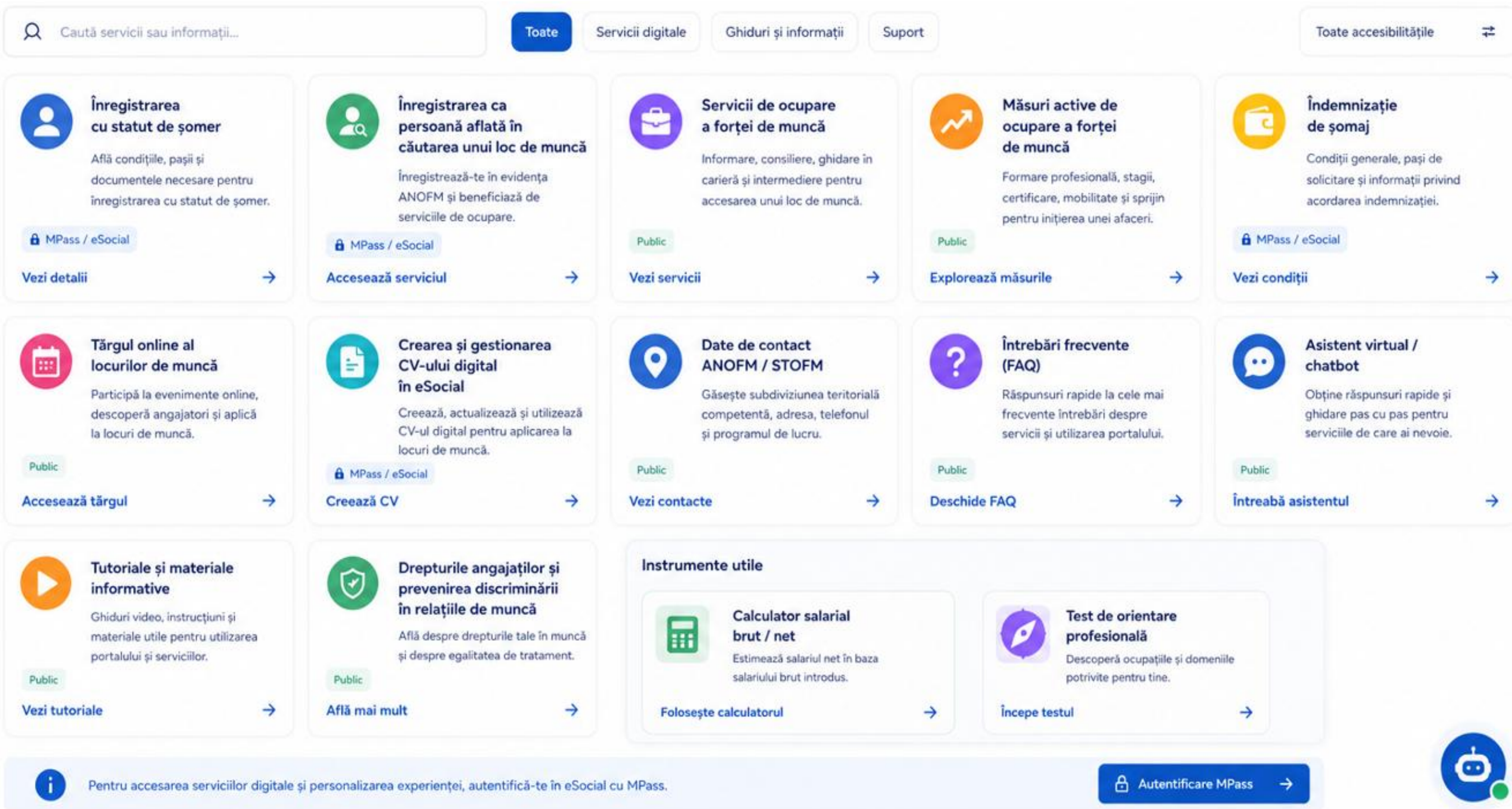
The section will include at least the following information and features:

- registration as unemployed;
- registration as a job seeker;
- employment services;
- active employment measures;
- unemployment benefits;

- online job fair;
- creating and managing a digital resume in eSocial;
- **writing a cover letter;**
- contact information for ANOFM/STOFM regional offices;
- frequently asked questions (FAQ);
- virtual assistant / chatbot;
- tutorials and informational materials;
- information on employee rights and the prevention of discrimination in the workplace.

The platform may also include:

- gross/net salary calculator;
- a career guidance test.



Caută servicii sau informații...
Toate
Servicii digitale
Ghiduri și informații
Suport
Toate accesibilitățile
Înregistrarea cu statut de șomer
Află condițiile, pașii și documentele necesare pentru înregistrarea cu statut de șomer.
MPass / eSocial
Vezi detalii
Înregistrarea ca persoană aflată în căutarea unui loc de muncă
Înregistrează-te în evidența ANOFM și beneficiază de serviciile de ocupare.
MPass / eSocial
Accesează serviciul
Servicii de ocupare a forței de muncă
Informare, consiliere, ghidare în carieră și intermediere pentru accesarea unui loc de muncă.
Public
Vezi servicii
Măsuri active de ocupare a forței de muncă
Formare profesională, stagii, certificare, mobilitate și sprijin pentru inițierea unei afaceri.
Public
Explorează măsurile
Indemnizație de șomaj
Condiții generale, pași de solicitare și informații privind acordarea indemnizației.
MPass / eSocial
Vezi condiții
Târgul online al locurilor de muncă
Participă la evenimente online, descoperă angajatori și aplică la locuri de muncă.
Public
Accesează târgul
Crearea și gestionarea CV-ului digital în eSocial
Creează, actualizează și utilizează CV-ul digital pentru aplicarea la locuri de muncă.
MPass / eSocial
Creează CV
Date de contact ANOFM / STOFM
Găsește subdiviziunea teritorială competentă, adresa, telefonul și programul de lucru.
Public
Vezi contacte
Întrebări frecvente (FAQ)
Răspunsuri rapide la cele mai frecvente întrebări despre servicii și utilizarea portalului.
Public
Deschide FAQ
Asistent virtual / chatbot
Obține răspunsuri rapide și ghidare pas cu pas pentru serviciile de care ai nevoie.
Public
Întreabă asistentul
Tutoriale și materiale informative
Ghiduri video, instrucțiuni și materiale utile pentru utilizarea portalului și serviciilor.
Public
Vezi tutoriale
Drepturile angajaților și prevenirea discriminării în relațiile de muncă
Află despre drepturile tale în muncă și despre egalitatea de tratament.
Public
Află mai mult
Instrumente utile
Calculator salarial brut / net
Estimează salariul net în baza salariului brut introdus.
Folosește calculatorul
Test de orientare profesională
Descoperă ocupațiile și domeniile potrivite pentru tine.
Începe testul
Pentru accesarea serviciilor digitale și personalizarea experienței, autentifică-te în eSocial cu MPass.
Autentificare MPass

Useful services and information for employers

The module will include a section dedicated to employers, which will centralize the information, services, and digital resources relevant to posting job openings, recruiting workers, and accessing the services and measures offered by ANOFM and eSocial. The information and services will be displayed using interactive cards and intuitive visual mechanisms, optimized for quick access from both desktop and mobile devices.

The section will include at least the following information and features:

- Posting job openings;
- Employment services;
- Active employment measures;
- Providing assistance to employees on reduced work schedules;
- Prevention of discrimination and ensuring equality in employment relationships;
- Online job fair;
- Contact information for ANOFM/STOFM regional offices;
- Frequently Asked Questions (FAQ);
- Virtual assistant / chatbot;
- Tutorials and informational materials.

Acasă > Servicii și informații utile > Pentru angajatori
PENTRU ANGAJATORI
Servicii și informații utile pentru angajatori
Centralizăm pentru dvs. informațiile, serviciile și resursele digitale necesare pentru declararea locurilor de muncă vacante, recrutarea forței de muncă și accesarea serviciilor și măsurilor oferite de ANOFM și eSocial.
Declararea locurilor de muncă vacante
Declarați rapid și simplu locurile de muncă vacante și găsiți candidații potriviți prin intermediul ANOFM și eSocial.
Declară un loc vacant →
Servicii de ocupare a forței de muncă
Accesați serviciile oferite de ANOFM pentru identificarea, selecția și recrutarea forței de muncă potrivite.
Vezi serviciile →
Măsuri active de ocupare a forței de muncă
Descoperiți măsurile și programele de sprijin financiar și non-financiar pentru angajatori.
Explorează măsurile →
Acordarea ajutorului salariaților cu regim de activitate redusă
Informații și suport privind acordarea ajutorului pentru salariații aflați în regim de activitate redusă.
Află mai multe →
Prevenirea discriminării și asigurarea egalității în relațiile de muncă
Promovați un mediu de lucru echitabil și incluziv. Informații și recomandări utile pentru angajatori.
Vezi recomandările →
Târgul online al locurilor de muncă
Participați la evenimente online de recrutare și promovați-vă locurile de muncă vacante.
Accesează târgul →
Date de contact ANOFM / STOFM
Găsiți subdiviziunea teritorială competentă, adresa, telefonul și programul de lucru.
Vezi contacte →
Întrebări frecvente (FAQ)
Răspunsuri rapide la cele mai frecvente întrebări privind serviciile și colaborarea cu ANOFM.
Deschide FAQ →
Asistent virtual / chatbot
Obțineți răspunsuri rapide și ghidare pas cu pas pentru serviciile de care aveți nevoie.
Întreabă asistentul →
Tutoriale și materiale informative
Ghiduri video, instrucțiuni și materiale utile pentru utilizarea serviciilor și platformelor ANOFM.
Vezi tutoriale →
Pentru accesarea serviciilor digitale și personalizarea experienței, autentificați-vă în eSocial cu MPass.
Autentificare MPass →
Asistent virtual

FRQ-ANG-014. “Online Job Fair” Component

The angajat.md platform will include a module dedicated to organizing and managing Online Job Fairs, designed to facilitate digital interaction between employers, job seekers, ANOFM, and STOFM regional offices by organizing thematic or periodic campaigns to promote available job openings in the Republic of Moldova. The module will enable the centralized organization of digital recruitment events held over a specific period of time, during which only job vacancies that:

- have been reported through the eSocial SIA—the ANOFM component—or through integrated platforms;
- have been automatically validated by the system (minimum compliance and integrity criteria);
- have active status;
- have been selected to participate in the online job fair.

General Operating Principle

For each online job fair, the platform will aggregate and display:

- job openings posted directly through SIA eSocial and angajat.md;
- job postings that have been automatically validated and approved for participation in the event.

Events may be organized:

- at the national level;
- at the regional or territorial level;
- by field of activity;
- for specific categories of beneficiaries;
- for thematic or seasonal campaigns.

Step 1. Creating and Configuring the Online Job Fair

The process begins with the launch of a new digital recruitment event by ANOFM (at the national level) or STOFM (at the territorial level) through the “Online Job Fairs” section of the Back Office module.

The ANOFM/STOFM specialist

- accesses the “Online Job Fairs” module;
- creates a new event;
- configures
    - the fair’s name;
    - the dates;

- the description;
- category or field;
- region/location;
- eligibility criteria;
- banners and promotional materials.

The system:

- automatically validates the event parameters;
- automatically publishes the fair on the angajat.md platform;
- generates the event's public page;
- activates automatic notification and synchronization mechanisms.

Step 2. Notifying Participants

During the Online Job Fairs, employers and job seekers will be automatically notified by the system regarding the launch, progress, and updates of digital recruitment events.

Notifications will be sent via:

- the Personal Dashboard in eSocial;
- email;
- push notifications;
- other integrated digital channels.

Notification to employers:

After the online job fair is activated, the system automatically identifies employers with active job openings that are eligible to participate in the event, based on:

- the active status of the job postings;
- field of activity;
- the occupations listed;
- geographic location;
- the specific criteria of the online job fair.

Eligible employers will receive automatic notifications regarding:

- the launch of a new online job fair;
- the duration;
- the conditions and criteria for participation;
- the possibility of including job openings in the fair;
- recommendations for participation based on industry and active job openings;
- the deadline for registration;
- updates on the online job fair.

Notification to job seekers

The system will automatically identify job seekers whose profiles match the available job openings at the online job fair, based on:

- the digital resume created in eSocial;
- ESCO skills;
- selected occupations;
- professional experience;
- professional and geographic preferences;
- activity and application history on the platform.

Job seekers will receive personalized notifications regarding:

- the launch of a new online job fair;
- job openings relevant to their professional profile;
- participating employers;
- automatic job recommendations;
- new job postings added to the job fair;
- updates on the progress of the online job fair.

Step 3. Employer Participation and Job Posting Management

Employers participating in the Online Job Fair will be able to add and manage job postings through two distinct digital mechanisms:

- posting a new job opening for the online job fair;
- selecting job openings that are already active and published on the platform.

After logging in via MPass/eSocial, employers will be able to manage their job postings for the online job fair directly from their Personal Dashboard.

1. Posting a New Job Opening for the Online Job Fair

Through the integrated eSocial information system, the employer will fill out the digital form to post the job vacancy and will be able to select the option:

- “Participate in the Online Job Fair.”

The system will:

- automatically verify the ad’s eligibility;
- validate the data’s compliance;
- automatically link the posting to the active event;

- automatically publish the posting on angajat.md and within the online job fair after validation.

2. Selecting Already Active Job Postings

The employer will be able to select from the list of already active job openings in the Personal Dashboard those ads that:

- will be promoted within the online job fair;
- will be displayed in the section dedicated to the event;
- will be highlighted with special visual labels.

Step 4. Participating in / Applying for Job Openings.

The platform's digital workflow will allow various categories of job seekers to participate, depending on whether they have a digital profile and how they access the online job fair.

Scenario 1. Existing users automatically identified by the system

This category includes individuals who already have a digital profile and a resume created on eSocial or angajat.md and who are automatically identified by the system as a good match for the jobs available at the online job fair.

By clicking on the notification or the link to the event, the user will be redirected to the online job fair page, where the system will automatically personalize the user's experience based on their existing professional profile.

Digital Workflow:
The system automatically analyzes existing user profiles from eSocial and angajat.md based on:

- the digital resume;
- associated skills and occupations;
- professional experience;
- professional and geographic preferences;
- application history and activities on the platform.

The system automatically identifies users who are compatible with:

- jobs available at the online job fair;
- the fields and occupations promoted at the event;
- the criteria and profiles established for the online job fair;
- Eligible users are automatically included in the online job fair's digital notification and promotion system.

The system automatically sends personalized notifications regarding:

- the launch of the online job fair;
- relevant job openings;
- participating employers;
- events and sessions available at the online job fair

The user clicks on the notification or the link to the event and is automatically redirected to the online job fair page.

After logging in, the system:

- automatically identifies the user's profile;
- retrieves existing data from the digital profile;
- personalizes the interface and the content displayed;
- generates recommendations and compatibility scores;
- displays job openings relevant to the user's profile.

The user can:

- view recommended job openings;
- access detailed job listings;
- quickly apply for job openings;
- save their favorite job listings;
- participate in activities and sessions organized as part of the online job fair.

Scenario 2. New users without an account or digital profile on the platform

This category includes people who are accessing the angajat.md platform for the first time and do not have a user account, digital profile, or resume created within the system.

Digital workflow

Users access the online fair page from:

- promotional campaigns;
- articles;
- banners;
- social media;
- external portals;
- search engines;
- informational materials.

The platform allows the public to access the online job fair page and view:

- available job openings;
- participating employers;

- available fields and occupations;
- general information about the event.

Users can access the detailed job listing page and start the application process directly from the platform.

By selecting the option:

- “Apply,”

the angajat.md platform redirects the user to the user account creation page within the eSocial information system.

After completing the account creation process, the user is automatically redirected back to:

- the job vacancy page;
- the online job fair page;

The system:

- automatically imports the data entered into the digital profile;
- generates the user’s professional profile;
- allows for quick application to the selected job;
- automatically forwards the application to the employer;
- records the application on the platform;
- generates a confirmation of the application.

After creating an account, the user will be able to benefit from:

- personalized job recommendations;
- automatic notifications about other relevant jobs;
- the ability to save their application history;
- participation in other online job fairs;
- access to the platform’s personalized features.

Step 5. Monitoring the Online Job Fair

ANOFM / STOFM will monitor and manage the Online Job Fair in real time via an administrative dashboard

The platform will allow for:

- monitoring participating employers;
- monitoring of posted job openings;
- monitoring submitted applications;

- identifying priority sectors and occupations;
- moderation of published content;
- suspending non-compliant job postings;
- promoting specific job postings and campaigns;
- generating operational and statistical reports.

ANOFM will be able to manage and monitor online job fairs nationwide, including:

- all active events;
- general participation indicators;
- national priority areas;
- consolidated reports and general statistics;

STOFM will be able to manage and monitor online job fairs at the regional level, including:

- employers and job openings in the managed territorial area;
- applications and user activity in the region;
- local announcements and campaigns;
- reports and indicators specific to the territorial subdivision.

The administrative dashboard will display in real time:

- the number of participating employers;
- the number of job openings;
- the number of applications;
- the most in-demand fields;
- the geographic distribution of job postings;
- the most viewed job postings;
- user activity within the online job fair.

Step 6. Automatic Closure of the Online Job Fair

Upon expiration of the event period, the system:

- automatically changes the event status to “Completed”;
- notifies participants
- disables new registrations;
- archive the data and history;
- retains applications and statistics;

Accesare dashboard administrativ
Monitorizare angajatori participanți
Monitorizare locuri de muncă
Monitorizare aplicări
Identificare domenii prioritare
Moderare conținut
Suspendare anunțuri neconforme
Promovare anunțuri și campanii
Generare rapoarte
Monitorizare finalizată
Început
Accesare modul Târguri Online
Creare eveniment nou
Configurare detalii eveniment
Eveniment trimis
Date eveniment
Notificare
Identificare angajatori eligibili
Trimitere notificări angajatori
Notificări angajatori trimise
Statistici
Identificare candidați compatibili
Trimitere notificări candidați
Notificări candidați trimise
Date timp real
Recepționare candidatură
Înregistrare aplicare
Transmitere către angajator
Generare confirmare aplicare
Candidatură procesată
Afișare număr angajatori
Afișare locuri vacante
Afișare număr aplicări
Afișare domenii solicitate
Afișare distribuție geografică
Afișare joburi accesate
Afișare activitate utilizatori
Date dashboard actualizate
Verificare expirare perioadă
Modificare statut Finalizat
Trimitere notificări finalizare
Dezactivare înscrieri noi
Arhivare date și istoric
Păstrare aplicări și statistici
Târg finalizat
Notificare candidatură
Candidatură
Validare parametri eveniment
Validare reușită?
Valid
Invalid
Validare eșuată
Publicare pe platformă
Generare pagină publică eveniment
Activare notificări
Eveniment activ
Verificare eligibilitate anunț
Notificare finalizare
Validare conformitate date
Anunț valid?
Anunț respins
Asociere automată cu eveniment
Publicare pe angajat.md și târg
Aplicare etichete vizuale
Anunț publicat în târg
Date anunț
Primire notificare angajator
Autentificare MPass angajator
Accesare Cabinet Personal angajator
Vizualizare detalii târg
Selectare mod participare
Nou anunț
Anunțuri existente
Declarare loc vacant nou
Completare formular digital
Selectare opțiune Participă la Târg
Selectare anunțuri active existente
Marcare pentru promovare târg
Anunțuri selectate pentru târg
Participare confirmată angajator
Confirmare
Accesare notificare sau link
Autentificare utilizator existent
Identificare automată profil
Personalizare interfață
Afișare joburi compatibile
Vizualizare recomandări
Aplicare rapidă
Salvare anunțuri favorite
Aplicație trimisă
Accesare pagină târg public
Vizualizare joburi publice
Selectare Aplică
Redirecționare creare cont eSocial
Redirect
Creare cont eSocial
Redirecționare înapoi platformă
Generare profil profesional
Aplicare la job selectat
Specialist → System
System → Angajator
System ↔ Candidat
System intern
Notificări finalizare

FRQ-ANG-014. "Virtual Assistant" Component

The angajat.md platform will include an AI-based virtual assistant, available directly within the platform's public interface, designed to guide users in accessing job listings, ANOFM services, active employment measures, registration procedures, and relevant information for employers, unemployed individuals, job seekers, refugees, and beneficiaries of temporary protection. The virtual assistant will function as a single point of digital interaction, capable of providing guided responses, directing users to relevant platform features, and facilitating quick access to services, forms, information, and personalized recommendations.

Accessing the virtual assistant

The virtual assistant will be available on all relevant pages of the angajat.md platform via a visible button labeled "Virtual Assistant," "Need help?" or "Ask the ANOFM Assistant." The access button will be located in a clearly visible area of the interface, preferably in the lower right corner of the page, without obstructing the main content. When accessed, a chat-style conversation window will open, optimized for desktop, tablet, and mobile devices.

The assistant's interface will allow the user to interact by:

- selecting predefined options;
- the ability to freely enter questions in the chat field;
- quick access to relevant links, forms, and pages;
- returning to the main menu or the previous step.

Multilingual support: The virtual assistant will be available in at least the following languages:

- Romanian;
- Russian;
- Ukrainian;
- English.

The user will be able to manually select the interaction language from the assistant's interface. The system will be able to automatically detect the browser language or the language of the message entered by the user and will suggest changing the conversation language. All standard messages, buttons, categories, automated responses, notifications, and error messages from the assistant will be available in all supported languages.

Identifying the User Type

At the start of the conversation, the virtual assistant will ask the user to select the category they belong to. Depending on the selected category, the assistant will display menus, questions, and responses tailored to the user's profile. At least the following categories must be available:

1. Job seeker / unemployed person, with predefined response options:

- job search;
- registration as unemployed or as a job seeker;
- employment services;
- active employment measures;
- unemployment benefits;
- working abroad.

2. Employer, with predefined response options:

- providing information about job openings;
- identifying and selecting suitable candidates;
- employment services;
- active employment measures / subsidies offered to employers.

3. Refugee / beneficiary of temporary protection, with predefined response options:

- Job search;
- Services provided by ANOFM.

Workflow for job seekers

If the user selects the *"Job Seeker"* category, the virtual assistant will display the following main options:

1. Job search;
2. Register as unemployed or as a job seeker;
3. Employment services;
4. Active employment measures;
5. Unemployment benefits;
6. Find job opportunities abroad;

For the ***"Job Search"*** option, the assistant will be able to ask the user for information such as desired occupation, location, level of experience, education, skills, estimated salary, willingness to work remotely, work schedule, and field of activity. Based on this information, the assistant will redirect the user to the job search page on the angajat.md platform, automatically applying the relevant filters.

At the same time, the system will offer support features to facilitate the application process, including:

- redirecting the user to log in to eSocial via the MPass government service to access the full range of features;
- suggesting that users create, upload, or update their resume in the eSocial system if it is missing or incomplete;
- explanations of the steps required to apply for a job or to obtain job-seeker status;

If the user needs additional support, the assistant will be able to connect them with an ANOFM operator.

For the option ***"Register as unemployed or as a job seeker*,"** the assistant will explain the steps required for registration through eSocial/ANOFM, the eligibility requirements, and provide a direct link to the corresponding digital service.

For the ***"Employment Services"*** option, the assistant will provide information about the free services offered by ANOFM, including labor market information, career guidance, job placement, pre-employment services, and support for NEET youth, as well as how to access these services and the benefits they offer, and will direct the user to the relevant pages, available resources, or an ANOFM representative for further assistance.

For the ***"Active Employment Measures"*** option, the assistant will provide answers in accordance with the current legal framework and will present information about available measures, including vocational training, skills certification, support for starting a business, and employment incentive programs, as well as the general eligibility requirements, the benefits offered, and the steps needed to access them.

At the same time, through integration with the eSocial information system and the ANOFM modules, the assistant will automate the processes for accessing these measures, enabling the identification of the user's profile, personalized recommendations of relevant options, pre-filling of applications, and redirection to available services

If the user selects the option ***"You do not have a profession, or your profession is no longer in demand on the labor market*,"** the assistant will provide information about the possibility of participating in voucher-based vocational training courses or on-the-job training, including the benefits offered (free training, monthly stipend, recognized certificate of qualification).

At the same time, the system will offer support features to facilitate the application process, allowing:

- suggesting login to the eSocial Information System (SIA) via the MPass government service, to access full functionality and employment measures;
- identifying the user's status (unemployed / job seeker) for authenticated users;
- collecting and analyzing the user's profile (education, skills, experience, location);
- recommending relevant vocational training courses based on labor market demand and the user's profile;
- displaying lists of available courses, including format, duration, location, and participation requirements;
- redirecting users to available courses or to organizations that offer on-the-job training;

If the user selects the option ***"You have a profession but no experience*,"** the assistant will provide information about the possibility of participating in a professional internship lasting up to 4 months, including the benefits offered (monthly stipend, practical training with an employer, support from a mentor, and a certificate of acquired skills).

At the same time, through integration with the eSocial information system and the ANOFM modules, the system will automate the process of accessing this measure, allowing for:

- automatic identification of the user's status and verification of whether they hold a qualification but lack relevant work experience in the past 2 years;
- retrieval of the user's profile (education, qualifications, field, location);
- automatic identification of fields eligible for professional internships;
- automatic recommendation of available internship positions, based on the user's profile and employers registered in the system;

The system will also allow for:

- displaying employers available for internships and the positions they offer;
- pre-filling the internship application using data from eSocial;
- automatic submission of the application to ANOFM/STOFM or to the employer;
- expressing interest in one or more available internships;
- automatically scheduling an appointment at STOFM or an interview with the employer, as applicable;

Throughout the process, the user will be automatically informed about:

- the conditions for participation;
- rights and benefits (stipend, mentoring, certification);
- the status of the application;
- acceptance into the program and the start date of the internship;

The system will also facilitate matching between candidates and employers by sending the candidate's profile to employers eligible to host internships.

If the user needs additional support, the assistant will be able to facilitate contact with an ANOFM representative, including by conveying the context of the request and scheduling a direct interaction.

For the ***"Want to Start a Business"*** option, the assistant will provide information about the counseling, assistance, and support measures available for starting a business, including the benefits offered, such as financial support of up to 80% of eligible expenses (capped at 20 times the average national wage for the previous year), consulting and assistance services, as well as programs for developing entrepreneurial skills.

At the same time, the system will offer support features to facilitate access to this measure, allowing:

- suggesting authentication in the eSocial SIA via the MPass government service, to access the full range of features;

- the identification of the user's status and general eligibility, for authenticated users;
- collecting and analyzing the user's profile (experience, skills, areas of interest);
- presenting the steps required to start a business and access available support;
- displaying information regarding participation requirements, necessary documents, and the institutions involved;
- redirecting users to available programs and regional offices (STOFM) for support;

At the end of the workflow, the system will allow users to:

- generating a personalized checklist of the necessary steps and documents;
- redirecting users to submit an application or schedule an appointment with STOFM, as appropriate.

If the user needs additional support, the assistant will be able to facilitate contact with an ANOFM operator.

For the option ***"Would you like to participate in the '+3,000 lei' program*?"**, the assistant will provide information about the support program for young people aged 18 to 35 who are entering the workforce for the first time in one of the eligible strategic sectors, including the benefits offered (tax-free financial support of 3,000 lei per month for a period of 12 months).

At the same time, the system will offer support features to facilitate access to the program, allowing for:

- the presentation of eligibility requirements (age, first-time employee status, eligible sectors);
- displaying eligible sectors (electronics, machinery manufacturing, construction materials, textiles, agri-food, pharmaceuticals, creative industries);
- explanation of the necessary application steps and technical requirements (electronic signature, bank account in lei);
- redirecting applicants to the EVO platform to submit their application;
- providing information on the required documents and the evaluation process;

For the ***"Unemployment Benefits"*** option, the assistant will guide the user through a preliminary eligibility check, without making any final legal decisions. The assistant will present:

- the conditions for receiving unemployment benefits;
- the amount of the benefits;
- the period for which the benefits are paid.

At the same time, the system will offer support features to facilitate access to this benefit, allowing:

- a suggestion to log in to the eSocial Information System (SIA) via the MPass government service to access full functionality, including submitting an online application and verifying eligibility requirements.

For the ***“Work Abroad”*** option, the assistant will provide information on opportunities for legal employment abroad, including through bilateral agreements concluded by the Republic of Moldova (e.g., Germany, Israel, Bulgaria), as well as recommendations for safe employment.

It will provide access to:

- information resources on job opportunities under bilateral agreements;
- a list of licensed employment agencies;
- information on the conditions for legal employment and avoiding the risks associated with undeclared work;

The assistant will direct the user to the relevant pages and official sources of information. If the user needs additional support, the assistant will be able to facilitate contact with an ANOFM representative.

Workflow for Employers

If the user selects the ***“Employer”*** category, the virtual assistant will display the following main options:

- Information about job openings;
- Identifying and selecting suitable candidates;
- Employment services;
- Active employment measures and subsidies offered to employers.

For the ***“Information on Job Openings”*** option, the assistant will provide information on the process of reporting and managing job openings through the eSocial information system, as well as on the employment services available to employers.

At the same time, the system will offer support features to facilitate the process of reporting job vacancies, allowing:

- suggesting authentication in the SIA eSocial information system via the MPass government service, to access the full range of features intended for employers;
- redirecting users to create or manage their employer account in eSocial;
- explaining the steps required to report and manage job vacancies;
- displaying information regarding employers’ legal obligations and the conditions for reporting job openings;
- redirecting users to the relevant electronic services and forms available in eSocial;

For the ***“Employment Services”*** option, the system will provide support features to facilitate access to these services, allowing:

- suggesting authentication in the integrated eSocial information system via the MPass government service, to access the full range of digital services;

- redirecting users to the relevant services and features available in eSocial;
- explaining how to access employment services and the steps required to benefit from them;
- displaying information regarding the general conditions of access and the required documents, as applicable;
- redirecting users to the territorial employment offices (STOFM) or to the relevant electronic services.

At the same time, the assistant will provide information about available employment services, including:

- labor market information services;
- job placement services;
- pre-employment services.

For the option ***"Active Employment Measures / Subsidies Offered to Employers,"*** the system will provide support features to facilitate access to these services and measures, allowing:

- suggesting authentication in the integrated eSocial information system via the MPass government service, to access the full range of digital services;
- redirecting users to the relevant services and features available in the eSocial Integrated Information System (SIA);
- explaining how to access active measures and the steps required to benefit from them;
- displaying information regarding general eligibility requirements and required documents;
- redirecting users to the territorial employment offices (STOFM) or to the relevant electronic services.

At the same time, the assistant will provide information on active employment measures and subsidies granted to employers to increase employment opportunities, including:

- subsidies for employers to participate in vocational training through on-the-job training for the unemployed;
- subsidies for employers to participate in vocational training through professional internships for the unemployed;
- providing subsidies to employers for creating or adapting jobs for people with disabilities;
- providing subsidies to employers for hiring unemployed individuals from vulnerable groups who require additional support in the labor market;
- providing subsidies to employers to support local initiative projects that create jobs in rural areas.

Workflow for Refugees/Beneficiaries of Temporary Protection

The intelligent virtual assistant will provide information and digital guidance specifically for refugees and beneficiaries of temporary protection regarding labor market integration and access to services offered by ANOFM. Through the virtual assistant, users will be informed about the possibility of accessing ANOFM's services free of charge, including:

- labor market information;
- career guidance and support in choosing a suitable profession;
- job placement services;
- connecting beneficiaries of temporary protection with employers and job openings;
- vocational guidance services;
- access to employment measures and programs;
- access to STOFM regional offices and relevant contact information.

The virtual assistant will provide information on:

- the ability to search for job openings;
- accessing the angajat.md platform;
- how to use filters and search tools;
- participating in online job fairs;
- creating and completing a digital resume;
- applying for job openings.

To access ANOFM services, the virtual assistant will redirect the user to the eSocial information system, where they will be able to:

- create a user account;
- fill out their digital professional profile;
- create and manage their digital resume;
- access the digital services and programs offered by ANOFM;
- receive personalized notifications and recommendations regarding available jobs.

10.3.CAREER GUIDANCE MODULE

The "Occupations and Career Guidance" module will be part of the angajat.md portal as a complementary component to the job openings module, designed to support job seekers, the unemployed, students, and ANOFM specialists in the process of obtaining information, receiving career guidance, and matching occupations with actual employment opportunities.
The module will ensure the management, publication, and use of information regarding occupations relevant to the labor market in the Republic of Moldova, including the most in-demand occupations, occupations strategically promoted by ANOFM, occupations associated with available job openings, and possible vocational training pathways.

The system will allow users to explore occupations, understand what a particular profession entails, view the required skills, working conditions, tools used, occupational risks, photo/video materials, similar occupations, available courses, and associated job openings.

The module will be designed so that users do not merely consult a static list of occupations, but rather follow a comprehensive digital career guidance pathway: identifying the occupation of interest, understanding its requirements, checking labor market demand, comparing it with similar occupations, identifying missing skills, reviewing training courses available at ANOFM, and viewing associated job openings.

FRQ-OCU-001. Management of the Electronic Occupation Catalog

The system will enable the management of an electronic catalog of occupations relevant to the labor market in the Republic of Moldova. The catalog will serve as the primary data source for displaying occupations on the portal, for the "Most in-Demand Occupations" section, for matching occupations with job openings, for recommending training courses, and for generating indicators on labor market demand.

The catalog will be managed by ANOFM specialists and will allow for the creation, updating, validation, publication, removal, archiving, and periodic review of occupations without the developer's intervention.

This requirement builds upon the module's existing structure, which provides for the management of occupations, their association with CORM/ESCO, descriptions of professional activities, competencies, educational requirements, working conditions, multimedia materials, and the validation and auditing of changes.

Features:

1. Management of general occupation data

The system will allow for the recording and management of the following general data for each occupation:

- representative image;
- occupation name in Romanian;
- occupation name in Russian, if available;
- the occupation's name in English, if available;
- the occupation code according to CORM;
- correspondence with ESCO, if available;
- field of activity;
- occupational category/working conditions;
- level of qualifications/skills;
- level of education;
- brief description for display in lists and cards;
- general description for the detailed page;
- occupation status: draft, published, withdrawn, archived;

- creation date;
- date of last update;
- data source;
- content manager;
- date of next revision.

The system will automatically verify the uniqueness of the CORM code and flag any potential duplicate or similar occupations based on the name, code, field, competencies, and description.

2. Structuring the occupation description

For each occupation, the system will allow the description to be completed in a clear, accessible, and user-friendly manner, rather than solely in administrative language.

The job description may include the following sections:

- “A Brief Overview of the Occupation”;
- “What does a person in this occupation do?”;
- “What does a typical workday look like?”;
- “Where is the work done?”;
- “What tools, equipment, or applications are used?”;
- “What does a person in this job need to know?”;
- “What skills are required?”;
- “What education or qualifications are required?”;
- “What are the benefits and challenges of the job?”;
- “What courses or training programs are available?”;
- “What job openings are available?”;
- “What similar occupations can be considered?”

3. Description of the professional activity/field of work

For each occupation, the system will allow the professional activity to be described using the following elements:

- what a person in this occupation does;
- main tasks;
- the main responsibilities;
- typical daily activities;
- concrete examples of activities;
- work processes specific to the occupation;
- tools, equipment, machines, devices, or applications used;
- the materials or resources the person works with;
- type of work: physical, intellectual, or a combination of both;
- work style: individual, team-based, or a combination of both;

- the level of interaction with people, equipment, documents, or computer systems.

4. Working Conditions and Environment

The system will allow for a description of the conditions under which the occupation is performed, including:

- the work environment;
- typical work schedule;
- the possibility of shift work;
- the possibility of remote or hybrid work;
- work location: fixed, mobile, or mixed;
- level of physical exertion;
- level of stress or responsibility;
- occupational hazards;
- special working conditions;
- necessary protective equipment;
- relevant occupational safety and health regulations;
- hygiene and sanitation conditions, if applicable.

5. Required Competencies

The system will allow for the description of the competencies required to perform the occupation, organized by category:

- technical skills;
- digital skills;
- language skills;
- communication skills;
- social skills;
- organizational skills;
- necessary knowledge;
- relevant skills and abilities;
- transversal/soft skills;
- occupational safety and health competencies;
- service/product quality competencies;
- customer/beneficiary relations skills.

6. Education, Qualifications, and Vocational Training

The system will allow for the description of education and training requirements for each occupation, including:

- minimum level of education;

- required qualifications;
- recommended qualifications;
- mandatory certifications;
- recommended certifications;
- available courses;
- vocational training providers;
- training opportunities through programs provided by ANOFM;
- possible vocational training pathways;
- estimated duration of training;
- opportunities for retraining in similar occupations;
- links to technical and vocational education programs, where applicable.

7. Labor Market Information

For each occupation, the system will display and/or calculate relevant labor market indicators:

- the number of job openings associated with the occupation;
- job openings listed by region/district;
- employers posting job openings for that occupation;
- the approximate average salary;
- occupations in high demand based on registered job openings.

8. Similar Occupations and Alternative Career Paths

The system will allow each occupation to be associated with:

- similar occupations;
- occupations with a similar skill level;
- occupations in the same field;
- occupations for which the individual can retrain;
- occupations in higher demand on the labor market;

This feature is important for career guidance because it helps beneficiaries identify realistic alternatives when there are not enough job openings in their desired occupation.

9. Multimedia Materials and Guidance Resources

For each occupation, the system will allow the following materials to be uploaded and managed:

- representative image;
- photo gallery;
- an introductory video about the occupation;
- interviews with people who work in the occupation;
- “A Day in the Life of a Specialist” videos;

- infographics;
- attached files;
- career guidance guides;
- links to verified external resources;
- informational materials.

10. Validation and Publication of Occupations

The system will enable the management of the occupation validation workflow:

- creating an occupation with “draft” status;
- approved;
- published on the portal;
- temporarily withdrawn;
- job promoted by ANOFM;
- archived.

Jobs that are not approved will not be visible on the public portal.

11. History, Audit, and Traceability

The system will maintain a history of changes made to each job posting, including:

- the user who made the change;
- the date and time of the change;
- the field that was modified;
- the previous value;
- the new value;
- the reason for the change, if requested;
- previous status;
- the new status;
- occupation version.

12. Periodic Review of Occupations

The system will allow users to set a periodic review deadline for published job openings. When the deadline expires, the ANOFM representative will receive a notification to verify and update the job information.

The system will be able to generate a list of job postings requiring review based on the following criteria:

- date of the last update;
- missing required fields;
- missing associated skills;

- missing updated description;

Acceptance criteria:

- the administrator can create, edit, validate, publish, withdraw, and archive an occupation;
- Each occupation must have a name, CORM code, field, short description, general description, ESCO-compliant skills, status, etc.;
- the system allows occupations to be linked to job openings;
- The system allows occupations to be linked to vocational training courses;
- the system allows for the upload of photos, videos, files, and links;
- Changes are logged with the user, date, modified field, previous value, and new value;
- Published job openings are visible on the public portal;
- Jobs that are in draft status or unapproved are not visible to the public;
- the system allows job postings to be filtered in the administration area by status, field, CORM code, and title;
- The system allows for the identification of occupations that require review.

FRQ-OCU-002. Publishing and Browsing Occupations on the Portal

The system will allow occupations to be displayed on the angajat.md portal in a format that is accessible, attractive, and useful to users. The portal will include a dedicated section titled "Occupations and Career Guidance," which will use data managed in the electronic catalog of occupations and display occupations based on criteria such as the number of active job openings, field, region, and skill level.

Features:

1. Public menu "Occupations and Career Guidance"

The portal will include a dedicated "Occupations and Career Guidance" menu with the following subsections:

- all occupations;
- most in-demand occupations;
- occupations with available job openings;
- occupations promoted by ANOFM;
- digital occupations;
- career guidance test/questionnaire;
- guides and video materials.

2. "Most In-Demand Occupations" Section

The system will display a separate section for the most in-demand occupations in the labor market.

The list of occupations can be determined using one or more of the following methods:

- automatically, based on the number of active job openings;
- automatically, based on the region selected by the user;
- manually, by marking the occupation as “promoted” by ANOFM;
- a combination of the two, by combining statistical data with ANOFM’s strategic priorities.

For each occupation displayed in this section, the system will show:

- the occupation name;
- the CORM code;
- the field;
- representative image/icon;
- a brief description;
- number of active job openings;
- skill level;
- region(s) with high demand based on the number of job openings;
- "View Job Details" button;
- "View Job Openings" button;
- visual indicator for featured occupations or occupations in high demand.

3. List of Occupations

The system will allow occupations to be displayed as cards or as a list.

Each occupation card will contain:

- the occupation name;
- image/icon;
- a brief description;
- field;
- qualification level;
- number of active job openings;
- availability of courses at ANOFM;
- relevant tags, for example: “high demand,” “digital occupation,”
- "View Details" button;
- "View Job Openings" button;
- "Save" button, for logged-in users.

4. Searching and Filtering Occupations

Users will be able to search for and filter jobs by:

- name;

- field;
- region;
- skill level;
- level of education;
- required skills;
- type of activity;
- occupations with available job openings;
- occupations promoted by ANOFM;
- digital occupations;
- occupations for which training is available through ANOFM;
- opportunity for remote work;
- shift work options;

5. Sorting Occupations

The system will allow you to sort jobs by:

- the most job openings;
- those promoted by ANOFM;
- those with available training courses.

Acceptance Criteria

- The portal features a public section dedicated to occupations;
- the portal includes a section titled “Most in-Demand Occupations”;
- Users can search for occupations by name;
- Users can filter occupations by name, field, region, skill level, and availability of job openings;
- Users can sort occupations by relevant criteria;
- Each job card displays the minimum information necessary to guide the user;
- Unvalidated occupations are not visible on the public portal.

FRQ-OCU-003. Job Details Page

When accessing an occupation, the system will display a clearly structured detailed page, organized into sections, that will allow the user to understand what the occupation entails, what skills are required, where one can work, what training is necessary, what job openings are available, and what alternatives exist.

The detailed page will not merely be an administrative form, but a career guidance tool. The page's structure will be inspired by practical models for presenting occupations, which explain specific activities, the tools used, the work environment, core competencies, and the path to qualification.
Features:

1. Overview

The detailed page will include:

- a representative image;
- occupation name;
- CORM code;
- ESCO competencies;
- field of activity;
- introductory image/video;
- occupational category/working conditions;
- qualification/competency level;
- level of education;
- short description for display in lists and cards;
- general description for the detailed page;
- number of available job openings;
- "Apply for Job Openings" button;
- "Save Job" button;
- "Compare with another job" button;

Acceptance criteria:

The feature will be considered implemented if:

- each published job has a detailed page;
- the detailed page displays the data entered and validated in the catalog;
- the page includes an overview, duties, skills, education, working conditions, the job market, job openings, similar occupations, and informational materials;
- the user can directly access job openings related to the occupation;
- the user can save the occupation if logged in;
- The user can compare the occupation with other occupations;

FRQ-OCU-004. Linking occupations to job openings published on angajat.md

The system will provide a direct link between the occupations in the catalog and the job openings published on angajat.md. This correlation will allow the user to move from learning about an occupation to identifying actual employment opportunities.

Features:

1. Automatic matching of job openings with occupations

The system will automatically match job openings with occupations based on the following criteria:

- CORM code;
- occupation name;
- field of activity;
- required skills;
- job description;
- metadata entered by the employer;
- other relevant classifications available in the system.

2. Manual Correction of Matches

The ANOFM specialist will be able to manually verify and correct the association between a job opening and an occupation if the automatic association is incorrect or incomplete.

3. Displaying job openings on the occupation page

For each occupation, the system will display:

- the number of active associated job openings;
- a list of job openings;
- the employer;
- the district/locality;
- the salary, if published;
- type of contract;
- work schedule;
- date of publication;
- application deadline;
- "View Job Details" button;
- "Apply" button.

4. Filtering job openings by occupation:

Users will be able to filter job openings by occupation based on:

- district/city;
- employer;
- type of contract;
- work schedule;
- salary;
- remote/hybrid work;
- publication date;
- application deadline.

Acceptance criteria:

The feature will be considered implemented if:

- each job opening can be associated with one or more occupations;
- the association is made automatically based on available data (according to the CORM code);
- the occupation page displays the associated active job openings;
- the user can filter the associated job openings;
- if there are no job openings, the system displays alternative recommendations.

FRQ-OCU-005. Personalized Recommendations for Occupations and Job Openings

The system will enable the generation of personalized recommendations for occupations, courses, and job openings for authenticated users, based on their personal profile and the data available in the system, as well as the results of tests taken by authenticated users. The personalized recommendations will aim to guide the user toward suitable occupations, relevant employment opportunities, and career paths tailored to their profile.

Features:

1. Criteria for generating recommendations:

The system will be able to generate recommendations based on the following criteria:

- the person's education;
- professional experience;
- declared skills;
- skills identified in the resume;
- skills identified as a result of taking subject-specific tests, for logged-in users;
- region of residence;
- the city where the person is looking for a job;
- saved job openings;
- job openings to which the person has applied;
- the person's ANOFM status, if available;
- ANOFM services accessed;
- courses taken or recommended.

2. Displaying recommendations:

The system will display recommendations in dedicated sections, such as:

- "Jobs Suitable for You";
- "Recommended job openings";
- "Recommended courses for your desired occupation";

- "Jobs similar to your experience";
- "High-demand jobs in your region."

3. User Management of Recommendations:

Logged-in users will be able to:

- save the recommendation;
- access the job's detailed page;
- access recommended job openings;

Acceptance criteria:

- Authenticated users will receive job recommendations;
- Authenticated users will receive course recommendations; Recommendations are generated based on profile data;
- The user can save the recommendation;
- The system can recommend job openings related to the occupation;
- Unauthenticated users see only general, non-personalized recommendations.

FRQ-OCU-006. Comparing Occupations

The system will allow the user to compare two or more occupations to support career choice, career change decisions, or the selection of a training path.

Features:

1. Selecting occupations for comparison:

Users will be able to select occupations for comparison from:

- the list of occupations;
- the occupation details page;
- saved occupations;
- personalized recommendations;
- similar jobs.

2. Comparison criteria:

The system will allow users to compare occupations based on:

- level of education;
- skill level;
- required skills;

- number of job openings;

2. **Displaying the comparison:**

The system will display the comparison in a clear and easy-to-navigate table. Example structure:

Criterion	Occupation A	Occupation B
Education Level		
Skill Level		
Required Skills		
Job Openings		

Acceptance Criteria

- The user can select at least two occupations for comparison;
- The system displays the comparison in a table format;
- The comparison includes data on education, skills, qualification level, and the number of job openings;
- The user can access the detailed page for each occupation being compared;
- The user can remove occupations from the comparison.

FRQ-OCU-007. Saving Favorite Occupations and Notifications

Logged-in users will be able to save occupations in their personal account and enable notifications regarding job openings, training courses, informational materials, or relevant changes associated with that occupation.

Features:

1. Saving occupations:

The system will allow logged-in users to:

- save a job as a favorite;
- view saved jobs in their personal account;
- remove a job from the favorites list;
- quickly access job openings associated with saved jobs;

2. Enabling notifications:

Users can enable notifications for a saved job.

Notifications can be triggered when:

- a new job opening becomes available for the saved occupation;

- a new vocational training course becomes available for the saved occupation;
- ANOFM publishes a new video or guide;

3. Notification Channels:

The system will be able to send notifications through the user's personal account;

Acceptance criteria:

- Authenticated users will be able to save occupations;
- The user will be able to view saved job openings;
- The user will be able to enable or disable notifications;
- The system notifies the user when a new vacancy becomes available for a saved job;
- The user can remove the job from their favorites list.

FRQ-OCU-009. Public Dashboard on Occupations and Labor Market Demand

The portal will include a public dashboard on occupations and labor market demand trends, with indicators calculated based on active job openings, job opening history, regions, sectors, promoted occupations, and data available in ANOFM systems.

Features:

1. Public indicators:

The dashboard will be able to display:

- the top 10 occupations in demand nationwide;
- occupations in the most in-demand sectors: IT, food service, etc.;

2. Interactive map of job demand:

The portal will include an interactive map of the Republic of Moldova, where users can see:

- in which districts there are job openings for the selected occupation;
- how many job openings are available;
- employers who have posted job openings;

3. Updating indicators:

The system will display the date of the last update of the indicators.

The indicators will be calculated based on data available and validated by ANOFM.

Acceptance criteria:

The feature will be considered implemented if:

- the portal displays a public dashboard on occupations;
- the dashboard includes indicators on labor market demand;
- the user can view the top occupations at the national level;
- the system displays the date of the last update;
- the indicators are calculated based on the data available in the system.

FRQ-OCU-010. Feedback Management and Continuous Content Improvement

The system will allow for the collection of feedback from users regarding the usefulness, clarity, and timeliness of the information displayed for occupations. The feedback will be used by ANOFM for the continuous improvement of content

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Features:

1. Feedback collection:

The system will allow users to submit feedback on an occupation via:

- a numerical score;
- a "Was this information helpful?" rating;
- free-form comment;
- reporting incorrect information;
- suggesting additions;
- reporting missing important data.

2. Managing feedback:

ANOFM specialists will be able to:

- view the feedback they've received;
- filter feedback by occupation, date, type, and status;
- mark feedback as reviewed;
- request additional information;
- update the job description based on the feedback;
- close the feedback as resolved.

3. Comment moderation:

Free-form comments will not be published automatically. They will be visible in the admin area, and if it is decided to display them publicly, they will be published only after moderation.

Acceptance criteria:

The feature will be considered implemented if:

- the user can submit feedback for a job;
- the feedback is visible in the admin area;
- the ANOFM specialist can mark the feedback as reviewed or resolved;
- free-form comments are not published automatically;
- the feedback can be used to identify job openings that require review. ***FRQ-OCU-011. Self-Assessment of Personal Skills***

The “Employment and Unemployment Insurance” information component will include a feature dedicated to personal skills self-assessment and career guidance, implemented within the “Career Guidance” module and intended for recipients of ANOFM and STOFM services.
This feature will allow users to complete digital self-assessment tests to help identify their personal competencies, professional interests, compatibility with certain occupational fields, and directions for professional development.
The feature will operate under two distinct scenarios:

- **public mode**—for the general self-assessment test, available to any user of the angajat.md portal without requiring login;
- **authenticated mode**—for thematic or specialized tests, available to authenticated users, namely job seekers and unemployed individuals registered in the system.

The general public test will serve as an initial orientation tool. Upon completion, it will provide the user with an indicative result regarding their skills profile, the categories in which they scored higher, and recommended occupational fields.
Thematic or specialized tests will serve to provide more in-depth analysis and can be used for a detailed assessment of the user’s compatibility with specific occupational fields, types of activities, skills, or career paths. These will be available only after logging in, as the results can be linked to the user’s digital profile, digital resume, digital file, and matching and recommendation mechanisms.

This feature is not intended to serve as an online training module, e-learning course, official examination, formal certification, or legal validation of skills. Test results will be indicative and will be used to support career guidance, professional counseling, profiling, automated recommendations, matching with job openings, recommending vocational training courses, and selecting relevant services or active measures.

The purpose of this feature is to:

- to provide a public tool for initial guidance for individuals interested in the labor market;
- to provide a preliminary assessment of the user’s personal and professional skills;
- to identify occupational fields in which the user may have a higher level of compatibility;
- highlighting strengths and areas requiring development;

- supporting logged-in users in completing their digital profile and digital resume;
- supporting the career guidance and professional counseling process;
- improving automated recommendations for occupations, jobs, courses, and ANOFM/STOFM services;
- improving the quality of matching between the beneficiary's profile and the requirements of job openings;
- supporting ANOFM/STOFM specialists in the profiling process, case management, and the development or adjustment of individual employment plans;
- generating reports and aggregate statistics on the use of tests and the indicative results obtained.

FRQ-OCU-011.1. Integration of the functionality into the eSocial architecture

The functionality will be available at two access levels:

1. **A general self-assessment test, available to the public**, which can be taken by any user of the angajat.md portal, even without logging in;
2. **Thematic/specialized tests by field of activity or competency category**, available only to users logged into the system via their personal account and/or the angajat.md portal → career guidance module.

In eSocial, the "Employment and Unemployment Insurance" information component will include an administrative module for configuring and managing tests, categories, occupational fields, questions, answer options, scores, calculation rules, interpretation rules, and reports.

This functionality will be integrated with the following components of the eSocial ecosystem:

- **The angajat.md portal → career guidance module**, where tests, indicative results, recommended fields, and associated occupations will be available;
- **Personal Account**, where authenticated users will be able to view available thematic tests, their test history, saved results, generated recommendations, and options for including results in their digital resume;
- **Digital Resume**, where relevant results from the thematic tests can be included with the user's consent;
- The results of tests completed by the authenticated user must be visible to STOFM specialists within the "Career Guidance" module—the online testing feature.
- **The matching engine**, which will be able to use the results of the thematic tests to recommend relevant job openings, occupations, courses, and services;
- **The reporting and dashboards component**, where statistics will be generated regarding test usage, the number of people who have taken them, and aggregated results visible to ANOFM specialists.

The system will allow for differentiated configuration of test visibility. For each test, ANOFM will be able to determine whether it is:

- public, available without authentication;
- available only to logged-in users;
- available for a specific period;
- Active, Inactive, or Under Update.

FRQ-OCU-011.2. Access to Tests by Authenticated Users

Note: The structure of the tests, the questions, the answers, the scoring, as well as the way results are displayed and interpreted may be adjusted during the technical design phase. The details described in this module are for guidance only, and the system must provide the necessary functionality for configuring, managing, and modifying them.

Authenticated users—namely, job seekers and the unemployed—will be able to access thematic or specialized tests through their personal account on the angajat.md portal under the "Career Guidance" module. After logging in, users will be able to access a dedicated section such as:

- ***"Personal Skills Assessment";***

In this section, the system will display a list of tests available to the beneficiary, based on their status, user category, tests already completed, and system recommendations.

For each available test, the system will display the following information:

- the type of thematic test—subject areas;
- a brief description of the test;
- the purpose of the test;
- the competency category being assessed;
- total number of questions;
- estimated time to complete;
- display language;
- the test status for the beneficiary: not started, in progress, completed;

Before taking the tests, participants will be informed that:

- the test is intended as a self-assessment for guidance purposes;
- the results do not constitute official certification, professional qualification, or an administrative decision;
- the results will be saved in the beneficiary's digital profile;
- the results may be used for career guidance, recommendations regarding occupations, jobs, courses, and ANOFM/STOFM services;
- the results of tests completed by the logged-in user will be visible to STOFM specialists within the "Career Guidance" module—under the "Online Testing" feature. The results may be used in the process of counseling, profiling, matching, and developing or adjusting the individual employment plan.

The beneficiary will be able to take an available test by selecting ***the "Start Test"*** option. While taking the test, the system will temporarily save the answers entered by the beneficiary during the current session. If the beneficiary attempts to exit the test before completion, the system will display a confirmation message asking the beneficiary to choose one of the following options:

- ***"Save Progress"*** – the system will save the answers completed up to that point, mark the test as ***"In Progress/Draft,"*** and allow the user to return later to continue the test;
- ***"Exit without saving"*** – the system will close the test without saving the answers entered during the current session;
- ***"Continue the test"*** – the system will return to the test and allow the user to continue answering the questions.

Tests saved with the status ***"In Progress/Draft"*** will be displayed to the beneficiary in the list of available tests or in the history of started tests, with the option ***"Continue the test."***

When the ***"Continue the test"*** option is selected, the system will reopen the test from the last question answered or from the section where the user stopped answering, retaining the previously saved answers.

After the test is completed, its status will automatically change from ***"In* Progress/Draft"** to ***"Completed,"*** and the result will be calculated and displayed to the beneficiary, then saved in their digital profile.

FRQ-OCU-011.3. Access to the General Test by Unauthenticated Users

Note: The structure of the tests, the questions, the answers, the scoring, as well as the manner in which results are displayed and interpreted may be adjusted during the technical design phase. The details described in this module are for guidance only, and the system must provide the necessary functionalities for configuring, administering, and modifying them.

Unauthenticated users will be able to access the general public self-assessment test for personal competencies through the **angajat.md** portal, within the **Career Guidance** Module, without creating an account or logging into the system.
The general public test will serve as an initial orientation tool and will allow any user to gain a general understanding of their personal competencies, professional interests, and occupational fields in which they may have a higher degree of compatibility. The general public test will be available in a public section of the portal, titled:

- ***"Personal Skills Assessment";***

For the general public test, the system will display at least the following information:

- the name of the test;
- a brief description of the test;
- the purpose of the test;
- the categories of competencies assessed;
- occupational fields covered;
- total number of questions;
- estimated time to complete;

- display language;
- a note stating that the result is for informational purposes only and does not constitute official certification, professional qualification, or an administrative decision.

Unauthenticated users will be able to start ***the test*** by selecting ***the "Start Test"*** option. Before the test begins, the system will display a notice regarding the purpose of the test and the indicative nature of the results. Users will be able to continue taking the test only after confirming that they have read the notice.

The information text for unauthenticated users will specify at least that:

- the test is for informational purposes only;
- the results are generated based on the user's responses;
- the results do not constitute official certification of competencies;
- The results do not constitute a professional qualification or an administrative decision;
- The recommendations displayed are intended to provide general guidance on occupational fields and possible career paths.

After confirming this information, the system will open the test and allow the user to answer the configured questions. For unauthenticated users, the general public test will be completed in a single session, and the system will not be required to save the test progress if the user abandons the test before completion. After the test is completed, the system will calculate the result and display it on the screen.

The general public test result may include:

- the score or percentage obtained for each competency category;
- an interpretive overview of the results;
- recommended occupational fields;
- an explanation of why certain fields were recommended;
- general recommendations regarding possible career paths;
- general recommendations for exploring the occupations available on the portal.

For the general public test, the system will not require users to log in to take the test or view the results.

Data generated from unauthenticated users taking the general public test may be used only for statistical and aggregate purposes, without linking the results to an individual user profile. The system will allow ANOFM to collect statistical indicators regarding the use of the general public test, such as:

- the total number of tests started;
- the total number of completed tests;
- the completion rate;
- the distribution of results by skill category;
- the most frequently recommended occupational fields;
- language used to complete the test;
- the time period during which the test was taken.

The results of the general public test will be for informational and guidance purposes only and will be displayed to the user immediately after the test is completed.

FRQ-OCU-011.4. Structure of the General Public Self-Assessment Test

The general public self-assessment test will be structured by competency categories and will serve to provide the user with a general overview of the areas in which they self-assess as performing better, as well as the areas that may require further development.

The general public test will be available to both logged-in and non-logged-in users via the **angajat.md** portal, within the **career guidance** module.

The test will consist of **60 questions/statements**, grouped into **6 competency categories**. Each category will contain **10 questions/statements**.

Examples of assessed competency categories:

No.	Proposed Category	What it assesses
1	**Communication and Professional Interpersonal Skills**	The individual's ability to communicate clearly and collaborate with colleagues, employers, clients, or beneficiaries.
2	**Adaptability and resilience in the workplace**	The ability to adapt to changes, new tasks, schedules, work rules, and difficult situations.
3	**Organization, Responsibility, and Autonomy**	The ability to follow through on tasks, meet deadlines, adhere to rules, work independently, and organize one's work.
4	**Initiative, motivation, and commitment to employment**	Willingness to actively seek employment, learn, embrace opportunities, and get involved.
5	**Practical thinking, analysis, and problem-solving**	The ability to understand information, make simple decisions, identify solutions, and work with data, documents, or practical situations.
6	**Digital skills and learning ability**	The indicative level of digital technology use and the individual's openness to training, retraining, and lifelong learning.

Each question will be associated with a single competency category. The user's answer to a question will contribute only to the score of the category to which that question belongs. For each question, the system will display three answer options:

Answer Option	Score
Yes	2 points
Partially / Sometimes	1 point
No	0 points

The maximum score for a question will be **2 points**.
The maximum score for a category will be calculated as follows:

10 questions* × *2 points = 20 points

Thus, the maximum score for each competency category will be **20 points**, which corresponds to a **100%** score for that category.
The score will be calculated separately for each competency category by adding up the points earned on the questions associated with that category.
The formula for calculating the percentage per category will be:
Category percentage = total score / maximum score for the category × 100
Calculation example for the ***"Communication and Professional Relationships"*** category:

- the category contains 10 questions;
- Each question is worth 0, 1, or 2 points;
- The user has accumulated 11 points;
- The maximum score for the category is 20 points.

The percentage will be calculated as follows:

11 / 20 × 100 = 55%

The result displayed for this category will be:

Professional Communication and Interpersonal Skills: 11/20 points – 55%

After the test is completed, the system will calculate the result for each of the 6 competency categories and display the results by category to the user.
For each category, the system will display at least the following information:

- category name;
- total score, for example 11/20;
- the percentage achieved, for example 55%;
- a descriptive text corresponding to the result;
- a general interpretation of the level achieved.

Results can be visually sorted in descending order based on the percentage or score achieved. The category with the highest result will indicate the area in which the user rates themselves most highly. Categories with lower results will indicate areas where the user may have room for improvement.

Example of how results are displayed:

Competency Category	Score	Percentage	Interpretation (for guidance only)
Communication and Professional Interpersonal Skills	16/20	80%	Indicative strength
Organization, Responsibility, and Autonomy	14/20	70	Good level
Practical thinking, analysis, and problem-solving	12/20	60%	Average level
Adaptability and resilience in the workplace	11/20	55%	Developing competency
Digital skills and learning ability	10/20	50%	Needs development

Competency Category	Score	Percentage	Interpretation (for guidance only)
Initiative, motivation, and commitment to employment	8/20	40%	requires additional attention

The system will allow for the configuration of descriptive texts for each category and for each score range. The descriptive texts will explain to the user what the result obtained in that category might mean, without drawing definitive conclusions about the actual level of competencies.

An example of interpretation ranges might be:

- 10% – 39% -> low level / needs development;
- 40% – 59% -> developing level;
- 60% – 79% -> good level;
- 80% – 100% -> indicative strength.

The interpretation ranges will be configurable by ANOFM in the system's administrative component.

The association between competency categories and recommended fields/occupations will be configurable by ANOFM.

For each competency category, the system will allow for the configuration of at least the following elements:

- category name;
- category description;
- display order;
- the number of questions associated with the category;
- the maximum score for the category;
- interpretation thresholds;
- descriptive texts for each score range;
- associated occupational fields;
- associated guidance recommendations;
- category status: active, suspended, or archived.

For each question in the general public test, the system will allow for the configuration of at least the following elements:

- the text of the question/statement;
- the associated competency category;
- answer choices;
- the score assigned to each answer choice;
- display order;
- question status: active, suspended, or archived;

The system will allow ANOFM to modify the structure of the general public test only through authorized users. Modifying the categories, questions, answer choices, point values, or scoring rules for a published test will generate a new version of the test to ensure the traceability of previously obtained results.

FRQ-OCU-011.5. Test Structure by Field

The system will allow for the configuration of self-assessment tests by occupational field, available to beneficiaries authenticated through the Digital Personal Account and/or the angajat.md portal, within the Career Guidance Module.

The tests by occupational field will serve to assess, on an indicative basis, the beneficiary's level of compatibility with a specific field of activity, taking into account their interests, preferred types of activities, declared competencies, willingness to accept certain working conditions, and ability to adapt to the field's requirements.

These tests do not constitute an official examination, professional certification, or legal validation of skills. The results are for guidance purposes only and will be used to support career counseling, recommend job openings, suggest vocational training courses, and assist ANOFM/STOFM counselors in the counseling process.

Occupational fields for which tests can be configured:

The system will allow ANOFM to configure tests for occupational fields relevant to the labor market in the Republic of Moldova, including, but not limited to:

- Sales and Marketing;
- Customer support and call centers;
- Administration and office work;
- Accounting, finance, and record-keeping;
- Information technology and digital skills;
- Agriculture and seasonal work;
- Construction and repairs;
- Manufacturing and industry;
- Transportation, logistics, and courier services;
- Food service, restaurants, and hospitality;
- Health and social services;
- Education, instruction, and training;
- Security and safety services;
- Beauty, personal care, and personal services;
- Marketing, communication, and public relations;
- Technical and engineering activities;
- Unskilled labor;
- Work from home;
- Student jobs;
- Jobs for people with disabilities;
- other fields defined by ANOFM.

For each field, the system will allow the test to be linked to relevant occupations, job openings, vocational training courses, ANOFM/STOFM services, and, where applicable, occupational classifications used in the system.

General structure of a test by occupational field:

A test by occupational field will consist of questions/statements grouped into assessment categories relevant to that field.

A sample structure for an occupational field test might be:

- 1 occupational field assessed;
- 4 assessment categories;
- 15 questions for each category;
- 60 questions in total;
- 3 answer choices for each question;
- maximum score of 2 points per question;
- a maximum score of 30 points for each category;
- maximum score of 120 points for the entire test.

For each question, the beneficiary will be able to select one of the following answer options:

Answer option	Score
Yes	2 points
Partially / Sometimes	1 point
No	0 points

The maximum score for an assessment category will be calculated as follows:

15 questions × 2 points = 30 points

The maximum score for the entire test in the occupational field will be calculated as follows:

4 categories × 30 points = 120 points

The score will be calculated separately for each assessment category and cumulatively for the entire occupational domain test.

The calculation formula for a category will be:

Category percentage = accumulated score for the category / maximum score for the category × 100

The calculation formula for the assessed field will be:

Field compatibility = total accumulated score / maximum total score × 100

Example:

If the beneficiary accumulates 21 points in the "Customer Communication" category, and the maximum score for that category is 30 points, the percentage will be calculated as follows:

21 / 30 × 100 = 70%

The result displayed for that category will be:

Customer Communication: 21/30 points – 70%

If the beneficiary earns 78 points out of a total of 120 points, the indicative compatibility for the assessed area will be calculated as follows:

78 / 120 × 100 = 65%

The total result displayed will be:

Field compatibility: 78/120 points – 65%

The occupational field test result will be used to determine the beneficiary's indicative compatibility with the assessed field, as well as to generate relevant recommendations regarding occupations, job openings, vocational training courses, and ANOFM/STOFM services.

FRQ-OCU-011.6. Sample structure for the "Trade and Sales" field

For the **"Trade and Sales"** field, the test may include the following four assessment categories:

- communication with customers;
- results- and sales-oriented approach;
- handling difficult situations;
- availability for the schedule and conditions specific to the field.

Each category will include **15 questions**, tailored to the field being assessed. In total, the test for the "Trade and Sales" field will include **60 questions**.

Category 1: Communication with customers: This category will assess the candidate's ability to interact with customers, buyers, or beneficiaries, and to communicate clearly, politely, and effectively in sales or service contexts.

Sample questions:

- I can communicate easily with strangers.
- I can greet and address a customer politely.
- I can listen to a customer's requests without interrupting them.
- I can clearly explain a product or service.
- I can calmly answer a customer's questions.
- I can tailor my explanation to the customer's level of understanding.
- I can maintain a positive attitude when speaking with a customer.
- I can clearly communicate the price, terms, or features of a product.
- I can recommend a product or service based on the customer's needs.
- I can work directly with people throughout the workday.
- I can communicate politely even when a customer is in a hurry or dissatisfied.
- I can ask for clarification when I do not understand a customer's request.
- I can provide accurate and complete information about a product or service.
- I can collaborate with colleagues to better serve customers.
- I feel comfortable working in a workplace where interaction with people is frequent.

Category 2: Results-Orientation and Sales: This category will assess the beneficiary's willingness to work toward goals, results, performance indicators, and activities focused on sales or efficient service.

Sample questions:

- I can work with daily or monthly goals.
- I am motivated to achieve measurable results.
- I can track whether my tasks have been completed.
- I can propose solutions to improve sales or service.
- I can work in an environment where performance is evaluated.
- I can accept feedback on the results of my work.
- I can go the extra mile to achieve a set goal.
- I can work with metrics such as the number of customers, products sold, or the quality of service.
- I can identify products or services that meet the customer's needs.
- I can promote a product without pressuring the customer inappropriately.
- I can follow my employer's business rules and internal procedures.
- I can work carefully when handling money, receipts, prices, or inventory.
- I can verify that the product offered meets the customer's request.
- I can help improve the image of the store, the point of sale, or the service provided.
- I can maintain a steady work pace even when there are multiple tasks to complete.

Category 3: Handling Difficult Situations: This category will assess the beneficiary's ability to respond appropriately in stressful, demanding, or unexpected situations specific to retail, sales, and customer service activities.

Sample questions:

- I can remain calm when a customer is dissatisfied.
- I can ask for help when I cannot resolve a situation on my own.
- Can I follow company rules even when under pressure from a customer?
- I can handle multiple requests in a short amount of time.
- I can accept feedback and adjust my work methods.
- I can remain polite in tense situations.
- I can explain to a client why a request cannot be fulfilled.
- I can quickly identify the person in charge when an issue is beyond my scope of responsibility.
- I can work in a busy environment without losing my focus.
- I can handle situations where a customer changes their requirements or requests additional information.
- I can follow procedures for complaints or returns.
- I can maintain the confidentiality of customer and sales information.
- I can work carefully even when there are frequent interruptions.
- I can learn from difficult situations and avoid repeating mistakes.
- I can maintain a professional attitude toward customers, coworkers, and supervisors.

Category 4: Availability for specific work schedules and conditions in the field: This category will assess the beneficiary's availability to work under conditions specific to the retail and sales sector, including flexible schedules, shift work, standing while working, adherence to dress codes, and working during busy periods.

Sample questions:

- I am willing to work shifts if the job requires it.
- I am willing to work on weekends if necessary.
- I can stand for extended periods during my shift.
- I can follow rules regarding appearance, hygiene, and personal presentation.
- I can work at a fast pace during busy periods.
- I can adhere to the work schedule set by the employer.
- I can work in retail spaces, stores, markets, shopping centers, or service locations.
- I can perform repetitive tasks without losing focus.
- I can follow safety and order rules in the workplace.
- I can work with products, shelves, merchandise, labels, or inventory.
- I can check prices, codes, labels, or simple documents.
- I am willing to wear a uniform or specific equipment, if necessary.
- I can participate in internal training on products or sales policies.
- I can work responsibly when handling goods or valuables.
- I can adapt to changes in my duties based on workplace needs.

Sample calculation for the "Retail and Sales" field

Each category has 15 questions. The maximum score for a category is:

15 questions* × *2 points = 30 points

The maximum score for the entire test is:

4 categories* × *30 points = 120 points

Sample result:

Assessment category	**Score**	**Percentage**	**Guidance on interpretation**
Communication with customers	24/30	80%	High compatibility
Results- and sales-oriented	21/30	70%	Good level
Handling Difficult Situations	15/30	50%	Needs improvement
Willingness to work specific hours and under specific conditions	18/30	60%	Average level

Total score for this field:

Business and Sales: 78 points earned / 120 total points – 65% indicative compatibility

Indicative interpretation:

The beneficiary shows good compatibility with the field ***of Trade and Sales***, particularly due to high scores in customer communication and results orientation. The result indicates that the beneficiary can explore professional opportunities in fields involving customer interaction, product or service promotion, and customer service activities.

For more effective integration into the field, the system may recommend developing skills in managing difficult situations, adapting to the fast-paced nature of retail work, and adhering to the employer's internal procedures.

The system will be able to recommend to the beneficiary:

- job openings in the retail and sales sector;
- occupations such as salesperson, sales consultant, cashier, customer support representative, sales agent, and retail worker;
- courses on customer communication, sales, customer service, cash register operation, or basic digital skills;
- career counseling services to prepare for interviews and connect with employers in the retail sector;
- updating the digital resume with relevant skills, as agreed.

Note: The detailed structure of the tests, including the questions, answer options, and scoring method, will be finalized later during the development phase.

FRQ-OCU-011.7. Use of the Occupational Area Test Results

The results of the occupational domain test may be used to:

completing the beneficiary's competency profile;

- updating the digital profile;
- completing the digital resume, with the beneficiary's consent;
- recommending job openings in the assessed field;
- recommending occupations related to the field;
- recommending relevant vocational training courses;
- recommending active employment services and measures;
- supporting the ANOFM/STOFM counselor in the career guidance process;
- adjusting matching recommendations.

The system will store the test results for each field in the beneficiary's history and allow authorized ANOFM/STOFM specialists to view them, in accordance with their access rights.

FRQ-OCU-011.8. Online Test Statistics

The statistics will be **aggregated and indicative**. For the general public test, data will be processed exclusively in anonymized and aggregated form, without linking the results to individual profiles. For thematic tests, aggregated statistics may be correlated—in accordance with access rights—with profile information available to ANOFM specialists.

2. Stakeholders and Access Rights

The statistics component will be available within the “Employment and Unemployment Insurance” information component, including through the reporting module and dashboards, and can be accessed based on the roles and access rights configured in the system:

Role	Level of Access to Statistics
eSocial/ANOFM Administrator	Full access to all statistics, indicator configuration, filters, dashboards, and data export at the national level.
ANOFM Specialist (central level)	Access to aggregated national statistics on test usage, completion rates, and the distribution of results by category and field.
STOFM Specialist (regional level)	Access to aggregated statistics at the territorial subdivision level, in accordance with access rights.

The system will not allow unauthenticated users to access the statistics component. Data from the general public test will be visible to authorized users within the system.

3. Categories of Statistical Indicators

The system will calculate and make available at least the following categories of statistical indicators:

3.1. Usage indicators

- total number of tests started;
- total number of completed tests;
- the number of tests in progress/draft (logged-in mode);
- the number of tests abandoned before completion;
- completion rate, calculated as: ***completed tests / started tests*** × ***100***;
- abandonment rate;
- the number of unique users who took tests (for logged-in users);
- number of views of the general public test (unauthenticated mode, in aggregate form).

3.2. Outcome Indicators

- distribution of results by competency category (general public test);
- distribution of results by occupational fields (thematic tests);
- average score/percentage obtained per competency category;
- the competency categories with the most frequent high and low scores, respectively;
- the most frequently recommended occupational fields;
- The most frequently recommended occupations.

3.3. Behavioral and Quality Indicators

- average time taken to complete the tests (by test type and by subject area);

- average time until abandonment;
- distribution by language of completion;
- distribution by time period (day, week, month, year);
- distribution by user type: logged in / not logged in;
- distribution by published test versions.

4. Filters, Groupings, and Analysis Dimensions

The system will allow filtering and grouping of statistics based on, at a minimum, the following analysis dimensions:

Dimension	Description / Values
Period	Filtering by date range (from – to), as well as grouping by day, week, month, quarter, and year.
Test type	General public test / thematic tests (by occupational fields).
Occupational field	Trade and Sales, IT, Construction, Transportation and Logistics, etc., as configured by ANOFM.
Skill category	The 6 categories of the general public test or the assessment categories of the field-specific tests.
User type	Logged in (job seekers, unemployed individuals) / not logged in (aggregate).
Territorial subdivision	Filtering at the STOFM level, according to access rights.
Language	Language used to complete the test.
Test status	Started, in progress/draft, completed, abandoned.
Test version	The version of the test published at the time of completion.

Filters can be combined. Applying a filter will dynamically recalculate the metrics and visualizations displayed on the dashboard.

5. Visualization and Dashboards

The reporting component will provide authorized users with interactive dashboards that will represent statistical indicators through relevant visual elements, including at least:

- summary indicators (cards/KPIs) for key values: total tests started, total tests completed, completion rate, dropout rate, average duration;

- bar charts showing the distribution of results by competency category and occupational field;
- structure charts (pie/ring charts) showing the distribution by interpretation intervals, user type, and language;
- time-series charts showing trends over time for test usage by period;
- detailed tables, sortable in ascending or descending order, for the most frequently recommended fields and occupations;
- rankings (top N) for the most frequently taken tests and the most recommended fields.

The dashboards will allow for the visual sorting of results in descending order, similar to the display of results by category described in FRQ-OCU-012.4, to quickly identify trends.

6. Export and Reporting

The system will allow authorized users to export statistics and aggregated datasets in at least the following formats:

- tabular formats: **Excel (.xlsx)** and **CSV**, for further processing;
- document format: **PDF**, for summary reports with indicators and graphical representations.

Exports will preserve the filters and groupings applied at the time of generation. Exported reports will include at least: the report title, the period analyzed, the applied filters, the date and time of generation, and the user who generated the report.

All exports related to the public beta will contain only aggregated and anonymized data, with no elements that would allow the identification of an individual user.

7. Confidentiality, Anonymization, and Data Protection

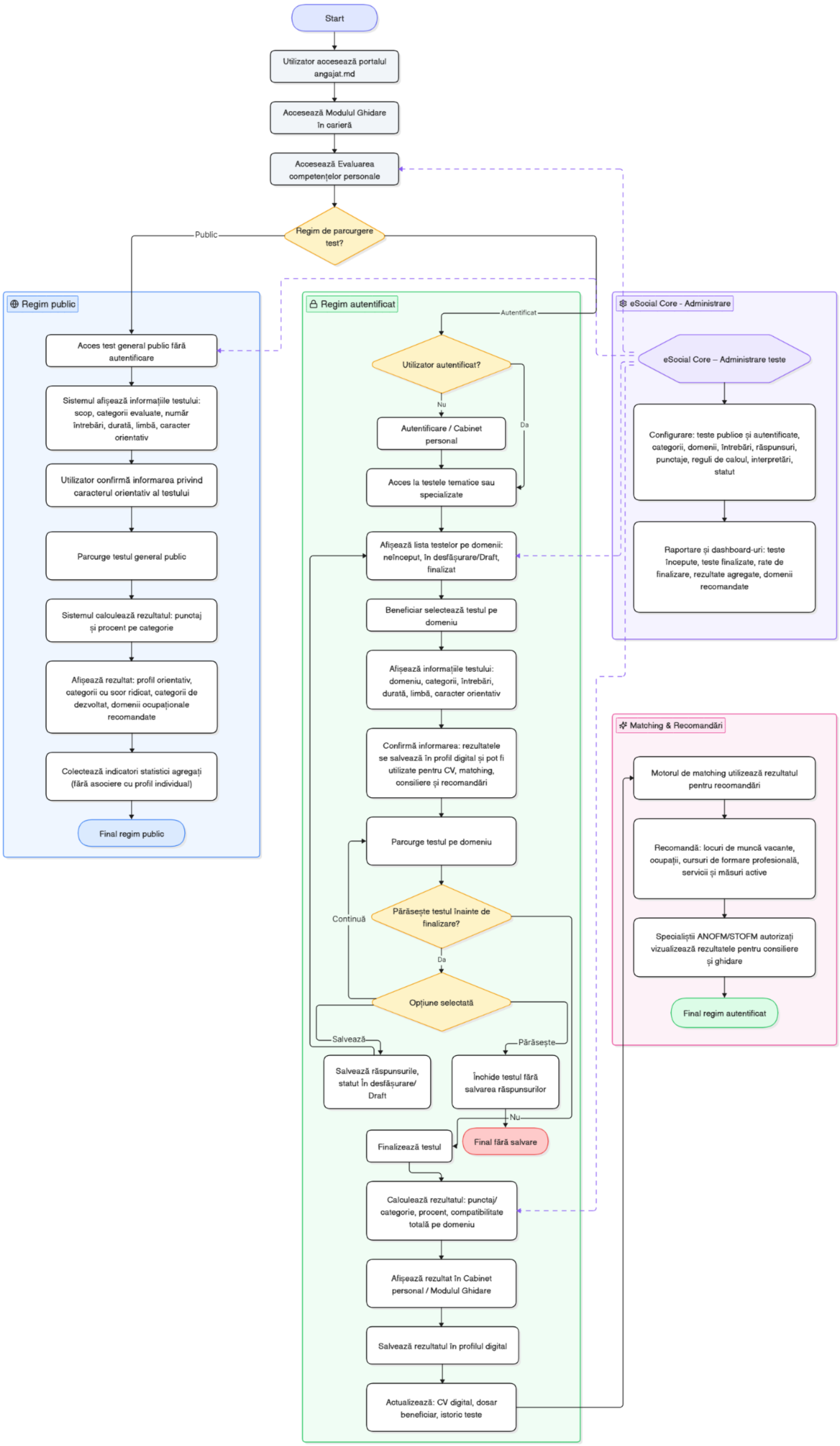
- Data from the general public test (unauthenticated mode) will be processed exclusively for statistical purposes, in aggregated and anonymized form, without being linked to an individual profile;
- Individual statistics related to thematic tests will be visible only to authorized specialists, in accordance with their access rights and territorial jurisdiction;
- The system will apply minimum aggregation threshold rules so that the displayed results do not allow for the deduction of information about an individual user when the number of records in a group is small;
- The processing of personal data will be carried out in compliance with applicable law—Law No. 133 of July 8, 2011, on the protection of personal data;

any access to statistics and exports will be recorded in the system's audit log (user, action, date/time).

9. Acceptance Criteria

1. The system correctly collects initiation, save, abandonment, and completion events for the general public test and for the thematic tests.
2. The system correctly calculates usage metrics (tests started, completed, completion rate, abandonment rate) for any combination of applied filters.
3. The system displays the distribution of results by competency categories and occupational fields, according to the configuration.
4. Filtering and grouping by period, test type, field, category, user type, territorial subdivision, language, status, and version work in combination and dynamically recalculate the metrics.
5. The dashboards correctly display the summary indicators and associated graphical representations.
6. Exports to Excel/CSV and PDF respect the applied filters and include the report's metadata.
7. General public test data is processed exclusively in aggregated and anonymized form, in compliance with the minimum aggregation threshold.
8. Access to statistics complies with roles and access rights, and actions are logged in the audit log.

FRQ-OCU-011.9. Process Diagram



Start
Utilizator accesează portalul angajat.md
Accesează Modulul Ghidare în carieră
Accesează Evaluarea competențelor personale
Regim de parcurgere test?
Public
Autentificat
Regim public
Acces test general public fără autentificare
Sistemul afișează informațiile testului: scop, categorii evaluate, număr întrebări, durată, limbă, caracter orientativ
Utilizator confirmă informarea privind caracterul orientativ al testului
Parcurge testul general public
Sistemul calculează rezultatul: punctaj și procent pe categorie
Afișează rezultat: profil orientativ, categorii cu scor ridicat, categorii de dezvoltat, domenii ocupaționale recomandate
Colectează indicatori statistici agregați (fără asociere cu profil individual)
Final regim public
Regim autentificat
Utilizator autentificat?
Nu
Da
Autentificare / Cabinet personal
Acces la testele tematice sau specializate
Afișează lista testelor pe domenii: neînceput, în desfășurare/Draft, finalizat
Beneficiar selectează testul pe domeniu
Afișează informațiile testului: domeniu, categorii, întrebări, durată, limbă, caracter orientativ
Confirmă informarea: rezultatele se salvează în profil digital și pot fi utilizate pentru CV, matching, consiliere și recomandări
Parcurge testul pe domeniu
Părăsește testul înainte de finalizare?
Continuă
Da
Opțiune selectată
Salvează
Părăsește
Salvează răspunsurile, statut în desfășurare/ Draft
Închide testul fără salvarea răspunsurilor
Nu
Finalizează testul
Final fără salvare
Calculează rezultatul: punctaj/ categorie, procent, compatibilitate totală pe domeniu
Afișează rezultat în Cabinet personal / Modulul Ghidare
Salvează rezultatul în profilul digital
Actualizează: CV digital, dosar beneficiar, istoric teste
eSocial Core - Administrare
eSocial Core – Administrare teste
Configurare: teste publice și autentificate, categorii, domenii, întrebări, răspunsuri, punctaje, reguli de calcul, interpretări, statut
Raportare și dashboard-uri: teste începute, teste finalizate, rate de finalizare, rezultate agregate, domenii recomandate
Matching & Recomandări
Motorul de matching utilizează rezultatul pentru recomandări
Recomandă: locuri de muncă vacante, ocupații, cursuri de formare profesională, servicii și măsuri active
Specialiștii ANOFM/STOFM autorizați vizualizează rezultatele pentru consiliere și ghidare
Final regim autentificat

FRQ-OCU-012. Management of Promoted Occupations

The system will enable ANOFM to flag certain occupations as promoted, in high demand, or relevant to specific target groups, in order to support active employment policies and guide users toward priority sectors.

Features:

1. Marking occupations:

The ANOFM administrator will be able to manually mark an occupation as:

- a promoted occupation;
- a digital occupation or other relevant fields;
- an occupation relevant to certain ANOFM programs.

2. Configuring the promotion period:

The system will allow for the configuration of:

- the start date of the promotion;
- the end date of the promotion;
- the display order;
- the sections in which the job will be promoted;
- the reason for the promotion.

3. Display of Promoted Job Listings:

Promoted job openings can be displayed on:

- the module's main page;
- the "Most Sought-After Occupations" section;
- the detailed page for similar jobs;
- personalized recommendations;
- the public dashboard.

Acceptance criteria:

The feature will be considered implemented if:

- the administrator can mark a job as promoted or strategic;
- the system allows the promotion period to be configured;
- promoted occupations are displayed separately on the portal;
- the system maintains a history of promotions;
- the user can visually distinguish promoted occupations from other occupations.

General acceptance criteria for the entire module:

The module will be considered implemented if:

- there is an administration area for the occupation catalog;
- ANOFM can create, edit, validate, publish, withdraw, and archive occupations;
- Each published occupation has a detailed page;
- occupations can be searched, filtered, and sorted;
- occupations can be linked to job openings;
- Occupations can be linked to skills according to the ESCO classification;
- the occupation page displays clear information about activities, skills, education, and job openings;
- Users can save their favorite occupations;
- Users can enable notifications;
- the system can recommend occupations, courses, and job openings;
- Users can compare occupations;
- The system can display a public dashboard on occupations;
- Users can submit feedback;
- Changes are logged;
- Unvalidated occupations are not publicly visible;
- The interface is optimized for mobile devices;
- Job listings can be accessed via a direct link and are optimized for search.

10.4.VOCATIONAL TRAINING THROUGH VOUCHER-BASED COURSES MODULE

FRQ-VCH-001. Public homepage of the "Vocational Training via Vouchers" module

The system will provide a public page dedicated to the voucher-based vocational training program, accessible without logging in via the angajat.md portal or the ANOFM public website. The page will serve to provide information, guidance, and access to the main features.

Features:

- displaying the purpose of the program, general eligibility requirements, and the main steps of the process;
- displaying providers listed by ANOFM, with filters by provider name, IDNO, courses, and region;
- displaying available courses, along with essential information relevant to the user: course title, provider name, region/location, course duration, and contact phone number;
- the ability to search for and filter information by course, provider, and region;
- displaying news and user guides for vocational training providers and unemployed individuals (video, PDF);
- displaying aggregated statistical data on the number of registered providers, the number of vouchers issued, the number of validated vouchers, and the number of graduates, with a clear distinction between general statistics (cumulative, since the platform's launch) and

statistics for the current year, and an explicit indication of the period to which the displayed data refers;

- Ensure separate access for service providers, unemployed individuals, STOFM, and ANOFM through authentication in accordance with functional requirements.

Acceptance criteria:

- The page is accessible without authentication and is optimized for desktop and mobile devices.
- Only service providers and courses approved and published by ANOFM are publicly displayed.
- Public content can be managed by authorized ANOFM users.
- Filtering of publicly displayed courses is available by at least the following criteria: course, provider, and region.

FRQ-VCH-002. Registration of Providers and Course Programs

The system will allow vocational training providers to submit their program offerings online by completing the registration form and one or more course programs.

Functional flow:

- service provider authentication via MPass in accordance with the functional requirement—MPass in accordance with the integration functional requirement described in FRQ-008;
- Filling out the form to access the professional training program according to a predefined structure, with automatic retrieval of the provider's data based on the IDNO, via interoperability services;
- Filling out contact information, the name of the responsible person, and bank details;
- adding one or more course programs according to a predefined structure, including name, profession/trade/specialty, duration, language, location, capacity, accessibility conditions, and cost;
- uploading the provisional accreditation/authorization order and the cost estimate for each program;
- saving the form as a draft, submitting it for review, resubmitting it after corrections, and viewing the revision history.

Acceptance criteria:

- The form cannot be submitted without the required fields and documents.
- The provider may modify the form only until submission or during the correction period granted by ANOFM.

- The form for accessing the vocational training program via voucher will have the following statuses:
  - **Draft** – form created but not yet submitted for review;
  - **Submitted for review** – form submitted by the provider to ANOFM for verification;
  - **Returned for correction** – form returned to the provider to correct identified non-conformities;
  - **Resubmitted** – form corrected and resubmitted for review;
  - **Validated** – form accepted by ANOFM, with complete and compliant documentation, and eligible for the next stage. The "Validated" status confirms that the application has been verified but does not equate to actual access to the program.
  - Contracted – status assigned after completing the stages of aggregate analysis of the forms, calculating the average price for identical specializations (of the same duration), generating the framework agreement, and signing it. Only with this status can the provider actually begin providing services;
  - **Rejected** – form rejected by ANOFM, with the reason for rejection indicated.
  - If the form is rejected, the provider will not have access to the voucher-based vocational training program. Consequently, all features related to this program will become unavailable to the provider.
- Each course is treated as a separate entity, with its own review, approval, and publication status.
- The system validates the IDNO and pre-fills the form data available from official registries.
- The provider may submit multiple course programs in the same form, according to ANOFM's configuration.
- All changes and decisions are logged and visible in the file history.

FRQ-VCH-003. Review, Correction, and Approval of Providers/Courses by ANOFM

Business Process:

- viewing forms and documents submitted by providers;
- verifying the completeness and accuracy of the data;
- returning the form for correction, indicating the non-conformities and the deadline for correction;
- validating or rejecting the provider/training program with justification;
- generating the framework agreement for the provision of vocational training services, including the voucher amount/approved costs;
- sending the framework agreement to the provider for signature via MSign;
- signing of the agreement by ANOFM and publication of the provider/courses after both parties have signed;

Acceptance criteria:

- ANOFM may request corrections, approve, or reject the form with justification.
- The provider receives notification of every status change.
- The provider/course becomes publicly visible only after ANOFM approval and the signing of the framework agreement.
- ANOFM may approve some courses and reject others within the same application, providing separate justifications for each.
- Publication and removal from publication are distinct actions and are logged.

FRQ-VCH-004. List of Unemployed Persons Recommended for Vocational Training

Business Process:

- The system will automatically display the list of unemployed individuals recommended for vocational training. The list will be automatically retrieved from the registry of unemployed individuals who have received career guidance services and for whom, following an assessment or career counseling, the need to participate in vocational training through voucher-based courses was identified.
- Display of relevant data: IDNP, first and last name, status, subdivision, recommended profession/trade.
- Automatic retrieval of the profession/trade identified through the career guidance service, with the option to make justified modifications and submit it as an implicit recommendation when issuing the voucher;
- Filtering by STOFM, profession/trade;
- Displaying alerts regarding restrictions: course taken in the last 24 months, active voucher, canceled voucher, missed deadlines, or other configured rules.

Acceptance criteria:

- The STOFM specialist can only view unemployed individuals assigned to their subdivision, with the exception of central ANOFM roles.
- The issuance of the voucher can only be initiated for individuals who have received this recommendation as a result of career counseling.
- The specialist can access the unemployed person's history of vocational training.

FRQ-VCH-005. Issuance, Signing, and Transmission of the Voucher

The system will manage the issuance of the vocational training voucher by STOFM, based on the recommendation and the unemployed individual's eligibility.

Business process:

- selecting the eligible unemployed person from the recommended list;
- selecting the profession/trade/specialty or retrieving it from the recommendation;

- automatically retrieving the profession/trade recommended during the career guidance process when generating the voucher;
- automatically verifying eligibility and course participation history;
- automatically calculating the voucher value based on the parameters of the approved course;
- Generating the voucher with a unique code and QR code;
- signing the voucher by the STOFM specialist via MSign;
- sending the voucher to the unemployed person via email and/or notification in the unemployed person's logged-in account;
- notifying the unemployed person of receipt of the voucher from STOFM;
- printing the voucher for cases where the unemployed person does not use electronic means.

Acceptance criteria:

- The system verifies whether the unemployed person has participated in a vocational training course within the last 24 months.
- The system does not allow the issuance of a new voucher if there is an active voucher for the same person, except in cases where reissuance is permitted.
- The voucher is personalized and linked to the unemployed person, the issuing STOFM, the profession/trade, the face value, the date of issuance, and the expiration date.
- The vocational training voucher will have the following statuses, depending on the stage of the process it is in:
    - **Generated** – the voucher has been created in the system for the eligible unemployed person but has not yet been signed by the STOFM specialist;
    - **Signed by STOFM** – the voucher has been electronically signed by the STOFM specialist and is now available to be sent to the unemployed person;
    - **Sent to the provider** – the unemployed person has selected a provider, and the voucher has been sent to the chosen provider for review;
    - **Signed by the provider** – the provider has accepted the voucher and signed it electronically, confirming their willingness to enroll the unemployed person in the course;
    - **Rejected by provider** – the provider has rejected the voucher, stating the reason for rejection;
    - – Void – the voucher was canceled by the STOFM specialist or by the system if, within 7 days, the unemployed person did not identify a provider or did not submit the voucher to a provider, in accordance with the established rules;
    - **Expired** – the voucher's validity period has expired without it being used in accordance with the procedure, if the person has not been enrolled in a class for 2 months;

    - **Reissued** – the voucher was reissued in cases permitted by the procedure, for example, following a justified cancellation or the inability to use the original voucher.
- The rules for reissuance are established by ANOFM based on the reasons for cancellation and the applicable procedural provisions.
- The voucher cannot be issued without verifying eligibility.
- The signed voucher is available in the unemployed person's account and in the electronic file.
- The system notifies the unemployed person and the STOFM specialist regarding the issuance and applicable deadlines.

FRQ-VCH-006. Monitoring the Application Deadline, Cancellation, and Reissuance of the Voucher

Workflow Functions:

- Monitoring the 7-calendar-day deadline for selecting a provider and submitting the voucher—the vocational training voucher may be used by the unemployed individual within 7 calendar days from the date it is granted/issued by STOFM.
- After the 7-day period expires, the voucher will become unusable and will be marked in the system with the status **"Expired,"** in accordance with established process rules.
- Notifying the unemployed person and the STOFM specialist before the deadline expires;
- displaying a list of vouchers that are about to expire, have expired, or have not been activated;
- cancellation of the voucher by the STOFM specialist, stating the reason;
- If the voucher has not been used within the specified timeframe, the unemployed person will be eligible for a replacement voucher only after a 12-month period has elapsed from the expiration or cancellation date of the previous voucher, except in justified cases provided for by the regulatory framework or ANOFM's internal procedures.
- Uploading supporting documents for special reasons, such as a medical certificate, with the option of automatically retrieving relevant data through data exchange with CNAS, according to a structure to be established at a later date;
- Reissuance of the voucher in cases permitted by ANOFM procedures and parameters.

Acceptance criteria:

- Cancellation may be automatic or manual, depending on the configured reason.
- Each cancellation must include the reason, date, user, and, if applicable, supporting documentation.
- Reissuance must maintain a link to the original voucher and the reason for reissuance.
- The system generates alerts regarding voucher expiration dates.
- Expired vouchers cannot be sent to service providers.

- The system will allow for the tracking, searching, and filtering of vocational training vouchers based on criteria relevant to process monitoring.
- The history of cancellations and reissuances is available in the electronic file.

FRQ-VCH-007. Unemployed Person's Access, Service Provider Selection, and Voucher Submission

Business Process:

- The unemployed person logs in to or accesses their account through the mechanism established in the eSocial/ANOFM ecosystem;
- viewing the voucher, deadlines, and current status;
- display of providers and courses that correspond to the profession/trade/specialty indicated on the voucher;
- selection/filtering of providers by region/location, course duration, language, and accessibility (transportation, housing);
- selecting a provider and sending the voucher to them;
- receiving confirmation of transmission, acceptance/signing, rejection by the provider, or cancellation of the voucher.

Acceptance criteria:

- The unemployed person may send the voucher only within the application period and only to published and eligible providers/courses.
- An unemployed person may send a voucher to only one provider at a time, until it is accepted, rejected, or canceled.
- For individuals who cannot use the platform, an STOFM specialist may assist with the process, documenting the action.
- The unemployed person can only view their own data and their own voucher.
- The system blocks submissions to unlisted providers or ineligible courses.
- The unemployed person is notified of every status change.

FRQ-VCH-008. Acceptance/Rejection of the Voucher by the Provider

Business process:

- display vouchers received from unemployed individuals;
- verifying the voucher data and the associated course/occupation;
- accepting the voucher via a qualified electronic signature;
- rejecting the voucher and stating the reason;
- automatically sending the decision to the unemployed person and the issuing STOFM;
- updating the voucher status and the electronic file.

Acceptance criteria:

- Acceptance/signing of the voucher confirms the provider's intention to subsequently enroll the unemployed person in the study group, in accordance with the contractual terms.
- Any rejection must be justified and notified to the unemployed person and the STOFM.
- Once accepted, the voucher cannot be transferred to another provider unless the transaction is canceled in accordance with the procedure.
- The provider can access only the vouchers received for its approved courses.
- Acceptance of the voucher triggers a notification to STOFM to initiate the contract with the unemployed person.
- Rejection of the voucher allows the unemployed person/STOFM to proceed in accordance with the rules regarding deadlines and reselection.

FRQ-VCH-009. Generating the Contract with the Unemployed Person

Functional Workflow:

- The STOFM specialist will generate the vocational training contract with the unemployed person after the provider accepts/signs the voucher;
- Generation of the standard contract based on the template approved by ANOFM, with the data for the unemployed person, the provider, the course, the duration, and the obligations of the parties pre-filled;
- printing the contract for the unemployed person's handwritten signature, if the procedure requires a paper signature;
- uploading the signed contract to the platform;
- canceling/terminating or amending the contract in the cases provided for and maintaining the history; amendments to the contract with the unemployed person are possible at a later date, before the unemployed person is enrolled in the training group.

Acceptance criteria:

- The contract with the unemployed person cannot be generated before the provider accepts the voucher.
- The contract must be linked to the voucher, the provider, the course, and the unemployed person's electronic file.
- Any subsequent modification, cancellation, or upload must be logged.
- The contract is generated with pre-filled data and without the need for repetitive manual entry.
- The signed contract is visible in the electronic vocational training file.

FRQ-VCH-010. Creating Study Groups and Enrolling Unemployed Individuals

Business Process:

- the provider creates a group for an approved course, specifying the group number, period, location, and schedule;

- selection of unemployed individuals with an accepted voucher and a generated/signed contract with the unemployed individual;
- enrolling unemployed individuals in the study group;
- Uploading the enrollment order to the platform;
- updating the beneficiary's status in the training process.

Acceptance criteria:

- The provider may create groups only for approved and active courses.
- An unemployed person can be enrolled only if the voucher is accepted/signed and the contract with the unemployed person is registered.
- The enrollment order is available in the file of each enrolled unemployed person.
- STOFM/ANOFM can monitor the group in real time.
- The vocational training group will have the following statuses, depending on the stage of the course's organization and delivery:
    - **Planned group** – the group was created by the provider for an approved course, but the training process has not yet begun;
    - **Group in formation**—the group is in the process of being filled, and the provider can add unemployed individuals with accepted/signed vouchers;
    - **Active group** – the course has begun, and registered unemployed individuals are participating in the vocational training program;
- **Suspended group** – the course has been temporarily suspended, with an indication of the reason for the suspension and the estimated duration; suspension of the study group applies in the cases provided for by law;
    -
    - **Completed group** – the course has ended, and completion documents, including the graduation order and diploma/certificate, are being prepared or have been issued to participants;
    - **Canceled group** – the group was canceled before completion, with the reason for cancellation required to be specified.

FRQ-VCH-011. Service Agreement between the Service Provider and ANOFM

Business Process:

- The service contract is generated by the service provider and submitted to ANOFM; ANOFM may accept, modify, and sign it, after which it is returned to the service provider for signature. The service provider may either sign it or reject it if non-conformities are identified;
- pre-filling of data regarding the provider, ANOFM, the course, the group, and the beneficiaries; in some cases (particularly when there are multiple stages of provider contracting), the contract may be manually filled in with the voucher amounts;
- Electronic signing by the responsible parties—ANOFM and the provider—via MSign;

- sending the contract to ANOFM and archiving it in the electronic file;
- For vocational training groups that take place at the end of the year and continue into the following year, a new contract must be signed for each calendar year.

Acceptance criteria:

- The service contract is generated only for approved service providers and published/approved courses.
- The contract must include the approved amounts, the terms of service, and the list of beneficiaries or the mechanism for enrollment in the group.
- Contract amendments are made only through new versions or addenda, as appropriate.
- The contract is linked to the study group and the enrolled beneficiaries.
- The signed document is available to ANOFM, STOFM, and the provider, according to their respective roles.
- Once the contract is signed, the issued and signed voucher cannot be deleted from the system.

FRQ-VCH-012. Management of Orders, Suspensions, Reinstatements, Withdrawals, and Graduation

Business Process:

- The service provider will generate/upload enrollment orders;
- the service provider will generate/upload suspension orders, including the reason and duration;
- the service provider will generate/upload reinstatement orders following a suspension;
- the service provider will generate/upload withdrawal orders, including the reason;
- the service provider will generate/upload graduation orders;
- Notify STOFM upon submission of each order;
- Update the beneficiary's status and group.

> Note: *The procedure for reinstating unemployed individuals after suspension remains to be clarified at a later date: whether the training period is extended by the duration of the suspension or whether the individual can be transferred to another group with the same specialty, duration, and provider. From the platform's perspective, the established rule will be upheld.*

Acceptance criteria:

- Each order must be associated with the group, course, provider, and intended beneficiary or beneficiaries.
- Orders must include the date, number, type, reason (where applicable), and attached document if uploaded as a scan.
- The sequence of statuses must be validated: a person cannot be marked as having graduated if they are not enrolled or if they have been withdrawn without reinstatement.

- STOFM and ANOFM can view all orders submitted by the provider.
- The system maintains a complete history of statuses and documents.
- For each unemployed person enrolled in a vocational training group, the system will manage their individual status regarding course participation.
- The status of the registered unemployed person will reflect the stage the beneficiary is at within the vocational training process and will be updated based on actions taken by the provider, STOFM, or ANOFM, in accordance with established process rules.
- Minimum statuses managed by the system:
- Enrolled – the unemployed person has been officially enrolled in the vocational training group, based on the enrollment order;
- In Training – the unemployed person is participating in the vocational training course, and their attendance is monitored in the system;
- Suspended – the unemployed person's participation in the course is temporarily interrupted, based on a justified reason and the relevant documents;
- Reinstated – the unemployed person has resumed participation in the course after a period of suspension;
- Dismissed – the unemployed person has been permanently removed from the course, with the reason for dismissal indicated;
- Graduated – the unemployed person has successfully completed the vocational training course and is eligible to receive the corresponding diploma or certificate;
- Did Not Graduate – the unemployed person has completed the course period but has not met the requirements for graduation.

FRQ-VCH-013. Recording and Validating Attendance

The system will allow the provider to record the unemployed individuals' attendance at the course and submit the information to STOFM/ANOFM for monitoring, scholarship eligibility, and payment.

Features:

- The provider will record the attendance of unemployed individuals in the course and submit the information to STOFM/ANOFM for monitoring and scholarship calculation.
- Attendance records will be submitted monthly, by the 5th of the current month for the previous month.
- Recording attendance by day and by month, according to the course structure;
- Uploading supporting documents for excused absences;
- Submit attendance records to STOFM/ANOFM;
- Generating an attendance report by beneficiary, group, month, and provider;
- Generating alerts for absences exceeding the set threshold (more than 15%).

Acceptance criteria:

- Attendance can only be entered for unemployed individuals registered in the active group.
- Attendance can be adjusted until the payroll lists are prepared or closed; after the payroll lists are closed, changes to attendance are no longer permitted.
- Attendance records must be usable for calculating the unemployed person's benefits and for verifying service delivery.
- STOFM can view the attendance records of beneficiaries in its own subdivision.
- ANOFM can view attendance at the national level and by service provider.
- Attendance reports can be exported to Excel/PDF.

FRQ-VCH-014. Diploma/Certificate, Evaluation Questionnaire, and Course Completion

Workflow Features:

- Uploading the graduation order by the provider;
- Uploading a copy of the diploma/certificate/academic transcript for each graduate;
- notifying the unemployed person of the need to complete the evaluation questionnaire;
- completing the questionnaire in the unemployed person's account or entering the responses by STOFM if completed on paper;
- unlocking access to the diploma/certificate after the questionnaire is completed, if this rule remains in effect;
- marking the training file as completed.

Acceptance criteria:

- The questionnaire may be completed only once by the unemployed person;
- The diploma/certificate must be linked to the graduation order and the program of study.
- In the event of dismissal or failure to graduate, the system does not allow the diploma to be downloaded.
- The unemployed person receives a notification regarding the questionnaire and the availability of the diploma/certificate.
- STOFM/ANOFM can generate a report on the completed questionnaires and beneficiary feedback.
- The final documents are archived in the electronic file.

FRQ-VCH-015. Service Agreement, Tax Invoice, Scholarship, and Payments

Workflow Functions:

- Uploading/generating the service provision document by the service provider;
- Uploading/submitting the tax invoice, including through integration with e-Factura if it is decided to include this integration;

- verifying that the service agreement and invoice correspond to the group, registered beneficiaries, frequency, and service contract;
- issuance of the scholarship award order by STOFM in the SI;
- generation of payment lists by STOFM regarding the grant and transmission for payment;
- monitoring the payment status: in progress, submitted, paid, returned, rejected, etc.

Acceptance criteria:

- Course payment is made in accordance with the contract, service agreement, invoice, and the attendance/completion requirements established by procedure.
- The system will ensure the automatic calculation of the monthly scholarship for unemployed individuals enrolled in vocational training courses through vouchers. The scholarship will be calculated in proportion to the unemployed individual’s actual attendance at the course, based on data completed and confirmed by the provider.
- The provider will submit attendance records to STOFM/ANOFM by the 5th of the current month for the previous month. The maximum amount of the monthly stipend will be 35% of the average monthly wage across the economy for the previous year, and the final amount awarded will be adjusted proportionally based on the number of days/hours actually attended by the unemployed individual.
- The document, invoice, and payment details are linked to the contract, group, and beneficiaries.
- ANOFM can verify the documents before submitting them for payment.
- The payment status is visible to authorized users.
- The system must prevent duplicate payments for the same beneficiary, course, and period.

FRQ-VCH-016. Electronic File for the Vocational Training Measure via Voucher-Based Courses

Business Process:

- creation of the file upon voucher issuance;
- automatic retrieval of the recommended profession/trade from the career guidance process when generating the voucher;
- centralization of the training recommendation, voucher, transmission history, selected provider, contract with the unemployed person, group, orders, attendance, diploma, questionnaire, documents, and notifications;
- displaying the complete history of statuses and actions;
- electronically archiving documents and related metadata;
- differentiated access for the unemployed person, the provider, STOFM, and ANOFM.

Functional Rules:

- Each document must have a type, source, upload/creation date, user, status, and version.

- Documents are not physically deleted; they are marked as inactive/canceled, and their history is retained in accordance with the archiving policy.
- The file must be usable for audits, reporting, and subsequent verifications.

Acceptance criteria:

- The file is created automatically and updated throughout the entire workflow.
- Users can access only the documents permitted by their role.
- The completed file can be archived electronically.

FRQ-VCH-017. Integrations with Government Services

Functional Workflow:

- integration with MPass for authenticating service providers, STOFM/ANOFM users, and other defined roles;
- Integration with MSign for signing vouchers, framework agreements, contracts, and other documents where applicable;
- integration with MConnect/RSUD/ASP to verify the IDNO and retrieve provider data;
- integration with MNotify for notifications via email, SMS, or other available channels;
- integration with MLog for auditing and logging;
- Possible integration with e-Factura/MPay, if confirmed in the final architecture.

Acceptance criteria:

- Data must be entered only once and reused in subsequent workflows.
- Integration errors must be clearly displayed to the user and logged for support purposes.
- Data exchange must be secure, audited, and carried out in accordance with the interoperability framework
- The system does not allow critical workflows without the required validations.
- NFR082 All relevant integration calls are logged.

FRQ-VCH-018. Notifications, Alerts, and Operational Tasks

Functional Flow:

- notifications for the service provider: form received, approved, rejected, remediation requested, framework agreement for signature, voucher received, documents returned, submission deadlines;
- notifications for the unemployed: voucher issued, 7-day deadline, voucher submitted/accepted/rejected/canceled, evaluation questionnaire, graduation certificate;

- Notifications for STOFM: voucher not used, voucher nearing expiration, voucher accepted/rejected by provider, contract generated, attendance data submitted, new order, risk of absences;
- notifications for ANOFM: new service provider, resubmitted form, signed agreement, payment documents, indicators, and periodic reports;
- display of operational tasks in each role's dashboard.

Acceptance criteria:

- Critical notifications must also be sent outside the platform, via email, if contact information is available.
- Each notification must be associated with an event and an object: voucher, group, document, contract, or payment.
- The notification history is stored in the system.
- Users see relevant notifications in their own account.
- Deadline alerts appear before the deadline expires and upon expiration.
- Notifications are logged and can be audited.

FRQ-VCH-019. Reports, Dashboards, and Management Monitoring

The system will provide operational, statistical, and managerial reports for STOFM and ANOFM, with filtering, export, and aggregated publishing capabilities.

Features:

- reports on registered, validated, published, and inactive providers;
- reports on approved, active, in-progress, completed, and withdrawn courses;
- reports on vouchers that have been issued, applied, accepted, rejected, canceled, expired, reissued, and completed;
- reports on beneficiaries by STOFM, provider, course, profession/trade, gender, age, background, and other legally permitted criteria;
- reports on attendance, graduation, withdrawal, suspension/reinstatement, and evaluation questionnaires;
- reports on scholarships, course costs, invoices, and payments;
- dashboards on key indicators: vouchers issued/validated, providers, active courses, beneficiaries, graduates, questionnaire completion rate, and post-graduation employment rate;
- export to Excel/PDF and preparation of aggregated data sets; cumulative indicators are displayed with a clear indication of the time period and with general statistics (since the platform's launch) separated from those for the current year.

Note: The Reports module will be developed in a later phase;
Acceptance criteria:

- STOFM views reports for its own subdivision; ANOFM views reports at the national level.
- Reports must use up-to-date data from the module
- Reports can be filtered by time period and STOFM.
- Dashboards update automatically.
- Exports do not disclose personal data beyond the level permitted by role and purpose.

FRQ-VCH-020. Administration of Roles, Access, Nomenclatures, and Parameters

Workflow Features:

- role management: public, unemployed, service provider, STOFM specialist, STOFM manager, ANOFM specialist, ANOFM administrator, technical administrator;
- • At the service provider level, at least two roles must be configured: an administrator role and a user role (without signing authority);
- Management of nomenclatures: professions/trades/specialties, STOFM, document types, reasons for rejection/cancellation/denial/dismissal/suspension/reinstatement, voucher status, group status, notification types;
- parameter administration: the 7-day deadline, the 2-month deadline from signing for inclusion in a group, the 24-month rule, reissuance rules, absence thresholds, the deadline for submitting attendance records (the 5th of the month), remediation deadlines, notification channels;
- logging of all user actions and unauthorized access attempts;
- restricting the technical administrator's access to personal data, in accordance with the principle of necessity.

Acceptance criteria:

- The service provider may access only their own courses, groups, vouchers, and documents.
- STOFM accesses only the beneficiaries and files of its own subdivision.
- ANOFM accesses data at the national level.
- The available menus and actions are tailored to the user's role.
- Unauthorized access is blocked and logged.
- Changes to parameters take effect only in accordance with the established versioning/configuration rules.

10.5. DIGITALIZATION OF EMPLOYMENT SERVICES AND ACTIVE EMPLOYMENT MEASURES

The "Employment and Unemployment Insurance" information component will provide digitized and centralized access to employment measures intended for both job seekers and employers, in accordance with the applicable regulatory framework and the operational workflows of ANOFM/STOFM.

Access to employment measures and services will be possible only after the user logs into the system using secure electronic identification and authentication mechanisms. Depending on their assigned role, beneficiaries will be able to access these measures directly from their Digital Personal Dashboard, while STOFM specialists will be able to initiate, complete, and manage the same processes directly from the beneficiary's electronic file using the dedicated operational interface.

The system will provide a unified mechanism for accessing and managing active employment measures, ensuring the traceability of actions, transparency in the administrative process, and a reduction in manual interventions. When accessing a measure or service, beneficiaries will be provided with clear and structured information regarding the purpose of the measure, the conditions for granting it, the eligibility criteria, the required documents, the stages of the process, and the rights and obligations associated with participation.

At the same time, the system will enable the automatic validation of certain eligibility criteria through interoperability with relevant registries and information systems, thereby helping to streamline the review process and reduce the time required to process applications.

Note: The public service description must comply with the requirements set forth in the template approved by the General Administration of Public Services (AGE).

FRQ-SMO-001. Promoting Labor Mobility

The system will enable the complete, digitized, and automated management of the process for granting the labor mobility incentive allowance, in accordance with applicable legislation. The functionality will cover all stages of the process:

- Placement of the unemployed person in a job in another locality, based on job assignment and confirmation of employment.
- Submitting, generating, and electronically signing the application and contract for the one-time employment placement allowance.
- Issuing the order to grant the allowance.
- Automatic monitoring of the continuation of the employment relationship for 6 months (verification of employment with the National Agency for Fiscal Administration/National Health Insurance House).
- Notifying the specialist of the unemployed person's eligibility for the measure, based on the date of employment, place of residence, and work address—in the case of mobility candidates.
- Generation of payroll lists and issuance of payment orders.

The system will support STOFM/ANOFM specialists and beneficiaries by automating workflows, minimizing physical documents, performing automated checks against relevant registries (CNAS, FISC), and providing comprehensive management of the measure's lifecycle.

1. Registration and verification of unemployed individuals employed in another locality

- The system allows the STOFM specialist to:

- view the result of the job interview based on the placement form (hired/rejected—as per the hiring order), submitted electronically by the employer;
- enter or confirm the employment in the system;
- automatically verify eligibility criteria related to the job (location different from place of residence, unemployed status, etc.)

- The system automatically validates whether:
  - the job is located in a different locality than where the unemployed person has their actual residence and if they are eligible (the job being selected by the local office), in accordance with the Affidavit Regarding Actual Place of Residence, completed by the unemployed person in their personal account or on paper;
  - the applicant has not received a one-time employment placement allowance in the last 24 months)
  - The person is not simultaneously receiving another active subsidy;

2. Submission and Generation of Documents

The system will allow:

2.1. Automatic generation of documents:

- Application for the one-time employment allowance (When generating the application, the system will verify that the date of employment does not exceed the 5-business-day deadline from the time the application is generated. Applications submitted after this deadline (more than 5 business days after the date of employment) will not be reviewed—the specialist will be notified that the deadline has been exceeded.
- The application for the one-time employment allowance will also include a sworn statement regarding the applicant's actual place of residence, which is generated by the system as a single document , pre-filled with available data, in accordance with the form approved by the ANOFM Order.
- Electronic confirmation from the employer stating that the employer does not provide free transportation and does not reimburse the transportation expenses incurred by the unemployed person for travel from their place of residence to the location of the job where they were hired
- The contract regarding the granting of the allowance;
- The order granting the one-time employment allowance;
- The documents will be automatically generated in a pre-filled format based on the data entered in the forms approved by ANOFM, including: application, contract, order, and other applicable documents:
  - The unemployed person's date, month, and year of birth
  - *Date of the unemployed person's registration,*
  - *Registration number,*
  - *Address of actual residence,*
  - *etc.*

2.2. Electronic Signing of Documents

- Documents will be electronically signed by the beneficiary and an STOFM specialist. (Ensuring the ability to sign documents electronically and/or by hand.)
- The system sends an electronic notification to each user when a signature is required.
- Assess the need to simplify the process of signing documents and payment orders (depending on accounting requirements).

3. Issuance of the Allowance Grant Order

- After verifying eligibility, the system automatically generates the payment order.
- The order is electronically signed by authorized personnel.
- All documents are automatically archived in the beneficiary's electronic file.

Note: The possibility of eliminating the requirement for the beneficiary's signature will be analyzed, by replacing it with electronic confirmation mechanisms, such as a notification in the personal account and checking the box to acknowledge receipt of the information/document.

4. Monitoring Job Retention (6 months)

The system must ensure:

4.1. Receipt of monthly notifications

- The system will automatically verify data from SI FISC or CNAS regarding employee status.
- If data from SI FISC or CNAS is missing or delayed, the system triggers an alert for the STOFM specialist.

4.2. Automatic detection of termination of employment

If the employment relationship ends prematurely, the system:

- notify the specialist;
- marks the beneficiary as "ineligible for payment or termination of payment";
- generates the documents related to recovery or termination of payments (if applicable).

Note: The mechanism for recovering payments—including the conditions for triggering recovery, the calculation of amounts to be refunded, notification of the beneficiary, and the recording and monitoring of recovered amounts in the system—will be reviewed with the accounting department.

5. Generating Payment Lists and Making Payments (STOFM)

- The system automatically generates an electronic list of beneficiaries eligible for payment per STOFM
- Approval and signing of payment lists (STOFM Director).
- ANOFM automatically receives the payment list for each STOFM in the SI and generates a total payment list per ANOFM.
- Integration with MPay; automatic transmission of the payment list to MPay.
- Transmission of the payment to MPay *(uploading the lists).*
- All payments are recorded in the beneficiary's history (in the electronic account and file).

Details visible for each benefit case:

- Beneficiary status (in process/approved/under review/suspended/paid/rejected — due to exceeding the 5-day deadline for granting benefits from the date of hire or an electronic confirmation issued by the employer stating that the employer provides free transportation or reimburses the transportation expenses incurred by the unemployed person for travel from their place of residence to the location of the job where they were hired.
- Date of Hiring
- Workplace address
- Employer
- Generated documents and their signing status
- Automatic monthly confirmations—job retention monitoring—list
- Eligibility for payment months—the individual's account based on the payroll lists to be included in the payments module
- Payment history—payments module
- Alert/notification history.

Filters available in the interface:

- City/Work Address as per the employment contract.
- Employer
- File status (new, under review, approved, rejected, monitoring, paid, rejected)
- Employment period
- Responsible specialist
- Document type (application, contract, order, confirmation), etc.

Automations and notifications:

- Notification to the beneficiary regarding:
  - the need to sign documents.
  - termination of payment.
- Notification to the specialist regarding:

    - the need to sign documents,
    - detection of termination of employment (specialist, STOFM manager).
    - Expiration of the 6-month period (payment).

Storage and traceability:

- All generated and uploaded documents are stored in the unemployed person's electronic file.
- The system maintains detailed logs for:
    - changes,
    - statuses,
    - signatures,
    - payments,
    - interactions with other systems, etc.

Acceptance criteria:

- **Registration and numbering of applications:** Upon submission of the application for the allowance, the system automatically assigns a unique number (in ascending order for the calendar year), verifies the presence of the required documents (a copy of the individual employment contract and a copy of the ID), and enters the data into the Application Register (type of allowance, place of employment, distance, date, etc.).

- **Generation and Numbering of Orders:** After the application is approved, the system generates a grant order sequentially numbered for the calendar year and archives it in the beneficiary's electronic file, along with the allowance grant agreement and the signed documents.

- **Record management:** The system maintains the Application Register and the Beneficiary Register in electronic format, updating the status of each file in real time (new, under review, approved, rejected, under monitoring, completed), with filters by location, employer, type of benefit, period, etc.

- **Case Management:** An electronic case file containing all signed documents is automatically created for each unemployed person.

- **Automatic verification and duplication prevention:** When a claim is submitted, the system checks the records to prevent duplicate benefit payments, automatically verifies eligibility (contract, distance >20 km, different location, lack of free transportation, etc.), and flags the claim as ineligible if any non-compliance is found.

- **Monitoring of employment relationships**: Inter-system connections with CNAS/FISC enable monthly monitoring of continued employment for 6 months; the system automatically attaches confirmations to the file and issues alerts in case of interruption.

- **Recovery of funds:** If the employment relationship ends before 6 months, the system flags the file as ineligible and generates the documents required to recover the benefits.

- **Reporting and statistics:** The system can generate monthly or annual reports on the number of applications, amounts paid, distribution by locality, etc., and the data will be exported in PDF and Excel formats.

FRQ-SMO-002. On-the-job training within the organization

The "Employment and Unemployment Insurance" information component will include a module dedicated to the comprehensive and digitized management of the active employment measure "On-the-Job Training within the Workplace."

The measure is intended for unemployed individuals who do not have a profession or trade, or whose qualifications are not in demand in the labor market, and aims to develop professional skills and increase their chances of entering the workforce. The process will include theoretical training provided by a vocational training provider and practical training conducted at the employer's premises.

Features:

Registration and validation of employers and providers:

- Access to the "On-the-Job Training" module is granted through employer authentication (FRQ001-004 – Employer Authentication). Only registered employers and authorized/accredited vocational training providers may submit applications.
- The system automatically validates employers who wish to access this program:
- be registered in accordance with the law (legal status determined based on authentication);
- their operations must not be suspended;
- not be in the process of insolvency or liquidation (ASP);
- they must have no debts to the national public budget for the previous year, in accordance with the provisions of Article 129(13) of Tax Code No. 1163/1997 (FISC);
- not have any debts owed to employees for the previous year (if there are wage withholdings or if contributions for all of the employer's employees have not been paid) (FISC/CNAS).

Note: The system will not allow the application to be submitted if all required documents are not attached and will notify the employer of the absence of one or more documents.

Authentication and Validation of Providers:

- Vocational training service providers are selected based on procurement procedures.
- Upon logging into the system and accessing the program, the system will send a notification to ANOFM regarding the provider's request for access to that program.

- The ANOFM specialist will have the option to accept or reject the provider's access to the program, based on the list of providers selected in accordance with the procurement procedure.

Identification and Selection of Unemployed Trainees:

- The system helps the specialist identify eligible unemployed individuals: those registered with the local office who are unskilled or whose skills do not match the local labor market, who have received career guidance services, and for whom this measure is specified in their individual employment plan.
- Specialists can manually add or select the identified unemployed individuals. For each candidate, the system verifies that they have not received on-the-job training within the last 24 months following the completion of their previous ILM measure.

The system will ensure automatic verification, through interoperability mechanisms, of the following information:

- the person's identity, based on data from the national population registry (based on the unemployed person's registration);

- their education and qualifications, to the extent that these are available in the relevant information registries; if such information is not available through data exchange, it will be based on the unemployed person's registration;

- The existence of a medical certificate attesting that the unemployed person's health condition allows them to participate in training programs and subsequently practice their chosen trade, profession, or occupation, with the certificate submitted in physical (paper) form.

Planning and Initiating the Training Measure:

- Employers wishing to participate in the program will express their intent through the system by submitting an electronic notification, in which they will indicate the available job openings, the requested field of training, and the estimated number of unemployed trainees to be involved.
- The system will collect this information, cross-reference it with the number of unemployed individuals eligible for this program—identified based on the profiling questionnaire or the Individual Employment Plan—as well as with the capacity of training providers, and will notify the relevant regional offices.
- As part of the planning process, employers electronically submit the collaboration agreements concluded with vocational training providers and other supporting documents

required for generating contracts. The system facilitates the electronic signing of affidavits regarding compliance with legal requirements.

- The regional office organizes the actual implementation of the measure for each selected employer; the information is automatically imported into the contract generation module.
- *The selection of the vocational training service provider is carried out in accordance with Law No. 131/2015 on public procurement.*

If certain information or documents cannot be obtained through automatic data exchange, the system will allow them to be uploaded in electronic format by the unemployed person or by a specialist at the territorial subdivision.
After the data is validated and participation in the vocational training program is confirmed, the system will register the individual with the status of **"unemployed trainee,"** while maintaining their unemployed status for the duration of the training program.

4. Generating the referral for on-the-job training:

After the unemployed person is selected to participate in the on-the-job training program within the organization, the system will automatically generate the document "Referral for On-the-Job Training within the Organization" (in accordance with the form approved by ANOFM).
The document can be generated automatically, electronically signed by the STOFM specialist, and electronically transmitted to the vocational training service provider, while also being available in the unemployed person's electronic account.

4.1 Registration and Notification of the Unemployed Person's Enrollment:

Upon receiving the referral, the vocational training service provider will confirm in the system the unemployed person's enrollment in the on-the-job training program.
To this end, the system will allow the provider to electronically complete the document and send the "Notification of the Unemployed Person's Enrollment in On-the-Job Training at the Workplace" (based on the form approved by ANOFM) to STOFM.
After the notification is submitted, the system will:

- automatically update the person's status to **"unemployed trainee" – enrolled**;
- record the vocational training program details in the unemployed person's account;
- notify the local employment office of the enrollment.

Vocational training providers submit enrollment orders through the system.

4. **Generation and electronic signing of contracts:**

After confirming the unemployed person's enrollment in the on-the-job training program at the employer's facility, the system will automatically generate the following document:

“Contract Regarding On-the-Job Training at the Workplace” (in accordance with the order approved by ANOFM).

- The contract will be entered into between:
- STOFM;
- The employer where the practical training takes place;
- The unemployed trainee.

The system will allow for:

- automatic generation of the contract based on data already in the system;
- automatic completion of the relevant fields;
- electronic or handwritten signing of the contract by the parties;
- archiving the contract in the unemployed person’s electronic file;
- the transmission of the contract to all parties involved.

Note: Training cannot be initiated in the system until the contract has been signed by all parties.

7. Generating and Signing the Application for the Unemployed Trainee Grant

The system will allow for the generation, completion, printing, and electronic archiving of the application for the grant. The application may be signed by the unemployed person electronically via their personal account, or in handwritten form if the document is generated and printed by an STOFM specialist.

8. Issuing Orders for the Granting of the Unemployed Trainee Grant:

The system will allow the STOFM specialist to generate and issue orders regarding the granting, suspension, reinstatement, or termination of scholarship payments for unemployed trainees.

9. Electronic submission of the Application and Declaration for the training subsidy or Employer identification

- The employer submits online the application **for the training subsidy and** the organization of on-the-job training (using the form approved
- by ANOFM Order) and the Declaration regarding compliance with the conditions for each unemployed trainee individually:
- *To ensure* the conditions for on-the-job training of the unemployed trainee in accordance with the on-the-job training program
- to have qualified personnel available to serve as production foremen/instructors during the on-the-job training;
- ensure compliance with occupational safety and health requirements, as well as with the applicable provisions of labor law;

- The application and declaration, combined into a single digital form, will be electronically signed and automatically submitted to the local branch of ANOFM in the area where the employer operates.
- Employers that are public authorities may be involved in the implementation of the measure but are not eligible for subsidies. In this case, it is not necessary to complete the application and declaration for the subsidy, as the step of submitting the application and declaration is excluded from the workflow.

Decisions on Granting the Subsidy (in accordance with forms approved by ANOFM)

- The system allows the STOFM specialist to generate/issue the "Decision on Granting the Subsidy"—a monthly payment of 30% of the average national wage for the duration of the training. The decision is electronically signed by the head of STOM and the employer is notified.

- The system allows the STOFM specialist to generate/issue: "Decision on the Suspension of Subsidy Payments"—subsidy payments are suspended when the unemployed trainee is absent, based on a medical certificate, for more than 15% of the training program. The system detects absences and, when the threshold is exceeded, automatically generates the suspension decision for the period during which the training is interrupted.

- The system allows the STOFM specialist to generate/issue a "Decision on the Resumption of Subsidy Payments"—payment is resumed once the circumstances that led to the suspension have ended.
- Issuing the "Decision on the Termination of Subsidy Payments"—permanently terminates payments in the cases provided for by the procedure (completion of training/as per the Notice of Graduation, expulsion of the unemployed trainee, loss of unemployed status, etc.).

9. Monitoring of training and management of results:

- Vocational training providers submit electronically the orders for graduation, withdrawal, and suspension/reinstatement of training within 3 business days of issuance.
- Providers shall submit the following electronically on a monthly basis: monthly information on the attendance of unemployed trainees at on-the-job training within the facility (in accordance with the form approved by ANOFM) by the 5th of the following month, along with the attendance list and evaluations of the unemployed trainees. The system monitors attendance; if an unemployed trainee is absent without justification for more than 15% of the total hours, payments—including the subsidy and the stipend—are suspended.
- Specialists are automatically notified to contact unemployed trainees with absences or to schedule on-site inspections at the training location:

- The STOFM specialist completes electronically the “Monitoring Report on the On-the-Job Training Process at the Workplace” (form approved by ANOFM)
- The vocational training provider submits electronically the “Notice of Dismissal” (form approved by ANOFM).
- The vocational training provider submits electronically the “Notice of Completion” (form approved by ANOFM).
- The vocational training provider submits electronically—a copy of the Certificate of Completion.
- Upon completion of the training, unemployed individuals complete the evaluation questionnaire online or on paper (form approved by ANOFM);
- If the evaluation questionnaire is completed on paper, the specialist must be able to enter the data from the questionnaire into the system for each unemployed person.

10. Calculation and Payment of Stipends and Subsidies:

- **Stipend**: For each unemployed trainee, a monthly tax-exempt stipend equal to 35% of the previous year’s average monthly wage for the economy is calculated, proportional to attendance. Upon receipt of the enrollment order, the subdivision issues the scholarship award order, which is recorded in the electronic registry and communicated to the unemployed person. The scholarship is paid in the month following the one in which the training took place.

- **Employer Subsidy**: The employer receives a monthly subsidy equivalent to 30% of the previous year’s average monthly wage across the economy for each unemployed trainee during the practical training period. The employer submits an electronic application and declaration for the subsidy. The local office decides whether to grant or deny the subsidy within 3 business days and notifies the employer.

- The system generates monthly payment lists (scholarships and subsidies) by the 15th of the following month and forwards them for payment. Calculations for partial months are made proportionally based on the number of training days.

- Payments are automatically suspended upon completion of the training, the unenrollment of the unemployed trainee, loss of unemployed status, or if the employer breaches its contractual obligations (for example, by failing to retain the employee after training), and the corresponding amounts are recovered.

- **Suspension and Recovery of Funding:**
    - The system allows for the automatic issuance of a decision to terminate the subsidy in the following situations: expiration of the training period, withdrawal of the unemployed traineeprogram, or loss of unemployed status;

    - The system automatically calculates the amount to be repaid in the event of early termination and notifies the employer/service provider of the repayment obligations.

- **Reporting, Archiving, and Auditing:**
    - All applications, declarations, orders, contracts, decisions, payrolls, and questionnaires are archived electronically. The system maintains a complete history for each employer, service provider, and unemployed trainee.
    - Periodic reports are generated regarding the number of applications submitted, applications reviewed, scholarships and grants awarded, the number of unemployed trainees, training duration, instances of interruption, etc.
    - Survey results will be displayed on an interactive dashboard, with the ability to view data in graphical and tabular formats, filter by relevant criteria, and export data for analysis and reporting.
    - Performance indicators are available for management and audit purposes.
    - The module ensures full traceability, integration with national registries, and compliance with procedural deadlines. Documents can be generated, exported, and printed as needed.

Acceptance Criteria

- Automated eligibility checks operate in accordance with legal requirements; ineligible applications are rejected with an explanation of the reason.
- The system generates and manages contracts and orders in electronic format, with digital signatures, and archives them.
- Scholarships and grants are calculated correctly according to the formulas (35% and 30% of the average salary) and paid on time; payments are suspended or recovered as provided for in the relevant provisions.
- The system monitors the attendance of unemployed trainees and issues notifications in the event of unexcused absences or non-compliance.
- Monitoring indicators (number of unemployed trainees: breakdown by different categories, payroll lists, decisions) are generated and archived electronically; the module ensures full traceability.

FRQ-SMO-003. Conduct of the Professional Internship

The system will ensure fully digitized management of the active employment measure "Professional Internship," in accordance with the provisions of Article 34 of Law No. 105/2018 and Government Decision No. 1276/2018, fully covering the operational workflow—from planning, employer registration, and the selection of unemployed individuals, to monitoring the internship's progress, payment of stipends/subsidies, and final evaluation.

This functionality will enable:

- annual planning of the measure at the ANOFM/STOFM level;
- registration and validation of eligible employers;
- the identification and verification of eligible unemployed individuals;
- management of required documents (forms, contracts, schedules, applications, decisions);
- digital monitoring of the internship (attendance, progress, absences);
- automated management of payments (grants and subsidies);
- final evaluation and follow-up on the individual's employment;
- full traceability and electronic records.

Workflow:

1. Registration and validation of employers

1.1. Employer authentication in accordance with Functional Requirement FRQ001-004 – Employer Authentication.

1.2 Electronic submission of the availability form

The employer, once authenticated in the system, accesses the section dedicated to the "Professional Internship" program; the employer will electronically complete the availability form (form approved by ANOFM):

- available positions for professional internships;
- the professions/occupations for which internships are offered;
- duration (the duration of professional internships is determined by the employer based on availability and may not exceed 4 months);

Note: **The duration may be modified later within the originally completed form, with STOFM automatically notified of the update.**

1.3. Verification of the Employer's Eligibility

The system will automatically verify, through inter-system connections, at least the following conditions:

- that the employer is registered in accordance with the law (determination of legal status based on authentication);
- that their operations have not been suspended, and that they are not in the process of insolvency or liquidation (ASP);
- they have no debts to the national public budget for the previous year, in accordance with the provisions of Article 129(13) of Tax Code No. 1163/1997 (FISC);
- have no debts to employees for the previous year (if there are wage withholdings or if contributions for all of the employer's employees have not been paid) (FISC/CNAS).

The results of the checks are displayed in the employer's profile.

2. Automatic Identification of Unemployed Persons Eligible for a Professional Internship

The system must automatically generate a list of eligible unemployed individuals based on:

- lack of work experience in their current occupation;
- they have not been employed in their profession/trade during the two years preceding the date of registration as unemployed - verification of the unemployed person's lack of work experience in their profession/trade/occupation through inter-system connections with the National Health Insurance House (CNAS) during the two years preceding the date of registration as unemployed *(further details regarding the automatic verification mechanism);*
- the results of career counseling;
- history (the individual must not have previously participated in a professional internship), etc.

3. Registration of the Unemployed Person's Medical Certificate

- The system will allow for the registration and management of the unemployed person's medical certificate, which is required to confirm their ability to participate in training activities or active employment measures.

Note: The system allows the medical certificate to be uploaded by both the STOFM specialist and the unemployed person via their electronic account.

4. Assignment of the Unemployed Person to a Work Placement

- The system automatically generates the Professional Internship Assignment Form (form approved by ANOFM);
- Updating the registry of assigned unemployed individuals.

Note: If there are no vocational internship positions available within the STOFM's territorial jurisdiction that match the unemployed person's profile, the system will allow the unemployed person to be referred to another locality where suitable vocational internship positions are available.

5. Submission of the Notification Regarding the Unemployed Person's Participation in a Professional Internship

- The employer will complete and submit electronically, via the platform, the Notice regarding the unemployed person's participation in a professional internship (form approved by ANOFM).

- The system will automatically receive the notice and generate an electronic notification to the responsible STOFM regarding the employer's submission of the document.

6. Acceptance and Preparation of the Internship

- The employer will complete and electronically sign the internship program, in accordance with the form approved by ANOFM.
- Upon submission, the system will automatically notify the STOFM specialist of the receipt of the internship program completed by the employer.

7. Generating and Electronically Signing the Professional Internship Contract

The system will allow for:

- the automatic generation of the contract based on the template approved by ANOFM, using the data available in the system;
- automatic completion of the relevant fields;
- electronic or handwritten signing of the contract by the parties;
- automatic transmission of the contract to all parties involved;
- the system will allow for the electronic or handwritten signing of the contract between STOFM-employer and the unemployed person
- archiving the contract in the unemployed person's electronic file;

The contract will be concluded between:

- STOFM;
- the employer where the practical training takes place;
- The unemployed trainee.

Note: While participating in professional internships, unemployed individuals are exempt from the requirement to report to the local office once every 30 calendar days, as well as from the requirement to submit a report on activities undertaken to find employment.

8. Logbook of Activities Completed During the Professional Internship

- The system will allow the Logbook of Activities Performed During the Professional Internship to be sent to the unemployed person in electronic or paper format, as appropriate.
- The logbook will be completed by the unemployed person throughout the duration of the professional internship, reflecting the activities performed.

9. Generating and Signing the Application for the Unemployment Grant

The system will allow for the generation, completion, printing, and electronic archiving of the application for the grant. The application may be signed by the unemployed person electronically via their personal account, or in handwriting, if the document is generated and printed by a STOFM specialist.

10. Issuance of Orders Granting the Unemployment Benefit

The system will allow the STOFM specialist to generate and issue orders regarding the granting, suspension, reinstatement, or termination of benefit payments to unemployed individuals.

Note: a monthly allowance, amounting to 35% of the average gross monthly wage for the economy in the previous year, which is granted to the unemployed trainee in proportion to their attendance at the professional internship program;

11. Electronic Submission of the Application for the Grant

- The employer submits the application **for the grant** online (using the form approved by ANOFM);
- The STOFM specialist reviews applications for the professional internship subsidy within a maximum of 5 business days from the date the application is registered.
- The system will generate advance notifications to the responsible STOFM specialist 2–3 days before the deadline for reviewing the application expires.

Note: Central and local public administration authorities may also participate in the professional internship program as employers, but they are not eligible for the subsidy.

11.1 Employer's Electronic Declaration Regarding Compliance with the Conditions for Organizing the Professional Internship

- **The employer will check/confirm the following statements:**
    - ensures the necessary conditions for carrying out the activities in accordance with the internship program;
    - has qualified personnel to serve as mentors during the internship;
    - the activities carried out contribute to the practical application of theoretical knowledge and are relevant to the occupation;
    - ensures compliance with occupational safety and health requirements, as well as labor laws.

Confirmation, Signing, and Submission of the Declaration:

- The employer confirms the declaration under their own responsibility regarding the accuracy of the information provided;
- The system will display an informational message regarding the legal consequences of providing false information.
- The declaration is signed electronically using a qualified electronic signature (- MSign

- The system records the declaration and automatically attaches it to the employer's electronic file.

12. Decisions regarding the granting of subsidies for professional internships (in accordance with the forms approved by ANOFM)

- The system allows the STOFM specialist to generate/issue the "Decision on the Granting of the Subsidy"—a gross monthly payment of 30% of the average national wage for the duration of the internship;
- The system allows the STOFM specialist to generate/issue: "Decision on the Suspension of Subsidy Payment"—subsidy payment is suspended when the unemployed trainee is absent, based on a medical certificate, for more than 15% cumulatively of the training program (based on the attendance record received electronically from the employer). The system detects absences and, when the threshold is exceeded, automatically generates the suspension decision for the period during which the training is interrupted.
- The system allows the STOFM specialist to generate/issue a "Decision on the Resumption of Subsidy Payments"—restoring payments after the situation that led to the suspension has ended.
- Issuance of the "Decision on the Termination of Subsidy Payments"—permanently terminates payments in the cases provided for by the procedure (completion of the internship, notification of the unemployed person's exclusion from the professional internship, loss of unemployed status, etc.).
- The decisions are electronically signed by the head of STOFM;
- Electronic notification of the employer regarding the decisions issued;
- Electronic archiving of decisions.

13. Monitoring the attendance of unemployed trainees:

- Filling out the attendance sheet—the employer fills out the monthly attendance sheet for each unemployed trainee.
- The attendance record must be completed and submitted by the 10th of the current month for the previous month; the system will automatically monitor compliance with this deadline.);
- Notification to the Employer regarding the expiration of the deadline for completing the attendance record;
- Automatic and manual validation;

Note: The system will automatically validate the completeness and accuracy of the entered data, identify any anomalies—such as unexcused absences, duplicate entries, or incorrectly reported hours—and flag situations that may indicate potential conflicts of interest. The STOFM specialist may approve, reject, or request corrections.

14. Planning and Conducting Monitoring Visits

14.1. Scheduling visits

- The system will allow for the automatic or manual planning of monitoring visits to employers.
- Automatic suggestions will be generated regarding the number of visits (at least 2–3 during the internship).
- The system will take into account:
    - the duration of the internship;
    - identified risks (absences);

14.2. Visit Management:

- The STOFM specialist will record the following in the system:
    - the date of the visit;
    - type of visit (scheduled/unscheduled);
    - participants (mentor, intern, employer);
    - findings.

14.3. Monitoring Report:

- The system will automatically generate **the Monitoring Report** based on a standardized form approved by ANOFM.
- The report will include:
    - the degree of compliance with the contract;
    - an assessment of working conditions;
    - the intern's progress;
    - any violations or recommendations.

14.4. Visit Log:

- The system will automatically maintain:
    - An electronic log of monitoring visits;
    - a complete history of visits for each internship.

15. Calculation and Payment of Stipends and Grants:

- **Scholarship**: For each unemployed trainee, a monthly tax-exempt scholarship equal to 35 % of the previous year's average monthly gross wage for the economy is calculated, proportional to attendance.
- **Employer subsidy**: The employer receives a monthly subsidy equivalent to 30% of the previous year's average monthly gross wage across the economy for each unemployed trainee during the practical training period.

- The system generates monthly payment lists (stipends and subsidies) by the 15th of the following month and submits them for payment.
- Payments automatically cease upon completion of the internship or under other circumstances (notification of the unemployed person's exclusion from the internship, etc.).

- **Suspension and Recovery of Funding**
    - The system allows for the automatic issuance of a decision to terminate the subsidy in the following situations: expiration of the internship period or loss of unemployed status;
    - The system automatically calculates the amount to be repaid in the event of early termination and notifies the employer of the repayment obligations.

16. Final Evaluation of the Intern

16.1. Initiating the evaluation

- The system will automatically notify the employer that the internship is nearing completion (in accordance with the duration specified in the Measure Access Form).
- STOFM will maintain digital communication with the employer to set the evaluation date.

16.2. Completing the Evaluation

- The employer will complete the following electronically:
    - Confirmation of participation in the professional internship;
    - the skills acquired by the intern;
    - the level of performance.

16.3. Validation

- The system will verify the completeness of the document and allow for electronic signing.

17.2. Updating the File

- The system will automatically: mark the internship as "Completed";
- The documents will be automatically attached to the unemployed person's electronic file and archived;

18. Reporting Post-Internship Employment

18.1. Submission of Information

- The employer will electronically submit the hiring decision (if applicable):
    - Notification of the unemployed person's employment (with the possibility for the system to subsequently verify this automatically via inter-system connections);

- employment contract;

18.2. Processing

- The system will:
  - update the unemployed person's status → "Employed" (based on the notification of the unemployed person's employment);
  - synchronize data with CNAS (optional).

19. Evaluation of the measure (beneficiary feedback)

19.1. Questionnaire Generation

- The system will automatically generate **the internship evaluation questionnaire**.

19.2. Completion

- The questionnaire must be completed:
  - by the unemployed person electronically or on paper;
  - The option for a specialist to enter the questionnaire data (if the unemployed person completes the form on paper).

20. Updating the Registers

20.1. Managed Registers

- The system will automatically update:
  - The registry of employers receiving subsidies for professional internships;
  - The registry of unemployed individuals participating in internships.

20.2.

- filtering;
- reporting;
- data export.

22. Reintegration of the unemployed person (if not employed)

22.1. Automatic Notification

- The system will notify the unemployed person via email and through their personal account on the platform—if they have an electronic account in the system—regarding their obligation to report to STOFM within a maximum of 3 business days from the date the internship ends.

22.3. Continuation of the process

- The system will:

- The STOFM specialist will resume the process of providing other employment measures and services;

23. Monitoring post-internship employment

23.1. Automatic tracking

The system will monitor whether the individual:

- is employed (CNAS / FISC, employer reports);
- maintains their employment relationship.

24. Reporting, Archiving, and Auditing

- All applications, declarations, orders, contracts, decisions, payrolls, and questionnaires are archived electronically. The system maintains a complete history for each employer, service provider, and unemployed trainee.
- Periodic reports are generated regarding the number of applications submitted, applications reviewed, grants and subsidies awarded, the number of unemployed trainees, duration, etc.
- Reporting on survey results—results should be displayed on a dashboard.
- Performance indicators are available for management and audit purposes.
- The module ensures full traceability, integration with national registries, and compliance with procedural deadlines. Documents can be generated, exported, and printed as needed.

FRQ-SMO-004. Certification of knowledge and skills acquired in non-formal and informal education contexts

The system will enable fully digitized management of the active employment measure, and its functionality will fully cover the service workflow:

- identification of eligible unemployed individuals;
- planning and implementation of the measure;
- selection of contracted certification providers;
- management of documents and contracts;
- monitoring the certification process;
- recording results;
- reporting performance indicators.

The measure will be managed as a separate active measure within the system, with its own status, planning, and history, integrated into the Unemployed Person's Individual Plan and the Unemployed Person's File.

Workflow:

1. Management of service providers and contracts (ANOFM)

- registration in the system of validation centers contracted following procurement procedures by the ANOFM specialist;

- authentication of validation centers in the system (the method for authenticating validation centers in the system will be determined at a later date).
- Generating/uploading contracts between ANOFM and the validation center (in accordance with public procurement requirements).
- Electronic signing of the contract between the validation center and ANOFM.
- managing/finalizing contracts and registering them in the system;

2. Automatic identification of eligible unemployed individuals

The system will automatically generate a list of eligible unemployed individuals based on:

- the results of the career guidance service (Report on the Results of Participation in Career Guidance Services);
- identified or declared skills;
- active unemployed status;
- not having previously benefited from the measure during the current period
-

Note: An unemployed person may benefit from the certification measure only once for each period of registration as unemployed.

3. Preparing the Application for Certification

- Uploading supporting documents by the STOFM specialist:
- Certificates attesting to acquired professional skills (as applicable);
- employment contracts, certificates of participation, certificates of professional competence, employer recommendations, etc. (as applicable);
- a medical certificate demonstrating that the unemployed person is fit to work in the trade/profession/specialty for which they are to be certified (required);
- the system verifies the existence of the required documents by marking them.

4. Issuance and transmission of the referral letter

- Automatic generation of the referral letter for certification;
- selection of the Validation Center;
- electronic transmission of the referral letter to the validation center (if the center is authenticated in the system);
- recording the transmission in the system.

5. Receipt of the Validation Center's decision

- **electronic receipt** of the Validation Center's decision: acceptance/rejection (with reason);
- automatic notification of the unemployed person and the STOFM specialist;
- updating the status of the measure in the unemployed person's file.

6. Conclusion of the certification contract

- Generation of the contract between STOFM and the unemployed person (Contract for the Provision of Certification Services based on the form approved by ANOFM);
- electronic or handwritten signature by both parties;
- automatic archiving in the unemployed person's file.

7. Receipt or Issuance of the Request for Reimbursement of Public Transportation Expenses

- electronic receipt of the application for transportation reimbursement (if applicable);
- Generation/printing of the application for transportation reimbursement, as applicable;
- Uploading travel tickets;
- Generating the payment order for transportation.

Note: The application for reimbursement of public transportation expenses may only be submitted by an unemployed person who is to be referred to the Validation Center in a locality other than their place of residence, as indicated by the address provided in the application submitted at the time of registration as unemployed.

8. Issuance of the order regarding the reimbursement of transportation expenses incurred

- electronic generation of the order regarding the reimbursement of transportation expenses incurred;
- Uploading or marking the submission of travel tickets;

9. Monitoring the certification process

- Automatic identification of cases of non-attendance at the exam (identification of the issuance of a medical certificate, with automatic retrieval of data from the CNAS/CNAM systems, for unemployed individuals receiving unemployment benefits);
- electronic submission of supporting documents by the unemployed person via their personal account;
- Uploading of supporting documents by the STOFM specialist:
- medical certificate (automatic retrieval of data from the CNAS/CNAM systems for unemployed individuals receiving unemployment benefits);
- death certificate (first- or second-degree relatives);
- document proving force majeure.
- Validation of the documents by the STOFM specialist;

10. Receipt of the handover-acceptance document for certification

- Electronic receipt by ANOFM of the handover document transmitted by the validation center;
- Electronic validation of the handover document for the certificate by the ANOFM specialist;
- Electronic signing of the document by the ANOFM director.

11. Recording the certification result

- Receipt, in electronic format, of the qualification certificate for each unemployed person, transmitted by the validation center.
- Uploading or marking in the system the presentation of the qualification certificate by the STOFM specialist, or
- Receiving a copy of the qualification certificate electronically from the unemployed person;
- Validation of the document;
- Updating the skills in the unemployed person's file by the STOFM specialist:

Note: Verification of the qualification certificate's existence in the system; if it has already been submitted by the validation center, an informational message regarding the document's existence in the system will be displayed when the unemployed person attempts to upload it.

12. Archiving, Traceability, and Reporting

- All applications, decisions, and documents are archived electronically;
- A complete history of the measure is maintained in the unemployed person's file.
- Statistical reports for monitoring and evaluating employment policies.

The system will ensure the electronic archiving of all documents related to the measure and a complete history of the measure in the unemployed person's file.

FRQ-SMO-005. Job Subsidies, Art. 36.

The system will ensure fully digitized management of the active employment measure, with the aim of increasing the employment prospects of highly vulnerable unemployed individuals.
The functionality will cover the entire lifecycle of the measure:

- electronic registration and validation of employers;
- electronic submission of subsidy applications;
- automatic verification of eligibility criteria;
- identification and placement of eligible unemployed individuals;
- electronic generation and signing of decisions and contracts;
- monitoring of employment relationships;

- generating payroll lists and managing situations involving the suspension or recovery of subsidies.

1. Registration and validation of employers for the subsidy program

- **Employer authentication** is performed in accordance with functional requirement FRQ001-004 – Employer Authentication
- **Access to the "Job Subsidies" module:** is granted exclusively to registered employers, who may complete and submit the subsidy application in accordance with the unified employer management mechanism.
- **The eligibility verification module** will be linked to the relevant official registries, ensuring automatic validation of the applicant's status and the systematic rejection of applications submitted by public authorities, in accordance with the applicable procedural provisions (public authorities are not eligible for subsidies).

2. Electronic Submission of Grant Applications

The system will allow the employer to:

- to submit the application for monthly grants online (using the form approved
- by ANOFM Order);
- to electronically complete the affidavit regarding compliance with eligibility requirements (automatic checks);
- attach supporting documents, if applicable;
- to electronically sign the application;
- Confirmation of the affidavit by checking a confirmation box (**Employer's Statement:** I declare, on my own responsibility, under penalty of law for making false statements, pursuant to Article 352^1 of the Criminal Code of the Republic of Moldova No. 985/2002, that all the information provided above is accurate and complete, and I understand that any omission or inaccuracy in the presentation of information for the purpose of obtaining financial gain is punishable by law)
- **Submission to STOFM:** After submission and signature, the application is automatically forwarded to the territorial subdivision (STOFM) within the jurisdiction where the employer conducts its business.

3. Automatic verification of the employer's eligibility

The system will automatically verify, through inter-system connections, at least the following conditions:

- that the employer is registered in accordance with the law (determination of legal status based on authentication);
- that their operations have not been suspended, and that they are not in the process of insolvency or liquidation (ASP);

- they have no debts to the national public budget for the previous year, in accordance with the provisions of Article 129(13) of Tax Code No. 1163/1997 (FISC);
- have no debts to employees for the previous year (if there are wage withholdings or if contributions for all of the employer's employees have not been paid) (FISC/CNAS).
- Verification of the existence of the job position declared as vacant by the employer in the SIA eSocial system / ANOFM module, corresponding to the job position (occupation) for which the subsidy is requested, in accordance with the data indicated in the Application.
- Employers that are public authorities are rejected (identification of the employer based on the field of activity).

Application rejection: the system automatically rejects applications that do not meet any of these conditions and informs the employer of the reason for the rejection.

4. Application Receipt and Decision-Making Process

After passing the automated checks, the platform initiates the following workflow:

- Registration and receipt of the application based on the notification received.
- Review within 15 business days: a specialist processes the application within a maximum of 15 days, re-verifying the employer's compliance, identifying an eligible unemployed person for the subsidized job, and completing the placement form.
- monitoring the review deadline of up to 15 business days from the date the application is registered;
  Notifying the responsible specialist if the review period is approaching or has been exceeded.
  If the employer proposes its own candidate, that candidate must be registered as unemployed prior to placement.
- Issuing the decision (the process is detailed in point 7).

5. Identification and Placement of Eligible Unemployed Persons

The system will enable:

- automatically identify unemployed individuals eligible for the subsidized job, based on vulnerability criteria under the PIA;
- displaying a list of suitable unemployed individuals;
- the STOFM specialist to add unemployed individuals to the system;
- electronically generating the Assignment Form and sending it to the employer;
- automatic validation of the unemployed person's eligibility: the system will verify whether the person proposed for employment previously had an employment relationship with the same employer and will reject the subsidy request if at least 6 calendar months have not elapsed between the date of termination of the employment relationship and the date of submission of the application (by automatically cross-referencing the date of termination with the date of the subsidy request);

- notification to the unemployed person and the employer.

6. Confirmation of Hiring and Management of the Outcome

- **Confirmation:** The employer electronically confirms the unemployed person's employment or rejection; documents certifying employment are uploaded, with the possibility of subsequent automatic verification based on inter-system connections (Notification of the Unemployed Person's Employment).

- **Rejection:** if the employment is rejected, the system automatically resumes the process of identifying and matching the unemployed person and assigning them to an employer.

7. Issuance of the Decision and the Subsidy Agreement

The system will allow for:

- the automatic generation of the decision to grant or deny the subsidy (denial decision/reasons for denial: issued if the employer does not meet the legal requirements, a suitable unemployed person cannot be identified, or there are no financial resources available to fund the measure in question);
- the electronic signing of the decision by the head of STOFM;
- notifying the employer of the decision to grant or deny the subsidy;
- Generation and electronic signing of the Job Subsidy Agreement, exclusively in the case of a decision to grant the subsidy—the Agreement is signed by the employer and the head of the territorial subdivision;
- submission of additional documents required to conclude the subsidy agreement:

In order to generate and electronically sign the agreement, the employer shall attach the following to the file:

- a copy of the registration certificate, if it cannot be obtained automatically through an interface with the relevant registry;
- a copy of the individual employment contract of the hired unemployed person (required document).

The system will automatically verify the existence and validity of the required documents before initiating the process of generating and electronically signing the contract.
If information regarding the base salary can be automatically retrieved through an interface with official registries (e.g., the IPC report from the National Agency for Fiscal Administration), attaching a copy of the individual employment contract will not be mandatory.

- Upon signing the contract, the "start date for subsidy payments" must be specified; this date coincides with the date of the unemployed person's hiring. The system must retrieve

this date from the employment confirmation and automatically insert it into the contract, as it will determine when the first subsidy installment is generated.
- Notification of the employer regarding the decision must be provided within 3 business days of the decision's issuance.

8. Monitoring the Continuation of the Employment Relationship

The system will ensure:

- automatic monitoring of employment relationships through integration with the CNAS/FISC systems;
- automatic notifications in the event of termination of the employment relationship;

9. Notification of the termination or suspension of the employment relationship

- the employer is required to notify the local office, through the system/platform, within 3 business days of the date of termination of the employment relationship with the employee, regardless of the reason for termination. The notification must be accompanied by a copy of the termination order, attached to the electronic file.
- If the employment relationship is suspended for more than 60 consecutive calendar days, the employer must issue a notice immediately after the 60 days have elapsed.

10. Suspension and Recovery of Subsidies

- The system will automatically generate (with the option for manual validation and confirmation by a specialist) the decision to terminate the subsidy in the event of a change in the beneficiary's status, based on automated checks and the notification submitted by the employer, as well as on the date the unemployed person's employment relationship ends.
- The system calculates the amount of the subsidy to be repaid based on the actual duration of employment.
- If the employment relationship is terminated at the unemployed person's initiative before the 6-month period expires, the subsidy ceases on the date of termination; the employer may then apply for a subsidy for another eligible unemployed person.
- If the employer terminates the employment contract on its own initiative before 12 months have elapsed, the subsidy is recovered in full, except in justified cases (disciplinary offenses or unsatisfactory performance during the probationary period).
- Payments automatically cease upon the occurrence of any of the following situations: expiration of the subsidy period, death of the subsidized individual, termination of the individual employment contract, or suspension of the employment relationship for more than 60 consecutive days.

Periodic Monitoring of the Continuation of the Employment Relationship

- The system automatically verifies, through an interface with CNAS/FISC, whether the employment relationship is being maintained; in the absence of such information, the regional office schedules monitoring visits 6 months after hiring and before the expiration of the 12-month mandatory retention period.
- The STOFM specialist prepares an inspection report in electronic format using a predefined form. The document is digitally signed and archived in the system. If the employer refuses to sign the report, the refusal is noted and recorded in the system.
- The system generates electronic notifications, as appropriate, at least 5 business days prior to visits and requests that the employer provide the necessary documents.
- Before the expiration of the 6-month payment period and the 12-month employment retention period, the system will generate automatic notifications to STOFM specialists and managers to verify the employee's status

Generation of Payroll Lists and Disbursement of Subsidies

- **Automatic generation of monthly lists:** The system compiles, by the 15th of the following month, a list of subsidy payments for each unemployed person hired.

- **Calculation rules:** The monthly subsidy amounts to 80% of the hired unemployed person's base salary, as specified in the individual employment contract, without exceeding 50% of the average monthly salary in the economy for the previous year. It is granted for a maximum of 6 months per beneficiary. The subsidy for partial months is calculated proportionally by dividing the established monthly amount by the number of days in that month, and the result is multiplied by the number of days for which the subsidy is granted in that month.

- **Obligations and restrictions:** The employer must maintain the employment relationship for at least 6 months after the subsidy expires. Each employee may receive the subsidy only once within a 36-month period; no subsidy is granted if the same person has been terminated from the employer's establishment within the last 6 months.

- **Validation process**: The generated lists are subject to validation and approval within the system, then are electronically transmitted to ANOFM for payment. The system keeps track of payments made per employer and per beneficiary and automatically blocks payments that exceed the legal ceiling or duration.

Until the average national wage for the previous year is approved, the system will calculate the subsidy amount based on the previously used average national wage (that of the previous year). This rule will be applied automatically until the value is officially updated, with the decision subject to approval.

11. Additional Verifications and Evaluation Questionnaires

- Twelve months after the date of hire, the system will automatically request that the employer and the employee (formerly unemployed) complete evaluation questionnaires regarding the subsidy program within 14 calendar days.
- The questionnaires may be completed electronically on the platform or, as appropriate, on paper, with the option to upload scanned documents to the system.
- The system verifies compliance with the completion deadlines and notifies users in case of non-compliance.

12. Archiving, Traceability, Auditing, and Reporting

- All applications, decisions, contracts, and documents are archived electronically;
- A complete history of the measure is maintained in the employer's and the unemployed person's files.
- *Record of applications that have not been reviewed within the 15-day deadline.*

Acceptance criteria:

- Automatic eligibility verification operates in accordance with legal requirements; ineligible applications are rejected with an explanation of the reason.
- The system will block the submission of a subsidy application if any of these ***four conditions*** are not met, informing the employer of the reason for rejection. Additionally, the eligibility module must be synchronized with official registries, such th , so that it automatically rejects requests from public authorities, in accordance with the procedure (public authorities are not eligible for subsidies).
- The system will ensure the digital management of applications, which will be reviewed by a specialist within a maximum of 15 days. The decision will be communicated to the employer within 3 days of its issuance.
- The system will generate automatic notifications to the responsible specialist and the head of STOFM regarding the approaching deadline for reviewing the application, 3 days before the deadline expires, as well as on the day the deadline expires.
- The system allows for the manual addition of unemployed individuals to the database.
- Monitoring indicators (list of unemployed individuals, decisions, payment lists) are generated and archived electronically.
- The module ensures full traceability, integration with national registries, and compliance with procedural deadlines.
- The system will send electronic notifications to employers regarding budget approval and the launch of the measure.
- Ability to generate, view, and print applications, declarations, decisions, and contracts.

FRQ-SMO-006. Subsidizing the creation or adaptation of jobs for people with disabilities

The platform will enable fully digitized management of the active employment measure regarding subsidies for the creation or adaptation of jobs for people with disabilities, from the employer's submission of the application, eligibility verification, identification and placement of the eligible individual, completion and coordination of the Needs Assessment Form, review of the case by the

Multidisciplinary Commission, issuance of the decision, implementation of the investment, conclusion of the subsidy agreement, payment of the subsidy, monitoring of the continuation of the employment relationship, and recovery of funds, as applicable.
Workflow:

1. Registration and validation of employers for the subsidy program

- Employer authentication is performed in accordance with functional requirement FRQ-004 – Employer Authentication
- Access to the "Subsidies for the Creation or Adaptation of Jobs for People with Disabilities" module: Access is restricted exclusively to registered employers, who may complete and submit the application for subsidies in accordance with the unified employer management system.
- The eligibility verification module will be linked to the relevant official registries, ensuring automatic validation of the applicant's status in accordance with applicable procedural provisions (public authorities are not eligible for subsidies).

2. Electronic Submission of Grant Applications

The system will allow the employer to:

- to submit online:
    - the grant application for job creation (based on the form approved by the ANOFM Order);
    - the grant application for workplace adaptation (using the form approved by the ANOFM Order);
- attach supporting documents, if applicable;
- in the case of an application for job creation, to attach a copy of the current staffing roster (the possibility of extracting staffing data from the National Statistical Office [BNS] will be explored);
- electronically sign the application for a subsidy for job creation;
- electronically sign the application for a subsidy for workplace adaptation;
- confirm the affidavit by checking a confirmation box (required) (**Employer's Declaration:** I declare, under my own responsibility and subject to the penalties applicable for making false statements, pursuant to Article 352^1 of the Criminal Code of the Republic of Moldova No. 985/2002, that all the information provided above is accurate and complete, and I understand that any omission or inaccuracy in the presentation of information for the purpose of obtaining financial benefits is punishable by law).
- **Submission to STOFM:** After submission and signing, the application is automatically forwarded to the territorial subdivision (STOFM) within the jurisdiction where the employer conducts its business.

3. Automatic Verification of the Employer's Eligibility

The system will automatically verify, through inter-system connections, at least the following conditions:

- that the employer is registered in accordance with the law (determination of legal status based on authentication);
- that their operations have not been suspended, and that they are not in the process of insolvency or liquidation (ASP);
- they have no debts to the national public budget for the previous year, in accordance with the provisions of Article 129(13) of Tax Code No. 1163/1997 (FISC);
- have no debts to employees for the previous year (if there are wage withholdings or contributions have not been paid for all of the employer's employees) (FISC/CNAS);
- Employers that are public authorities may participate in the program (automatic identification of the employer based on its field of activity).

Application Rejection: The system automatically rejects applications that do not meet any of these conditions and informs the employer of the reason for the rejection.

4. Application Receipt and Decision-Making Process

After passing the automated checks, the platform initiates the following workflow:

- Registration and receipt of the application for a subsidy to create or adapt a job for a person with a disability, based on the notification received.
- Initiation of the application review process—the specialist processes the application within a maximum of 15 days, re-verifying the employer's compliance.
- Monitoring the review deadline of up to 15 business days from the date the application was registered;
  Notifying the responsible specialist if the review deadline is approaching or has been exceeded.
- Identifying a person with a disability among registered unemployed individuals who meets the requirements of the job to be created or adapted by the employer (within 15 business days from the date the application is registered).
- If the employer proposes its own candidate, that person must be registered as unemployed prior to placement.
- Issuance of the decision to grant the subsidy

5. Identification and Placement of Eligible Unemployed Persons

The system will enable:

- automatically identify, from among registered unemployed individuals, the unemployed person or person with a disability who meets the conditions of the job to be created or adapted by the employer and is eligible for the subsidized job, based on the vulnerability criteria established in the PIA;

- displaying the list of suitable unemployed individuals;
- the ability for the STOFM specialist to add unemployed individuals to the system;
- electronic generation of the Assignment Form and transmission to the employer—the system will allow for the electronic generation of the Assignment Form and its transmission to the employer within 15 business days of the date the employer's application is registered;
- the system will notify the responsible specialist via a notification when the deadline is approaching or has been exceeded;
- The system will generate automatic alerts if the Assignment Form has not been issued by the set deadline;
- The system will highlight in the specialist's interface the requests for which the deadline is about to expire or has been exceeded;
- Automatic validation of the unemployed person's eligibility: the system will verify whether the person proposed for employment previously had an employment relationship with the same employer and will reject the subsidy request if at least 6 calendar months have not elapsed between the date the employment relationship ended and the date the application was submitted (by automatically cross-referencing the date of issuance with the date of the subsidy request);
- notification to the unemployed person and the employer regarding the job placement and the job interview.

7. Needs Assessment Form (fully digitized)

The system will allow:

- STOFM to electronically complete the Needs Assessment Form, with the "Information on the Person with a Disability Registered as Unemployed" section and the section regarding the need to create or adapt a workplace for people with disabilities (form approved by MMPS Order) filled in automatically.
- the Needs Identification Form to be sent to the employer;
- The employer must complete the section titled "Information about the Job Proposed to the Person with a Disability";
- the employer must complete the information regarding technological equipment, machinery, work equipment, work installations, measuring, control, and regulation devices and installations, computing equipment, furniture, access devices and equipment, support staff, and workplace adaptations, as applicable;
- electronic receipt of the Needs Assessment Form, completed by the employer with specific information in the section "Information about the job proposed to the person with a disability";
- electronic/email transmission for coordination to:
    - the family doctor;
    - the specialist physician;

  - the occupational health specialist (CSP)—already completed by STOFM, the employer, the family physician, and the specialist physician, for completion of the specific section;
- receiving the recommendations and finalizing the form in the system;
- Filing the Needs Assessment Form in the electronic file for the grant application/measure.

8. Convening and Conducting the Work of the Multidisciplinary Commission

- Generating, completing, or attaching the minutes of the Commission's meeting regarding the review of the applicant's file.

9. Issuing the decision to grant or deny the grant

- Automatic generation of the Decision to Grant the subsidy for the creation or adaptation of a job for a person with a disability within 3 business days of the date the Minutes are issued;
- Automatic generation of the Decision to deny the subsidy for the creation or adaptation of a job for a person with a disability within 3 business days of the date the Minutes of the Multidisciplinary Commission are issued (decision to deny/reasons for denial: issued if the employer does not meet the legal requirements, if no unemployed persons with disabilities can be identified who meet the job requirements for which the subsidy is requested, or if there are no financial resources available to fund the measure in question);
- electronic signature of the decision by the head of STOFM;
- notification to the employer of the decision regarding the granting or the reasoned denial of the subsidy for creating or adapting a job for a person with a disability.

10. Implementation of the measure by the employer and confirmation of the investment

- The specialist will be able to confirm in the system that the employer has completed the investments related to the creation or adaptation of the workplace.
- Automatic notification of the employer and the STOFM specialist when the established deadline (60 working days from the date of the grant decision) is approaching or has been exceeded.

Information note for the employer in the personal account: When hiring support staff to assist a person with a disability in performing their job duties, the system will allow for the registration of the occupation "personal assistant," occupation code 34203, in accordance with applicable regulations.

11. Hiring a person with a disability

- receiving from the employer and registering the individual employment contract of the person with a disability;
- verifying that the employment is for an indefinite term or a fixed term of at least 12 months (based on the employer's declaration);

- automatically verifying that the employment start date indicated in the individual employment contract matches the employment start date indicated in the Notice of Employment;
- recording the employment order or directive, as applicable.

Note: The date the job was created or adapted shall be considered the date of employment of the person with a disability.

12. On-site verification at the employer's premises and confirmation of the investment's completion

- scheduling the verification visit to the employer's premises;
- electronic recording of the findings by the STOFM specialist using the form approved by ANOFM (Certificate of Completion of the Investment and Creation/Adaptation of the Job for the Person with a Disability, as applicable);
- The STOFM specialist will mark the verified documents in the system:
- A copy of the individual employment contract of the hired person;
- A copy of the approved staffing plan following the modification (in the case of the creation of a new job);
- Tax invoices and payment orders confirming the expenses incurred
- Fixed-term individual employment contract or order/decision appointing support staff from among the company's employees, as applicable.
- Printing of the Certificate of Completion of the Investment and Creation or Adaptation of the Job for a Person with a Disability;
- Archiving the document in the electronic file;
- Optional: Upload a copy of the individual employment contract of the hired person; the order or directive for hiring; a copy of the approved staffing plan following the amendment, in the case of the creation of a new job; tax invoices and payment orders confirming the expenses incurred; uploading the Certificate of Completion of the Investment; uploading proof of the hiring or assignment of support staff, as applicable;

14. Conclusion of the Grant Agreement

After verifying the completion of the investment and the final supporting documents, the platform will allow for:

- the automatic generation of the Grant Agreement for the creation or adaptation of a job for a person with a disability;
- automatically populate the contract with the person's hire date as the date of job creation or adaptation;
- the employer to electronically sign the contract;
- the electronic signing of the contract by the head of STOFM;
- notifying the employer of the contract's conclusion after both parties have signed it;

- archiving the contract in the electronic file.

15. Generating Payroll Lists and Disbursing Subsidies

- Automatic generation of monthly lists: the system prepares, by the 15th of the following month, a list of subsidy payments for each unemployed person hired.
- Automatic calculation of the subsidy amount;
- application of 50% of the expenses incurred by the employer when hiring individuals with moderate disabilities (based on the disabilities indicated in the unemployed person's file);
- application of 75% of the expenses incurred by the employer when hiring individuals with moderate and severe disabilities (based on the disabilities indicated in the unemployed person's file);
- taking into account, in the calculation process, the costs incurred for creating or adapting the workplace, as well as, where applicable, the expenses related to the fixed-term employment of support staff;
- verifying the maximum subsidy limit, which may not exceed the amount of 10 average monthly wages for the economy in the previous year, for each job created or adapted;
- The generated lists are subject to validation and approval within the system, then are electronically transmitted to ANOFM for payment. The system keeps track of payments made per employer and per beneficiary and automatically blocks payments that exceed the ceiling or the legal duration.

- Until the average monthly wage for the economy for the previous year is approved, the system will calculate the subsidy amount based on the previously used average monthly wage for the economy (that of the previous year). This rule will be applied automatically until the value is officially updated, with the decision subject to approval.

16. Monitoring the Continuation of Employment Relationships

- automatic verification of the continuation of employment relationships through inter-system connections;
- Generation of an electronic certificate confirming the continuation of employment relationships;
- notifying the employer of contractual obligations to maintain the job.

17. Notification of the termination of employment relationships

The system will allow for notification to STOFM regarding the dismissal or resignation of a person with a disability employed in a subsidized job.

- Submission of the notification by the employer using the form titled "Notice of Termination of Employment";
- recording the date of termination of employment;

- verifying compliance with the 3-business-day notice period from the date of termination of employment;
- archiving the Notice of Termination of Employment in the electronic file.

18. Reassignment to a Subsidized Position

In the event of dismissal, resignation, or termination of employment before the term provided by law, the platform will allow the process of identifying another person to fill the position to resume. The system will allow for:

- the identification and selection of another unemployed person with a disability;
- assigning that person to the employer;
- setting the date of the job interview;
- generating the job placement form;
- monitoring the remaining period for which the job must be maintained.

Note: If the vacant position cannot be filled by another person with a disability within 2 months, the system will allow for the selection and assignment of a person without a disability who meets the job requirements.

19. Periodic Monitoring of the Continuation of Employment Relationships

- The system automatically verifies, through an interface with CNAS/FISC, whether the employment relationship is being maintained; in the absence of such information, the regional office schedules monitoring visits 6 months after hiring and before the expiration of the 12-month mandatory retention period.
- The STOFM specialist prepares a verification report in electronic format using a predefined form. The document is digitally signed and archived in the system. If the employer refuses to sign the report, the refusal is noted and recorded in the system.
- The system generates electronic notifications, as appropriate, at least 5 business days prior to visits and requests that the employer provide the necessary documents.
- Before the expiration of the 6-month payment period and the 12-month employment retention period, the system will generate automatic notifications to STOFM specialists and managers to verify the employee’s status.

20. Suspension and Recovery of Subsidies

- The system will automatically generate (with the option for manual validation and confirmation by a specialist) the decision to terminate the subsidy in the event of a change in the beneficiary’s status, based on automated verifications and the notification submitted by the employer, as well as on the date the unemployed person’s employment relationship ends.
- The system calculates the amount of the subsidy to be repaid based on the actual duration of employment.

- Determination of the obligation to reimburse 100% of the subsidy if the job was eliminated within the first 6 months from the date of its creation or adaptation (based on a notification submitted by the employer or as a result of verifications conducted by system specialists) establishing the obligation to reimburse 50% of the subsidy if the job was terminated between the 7th and 12th months;
- monitoring the 15-business-day repayment deadline.

21. Evaluation of the Measure

- After 12 months have elapsed from the date of hire, the platform will request that the employer and the hired individual (formerly unemployed) complete evaluation questionnaires regarding the subsidy measure within 14 calendar days.
- The questionnaires may be completed electronically on the platform or, as appropriate, on paper, with the option to upload scanned documents to the system.
- The system verifies compliance with the completion deadlines and notifies users in case of non-compliance.

23. Archiving, Traceability, Auditing, and Reporting

- All applications, decisions, contracts, and documents are archived electronically;
- A complete history of the measure is maintained in the employer's and the unemployed person's files.
- Record of applications that have not been reviewed within the 15-day deadline.

Acceptance criteria:

- Automatic eligibility verification operates in accordance with legal requirements; ineligible applications are rejected with an explanation of the reason.
- The system will block the submission of a subsidy application if any of these ***four conditions*** are not met, informing the employer of the reason for rejection. Additionally, the eligibility module must be synchronized with official registries, such th , so that it automatically rejects requests from public authorities, in accordance with the procedure (public authorities are not eligible for subsidies).
- The system will ensure the digital management of applications, which will be reviewed by a specialist within a maximum of 15 days. The decision will be communicated to the employer within 3 days of its issuance.
- The system will generate automatic notifications to the responsible specialist and the head of STOFM regarding the approaching deadline for reviewing the application, 3 days before the deadline expires, as well as on the day the deadline expires.
- The system allows for the manual addition of unemployed individuals to the database.
- Monitoring indicators (list of unemployed individuals, decisions, payment lists) are generated and archived electronically.

- The module ensures full traceability, integration with national registries, and compliance with procedural deadlines.
- The system will send electronic notifications to employers regarding budget approval and the launch of the measure.
- Ability to generate, view, and print applications, declarations, decisions, and contracts.

FRQ-SMO-008. Provision of consulting, assistance, and support for starting a business, in accordance with the provisions of Article 39 of Law No. 105/2018

The digital platform will manage the entire lifecycle of the measure provided for in Article 39 of Law No. 105/2018 and the Procedure approved by Government Decision No. 1276/2018, eliminating paper-based operations and informal communication. The service aims to support unemployed individuals who are starting a business to create their own jobs. **Access to the measure will be available exclusively in electronic format, through the unemployed individual's personal account.**

The functionality will fully cover the measure's lifecycle:

- informing and digitally registering the applicant;
- online submission of the grant application, business plan, and application form;
- approval and contracting of the grant;
- monitoring the implementation and retention of the job;
- recovery of the grant, if applicable.

Workflow:

1. Registration and validation of the unemployed person for the subsidy program

The authentication of the unemployed person is performed in accordance with functional requirement <u>*FRQ-ESC-003. Authentication of the unemployed person/job seeker*</u>

- – Authentication of the unemployed person/job seeker .
- Access to the "Employment Measures" module—"Providing counseling, assistance, and support for starting a business": Access is restricted exclusively to registered unemployed individuals who are at least 18 years of age.
- automatic verification of unemployment status in the system;
- automatic verification by the system that the unemployed person is at least 18 years of age on the date the application is accessed;
- Online access to information regarding eligibility requirements (in the personal account when accessing the measure);
- *recording the measure in the unemployed person's Individual Employment Plan, after the decision to grant the subsidy has been issued.*

2. Electronic submission of the application, business plan, and application form

- electronically completing the application for a business start-up grant (based on the form approved by the ANOFM Order);
- electronically completing the business plan using a standardized template—automatic verification that the total cost of the project (in lei) does not exceed the equivalent of 20 average wages in the economy for the previous year;
- electronic completion of the Application Form;
- automatic checks for completeness and consistency;
- electronically signing the application, the business plan, and the application form.

Note: The application must be accompanied by the Application Form and the "Business Plan."

3. Electronic receipt of the application, business plan, and application form

- The STOFM specialist receives and reviews the application for a business start-up grant, as well as the business plan and the application form.
- If any discrepancies or non-conformities are identified, the STOFM specialist electronically returns the application, the business plan, and the application form to the applicant for correction.
- The unemployed person will have 5 business days from the date of receiving the resubmission request from the specialist to make the requested corrections.

4. Preparing the File for an Unemployed Person Applying for a Business Start-up Grant

- The system will allow the STOFM specialist to prepare the electronic file of the applicant for a business startup grant within 30 calendar days;
- The applicant's electronic file will include the following documents:
- the funding application;
- the application form;
- the business plan;
- The preliminary evaluation report for the business startup grant applicant's file will be completed electronically by the STOFM specialist, with fields for which data is already available in the system filled in automatically.

5. Convening the Evaluation Committee to evaluate the applications of unemployed individuals seeking a business start-up grant, including the evaluation of business plans

- Generating, completing, or attaching the minutes of the Commission's meeting regarding the review of the grant applicant's application.

6. Generating the grant agreement

- Generating the Business Start-up Grant Agreement (STANDARD AGREEMENT regarding the granting of a business start-up grant);
- Electronic signing of the grant agreement between the head of STOFM and the unemployed individual.

- In the case of a handwritten signature on the contract, the system will allow the uploaded of the signed contract, as well as the selection of a checkbox indicating that the document was signed by hand.
- Notification to the unemployed person regarding the conclusion of the contract, after both parties have signed it.
- Archiving the contract in the unemployed person's account and in their file.

7. Implementation of the Business Plan

- The specialist will be able to confirm in the system the unemployed person's implementation of the business plan, including business registration, the creation and equipping of the workplace, and employment at the newly created workplace, within a maximum of 60 business days from the date the Funding Agreement is concluded.
- The system will generate automatic notifications to the beneficiary/unemployed individual and to the STOFM specialist if the deadline for implementing the business plan is approaching or has been exceeded.

8. Electronic completion of the Investment Completion Report

- Electronic registration of the minutes verifying the completion of the investment by the STOFM specialist based on the form approved by ANOFM (Minutes Verifying the Completion of the Investment and the Creation of the Job(s));
- The STOFM specialist will mark the verified documents in the system, as applicable.
- The supporting documents related to the investment will be recorded, including:
- tax invoices;
- sales contracts;
- other supporting documents.

For each document, the following information will be entered:

- document type;
- document number;
- date of issue;
- the supplier/issuer of the document;
- document amount (lei);
- description of the goods or services purchased.
- For tax invoices, the system will automatically verify the data by connecting to the State Tax Service (FISC) information system.
- The system will automatically calculate the total investment amount by summing the values of all supporting documents entered.
- The calculated total amount will be used to determine the amount eligible for the grant, in accordance with the applicable procedural provisions.

9. Issuance of the decision to grant or deny the subsidy

- Automatic generation of the Decision to Grant the Subsidy (with manual entry of the total investment cost and automatic calculation of the subsidy amount, which is 80% of the costs incurred by the unemployed person);
- Automatic generation of the Decision to Deny, stating the reason;
- Electronic signing of the decision by the head of STOFM;
- notifying the unemployed person of the decision regarding the granting or the reasoned denial of the subsidy;
- archiving the decision in the electronic file.

10. Generating payment lists and disbursing the subsidy

- Automatic generation of monthly payment lists: the system prepares the list of subsidy payments monthly, by the 15th of the following month.
- Automatic calculation of the approved grant based on the minutes documenting the completion of the investment and the creation of the job(s);
- The amount of the subsidy will be 80% of the costs incurred by the unemployed person, as evidenced by commercial quotes, tax invoices, or sales contracts, in accordance with the provisions of point 4 of this procedure, without exceeding the equivalent of 20 average wages for the economy for the previous year.
- The generated lists are subject to validation and approval within the system, then are electronically transmitted to ANOFM for payment.
- The system keeps track of payments made per unemployed person.
- Record-keeping of payment lists.

11. Monitoring Job Retention

The system will enable:

- Automatic verification of continued employment through inter-system connections; in the absence of information, the regional office schedules monitoring visits 6 months after hiring and before the expiration of the 12-month mandatory retention period.
- The STOFM specialist prepares a verification report on the retention of the created job in electronic format, using a predefined form; The document is signed digitally or by hand (with the option to upload it to the system) and archived in the system. If the unemployed person refuses to sign the report, the refusal is noted and recorded in the system.
- The system generates electronic notifications at least 10 business days prior to the visits and requests that the employer provide the necessary documents.
- Before the expiration of the 6-month payment period and the 12-month employment retention period, the system will generate automatic notifications to STOFM specialists and managers to verify the status of the employed individual

12. Suspension and Recovery of Subsidies

- The system will automatically generate (with the option for manual validation and confirmation by a specialist) the decision to terminate the subsidy in the event of the termination of the job created, based on automatic verifications.
- Request for reimbursement of the subsidy in the event of job termination, in the amount of:
- 100% of the subsidy, in the event of job termination within the first 6 months from the date of its creation;
- 50% of the subsidy, in the event of termination of the job between 7 and 12 months after the date of its creation.

13. Additional Verifications and Evaluation Questionnaires

- After 12 months have elapsed from the date of hire, the system will automatically prompt the unemployed individual to complete the evaluation questionnaires for the subsidy program within 14 calendar days.
- The questionnaires may be completed electronically on the platform or, as appropriate, on paper, with the option to upload scanned documents to the system.
- The system verifies compliance with the completion deadlines and notifies users in case of non-compliance.

Acceptance Criteria

- All operations must be auditable and maintain a history of changes.
- All documents must be archived electronically in the applicant's file.
- The system allows for the submission of multiple supporting documents for a single investment.
- The system automatically calculates the total investment amount based on the values in the uploaded documents.
  The system automatically verifies tax invoices by interfacing with the State Tax Service's systems.
- The system will display an error or warning message if the tax invoice is invalid or cannot be identified in the State Tax Service's systems.
- The system does not allow data to be saved if required information from the supporting documents is missing.
- The system automatically displays the total aggregated value of the investment.
- The system allows for the attachment of supporting documents in electronic format (PDF or scan).

FRQ-SMO-009. Support for local initiative projects, in accordance with the provisions of Article 40 of Law No. 105/2018.

The platform will enable fully digitized management of the active employment measure, with the objective of creating sustainable jobs for the unemployed, particularly in local communities and areas with limited employment opportunities.

The functionality will cover the entire lifecycle of the measure:

- digital information and application for employers;
- submission and evaluation of projects (business plans);
- approval and contracting of the grant;
- job creation and reporting;
- placement of unemployed individuals;
- monitoring job retention;
- recovery of grants, if applicable.

Workflow:

1. Registration and validation of employers for the subsidy program

- **Employer authentication** is performed in accordance with functional requirement FRQ-ESC-004 – Employer Authentication
- **Access to the "Support for Local Initiative Projects" module:** access is granted exclusively to registered employers, who may complete and submit the grant application in accordance with the unified employer management mechanism.
- **The eligibility verification module** will be linked to the relevant official registries, ensuring automatic validation of the applicant's status and the systematic rejection of applications submitted by public authorities, in accordance with applicable procedural provisions *(public authorities are not eligible for grants).*

2. Electronic submission of the application, business plan, and application form

The system will allow the employer to:

- to electronically complete the application for a grant to support local initiative projects (form approved by ANOFM Order);
- to electronically complete the application form for local initiatives;
- to electronically complete the business plan (form approved by ANOFM Order);
- automatic validation for completeness and consistency;
- electronically sign the application, the business plan, and the application form;
- confirmation of the sworn statement by checking a confirmation box (**Employer's Statement: - I declare, on my own responsibility**, under penalty of law for making false statements, pursuant to Article 352^1 of the Criminal Code of the Republic of Moldova No. 985/2002, that all the information provided above is accurate and complete, and I understand that any omission or inaccuracy in the presentation of information for the purpose of obtaining financial gain is punishable by law;
- **Ensure co-financing** of at least 35% of the estimated project cost.

Note: After submission and signing, the application is automatically forwarded to the territorial employment office (STOFM) in the jurisdiction where the employer operates.
The application must be accompanied by the following documents:

- The application form;
- Business plan;
- Job description for the newly created position;
- A copy of the current staffing roster as of the date the application is submitted (with the option to automatically retrieve data from the IPC report, if integration is available).

***Note:** The system will not allow the application to be submitted if all required documents are not attached and will notify the employer of the absence of one or more documents. The system will also send notifications to the employer regarding the approaching or expiration of the deadline for completing and submitting the application. If the application is not completed and submitted within **30 days**, it will automatically be marked as **"unfinished**."*

3. Automatic Verification of Employer Eligibility

The system will automatically verify, through inter-system connections, at least the following conditions:

- that the employer is registered in accordance with the law (determination of legal status based on authentication);
- they must not have the status of a central or local public administration authority (ASP);
- not be a state- or municipally-owned enterprise (ASP - RSUD);
- not be a commercial company with wholly or majority public ownership (ASP/RSUD);
- not have their operations suspended, nor be in the process of insolvency or liquidation (ASP);
- not have any debts to the national public budget for the previous year, in accordance with the provisions of Article 129(13) of Tax Code No. 1163/1997 (FISC);
- have no debts to employees for the previous year (if there are wage withholdings or if contributions for all of the employer's employees have not been paid) (FISC/CNAS);
- not have laid off any employees in the 12 months prior to submitting the grant application, except in cases where employment relationships were terminated pursuant to Article 82 of the Labor Code of the Republic of Moldova No. 154/2003;
- Employers that are public authorities are rejected (the employer is identified based on its field of activity).

Rejection of the application: the system automatically rejects applications that do not meet any of these conditions and informs the employer of the reason for the rejection/denial.

4. Electronic receipt of the application, business plan, and application form

- The STOFM specialist receives and reviews the grant application, along with the related documents, as follows: the application form, the business plan, the declaration (the method of attachment or automatic flagging in the system will be determined later, based on the data previously entered during the application submission stage), the job description for the newly created position, and a copy of the current staffing roster as of the application submission date.

- If any discrepancies or non-conformities are identified, the STOFM specialist may electronically return the following to the employer for correction: the application, the business plan, the application form, or the job description;
- the employer will have the opportunity to make the requested corrections within 5 business days of receiving the resubmission request from the STOFM specialist.

5. Preparing the file for the employer applying for a grant to support local initiative projects

- The system will allow the STOFM specialist to prepare the electronic application file for the employer applying for a grant within 30 calendar days from the date the grant application is submitted;
- The employer's electronic file will include the following documents:
- the funding application;
- the application form;
- the business plan;
- affidavit;
- job description for the newly created position;
- a copy of the current staffing roster as of the date of application submission;

6. Management of commercial offers submitted by the employer

- The system allows the employer to upload commercial offers for each product included in the business plan;
- The system verifies the existence of at least 3 commercial offers for each product;
- The system allows for an exception to be indicated when the product is not available on the market in the Republic of Moldova or there is only one distributor (the procedure will be analyzed during the implementation phase);
- If an exception is applied, the system requires a justification to be provided.
- The STOFM specialist can view all commercial offers and the justifications associated with each product in the business plan.

7. Completing the Preliminary Evaluation Note for the Grant Applicant's File to Support Local Initiative Projects

- The system will allow the STOFM specialist to electronically complete the Preliminary Evaluation Note for the grant applicant's file for supporting local initiative projects, with automatic completion of fields for which information is already available in the system.

8. Convening the Evaluation Committee to evaluate the applications of employers seeking grants to support local initiative projects, including the evaluation of business plans

- Generating, completing, or attaching the minutes of the Commission's meeting regarding the review of the grant applicant's application.

9. Generating the grant agreement

- Generating the grant agreement for supporting local initiative projects (**STANDARD AGREEMENT regarding the awarding of grants to support local initiative projects**);
- electronically signing the grant agreement between the head of STOFM and the employer;
- notifying the employer of the contract's conclusion after both parties have signed it;
- Archiving the contract in the employer's account and in the employer's file managed by ANOFM.

10. Job Registration by the Employer

The platform will allow the employer to:

- to electronically register the job vacancy for which the subsidy is requested, in accordance with the workflow and functionalities defined in the functional requirement **"Declaration of Job Vacancy**."

11. Identification and Placement of Eligible Unemployed Persons

The system will allow:

- automatically identifying, from among registered unemployed individuals, the unemployed person who meets the requirements of the newly created job or another unemployed person who can be trained in the relevant field to fill the job created as a result of the subsidy measure to support local initiative projects, based on the vulnerability criteria established in the PIA;
- displaying the list of suitable unemployed individuals;
- the ability for the STOFM specialist to add unemployed individuals to the system;
- electronically generating the Assignment Form and sending it to the employer;
- automatic validation of the unemployed person's eligibility: the system will verify whether the person proposed for employment previously had an employment relationship with the same employer and will reject the subsidy request if at least 6 calendar months have not elapsed from the date of termination of the employment relationship to the date of submission of the application (by automatically cross-referencing the date of termination with the date of the subsidy request);
- notifying the unemployed person and the employer regarding the job placement and the job interview.

12. Hiring of the identified unemployed person

- electronic receipt from the employer of the Notice of Employment and the individual employment contract of the hired person;

- verification that the employment is for an indefinite term or a fixed term of at least 12 months (based on the employer's declaration);
- automatically verifying that the employment start date indicated in the individual employment contract matches the employment start date indicated in the Notice of Employment (where possible, given that the individual employment contract will be uploaded to the system and the employment start date cannot be verified automatically).

13. Verification and Confirmation of Investment Completion

The platform will allow for:

- the electronic registration of the report confirming the completion of the investment by the STOFM specialist based on the form approved by ANOFM (Report Confirming the Completion of the Investment, the Creation of the Job(s), and the Hiring of Persons Selected from Among the Unemployed);
- the uploading/attaching or marking of the submission of a copy of the amended personnel regulations;
- modifying the report confirming the completion of the investment by adding additional fields for recording supporting documents, as follows: **document type** (tax invoices, sales contracts, other supporting documents), **document number/series**, and **date of issuance**.
  For tax invoices, the system will automatically verify the data by interfacing with the State Tax Service (FISC) information system.
- The system will automatically calculate the total investment amount by summing the values of all supporting documents entered.
- The calculated total amount will be used to determine the amount eligible for the grant, in accordance with the applicable procedural provisions.
- The final amount indicated in the "Costs Incurred" field of the investment verification report must match the amount specified in the business plan under "Estimated Project Cost (lei)."

14. Issuance of the Decision to Grant or Deny the Grant

- Automatic generation of the Decision to Grant the Grant***;***
- Automatic generation of the Decision to Reject, stating the reason;
- Electronic signing of the decision by the head of STOFM;
- notifying the employer of the decision regarding the granting or the reasoned denial of the grant;
- archiving the decision in the electronic file.

15. Generating payment lists and disbursing the subsidy

- **Automatic generation of monthly payment lists:** the system prepares the list of subsidy payments monthly, by the 15th of the following month.

- Automatic calculation of the approved grant based on the report confirming the completion of the investment and the creation of the job(s);
- The subsidy amount will be **65% of** the eligible project expenses**,** as per commercial offers, tax invoices, or sales contracts declared in the report confirming the completion of the investment, **without exceeding the equivalent of 20 average economy-wide salaries for the previous year.**
- The generated lists are subject to validation and approval within the system, then are electronically transmitted to ANOFM for payment.
- The system keeps track of payments made by each employer.
- Record-keeping of payment lists.

17. Monitoring Job Retention

- Automatic monthly verification of job retention through inter-system connections; in the absence of information, the regional office schedules monitoring visits to the employer 6 and 12 months after the job(s) was created.
- The STOFM specialist prepares an electronic verification report regarding the retention of the created job(s) using a predefined form; the document is electronically signed and archived in the system. If the employer refuses to sign the report, the refusal is noted and recorded in the system.
- The system generates electronic notifications at least 10 business days prior to the visits and requests that the employer provide the necessary documents.

Before the expiration of the 6-month payment period and the 12-month job retention period, the system will generate automatic notifications to STOFM specialists and managers to verify the employee's status.

18. Notification of Termination of Employment

The system will enable STOFM to be notified of the dismissal or resignation of an employee from a subsidized job:

- automatic notification within the system regarding the termination of the employment relationship (CNAS/FISC)
- submission of the notification by the employer using the form titled "Notice of Termination of Employment";
- verification of compliance with the 3-business-day notification deadline from the date of termination of the employment relationship, with notification to the employer if the deadline is exceeded;
- archiving the "Notice of Termination of Employment" in the electronic file.

19. Reassignment to a Subsidized Job

In the event of dismissal, resignation, or termination of the employment relationship before the term provided by law, the platform will allow the process of identifying another person to fill the position to resume.
The system will allow for:

- the identification and selection of another unemployed person;
- assigning that person to the employer;
- setting the date of the job interview;
- generating the Job Placement Form;
- Monitoring the remaining period during which the job must be maintained.

20. Suspension and Recovery of Subsidies

- The system will automatically generate (with the option for manual validation and confirmation by a specialist) the decision to terminate the subsidy in the event of a change in the beneficiary’s status, based on automated checks and the notification submitted by the employer, as well as on the date the unemployed person’s employment relationship ends.
- A request for reimbursement of the subsidy in the event that another unemployed person is not hired to fill the vacancy at the STOFM workplace.

21. Evaluation of the Measure

- Twelve months after the date of hire, the platform will request that the employer and the hired individual (formerly unemployed) complete the evaluation questionnaires for the subsidy measure within 14 calendar days.
- The questionnaires may be completed electronically on the platform or, as appropriate, on paper, with the option to upload scanned documents to the system.
- The system verifies compliance with the completion deadlines and notifies users in case of non-compliance.

22. Archiving, Traceability, Auditing, and Reporting

- All applications, decisions, and documents are archived electronically;
- A complete history of the measure is maintained in the employer’s and the unemployed person’s files.
- Record of applications that have not been reviewed within the 15-day deadline.

23. Acceptance Criteria

- All applications, documents, and decisions generated during the process must be archived electronically in the applicant employer’s file.
- The system allows for the electronic submission of the grant application, the business plan, and the application form.

- The system automatically verifies the completeness of the application and does not allow it to be submitted if required documents are missing.
- The system allows the employer to electronically sign the application and attached documents.
- The system automatically verifies the employer's eligibility by interfacing with official registries (ASP, FISC, CNAS, or other available systems).
- The system automatically rejects applications submitted by ineligible entities and displays the reason for rejection.
- The system allows the STOFM specialist to request corrections to the documents and resubmit them to the employer.
- The system allows the employer to resubmit the corrected documents within the deadline set by the procedure.
- The system allows for the creation and management of the electronic file for the employer applying for the subsidy.
- The system allows for the upload of commercial offers for the products included in the business plan.
- The system verifies the existence of at least 3 commercial offers for each product or requests justification for any exceptions.
- The system allows the STOFM specialist to electronically complete the Preliminary File Evaluation Note.
- The system allows for the generation and attachment of the minutes of the Evaluation Committee meeting.
- The system automatically generates the grant agreement and allows the parties to sign it electronically.
- The system allows for the electronic declaration of the job vacancy for which the grant is requested.
- The system automatically identifies unemployed individuals eligible to fill the newly created job.
- The system automatically generates the Assignment Form and sends it electronically to the employer.
- The system automatically verifies whether the person proposed for employment has had an employment relationship with the same employer in the past 6 months.
- The system allows for the electronic recording of the report confirming the completion of the investment and the creation of the job.
- The system allows for the upload of supporting documents related to the investment (tax invoices, contracts, other documents).
- The system automatically calculates the total value of the investment based on the supporting documents uploaded.
- The system automatically calculates the subsidy amount in accordance with the rules established by law.
- The system automatically generates the decision to grant or deny the subsidy and allows for its electronic signature.

- The system allows for the generation of payment lists and the tracking of payments made for each employer.
- The system allows for monitoring the retention of jobs created during the period specified by the procedure.
- The system generates automatic notifications for STOFM specialists before the monitoring deadlines expire.
- The system allows for the registration of notifications regarding the termination of employment relationships submitted by the employer.
- The system allows for the resumption of the process of assigning another unemployed person in the event that the subsidized job vacancy becomes available again.
- The system allows for the generation of a decision to suspend or recover the subsidy in the event of non-compliance with contractual obligations.
- The system allows for the electronic submission and completion of questionnaires evaluating the measure after the implementation period has expired.

FRQ-SMO-010. Subsidizing transportation costs for people with significant or severe disabilities

The platform will enable fully digitized management of the active employment measure, ensuring an integrated, transparent, and automated workflow from application submission through subsidy payment and monitoring of contractual conditions. The system will enable the service to be provided electronically, accessible both through the unemployed person's personal account and through a dedicated interface for the specialist, who will be able to complete the same steps directly within the system.

The functionality will cover the entire lifecycle of the program:

- registration and tracking of unemployed individuals with disabilities;
- placement of the unemployed person in a vacant position;
- recording of employment;
- submission of the application for the subsidy;
- verifying eligibility and issuing a decision;
- automatic calculation of the monthly subsidy;
- generating and managing the subsidy agreement;
- managing monthly reporting on days worked;
- generating payroll lists;
- monitoring the continuation of employment relationships;
- reviewing or terminating the subsidy.

Business Process:

1. Registration or authentication of the unemployed person

- registration of the individual as unemployed in accordance with functional requirement *7.1.4. Unified Application for Registration of an Individual.*
- Unified application for registration as an unemployed person or job seeker, accompanied by a sworn statement regarding eligibility;
- authentication of the unemployed person in accordance with FRQ-ESC-003 – Authentication of the Unemployed Person / Job Seeker;
- access to the module “Subsidizing Transportation Expenses for Persons with Significant or Severe Disabilities,” available exclusively to registered unemployed persons with a significant or severe disability, verified automatically through an interface with the CNDDCM registries, as applicable.

2. Management of the job placement process;

- identifying job vacancies registered in the labor market information system;
- generating and electronically transmitting the Job Placement Form;
- recording the outcome of the interview between the unemployed person and the employer;
- entering information regarding the unemployed person’s employment into the system.

Note: The system will automatically verify whether the job is located in a different locality than the one where the unemployed person actually resides.

3. Electronic submission of the application and supporting documents

- electronically completing the application for the transportation expense subsidy (form approved by ANOFM Order);
- electronically complete and sign the affidavit regarding the actual place of residence (approved by ANOFM Order);
- Uploading the required supporting documents, including:
    - the individual employment contract or a document confirming employment (The possibility of accessing contract data through interconnection and data exchange with the State Tax Service’s information systems will be explored);
    - confirmation from the employer that it does not provide free transportation or reimburse transportation expenses for travel from the locality where the unemployed person resides to the locality where the job is located, as approved by ANOFM Order No. 33 of July 14, 2022;
    - a statement from the property owner confirming the individual’s actual place of residence (Annex 10 to Government Decision No. 1276);
    - certificate of disability (the system will automatically retrieve the certificate of disability through interconnections and data exchange mechanisms with the relevant registries or information systems).

The system will automatically verify the deadline for submitting the application (a maximum of 30 calendar days from the date of employment).

4. Automatic Verification of Beneficiary Eligibility

The system will automatically verify, through connections to external registries:

- the disability category (CNDDCM);
- the existence and continuity of the employment relationship (CNAS);
- whether the employer provides free transportation (based on the employer's confirmation attached to the application under point 3);
- whether the person has been employed by the same employer for the past 6 months (CNAS/FISC);
- place of residence and actual place of residence—the system will automatically verify whether the workplace is located in a different locality than the one where the unemployed person actually resides.
- Unemployed individuals with significant or severe disabilities cannot simultaneously receive the allowance intended to encourage labor mobility and the subsidy for transportation expenses for unemployed individuals with significant or severe disabilities who enter the workforce. Therefore, unemployed individuals with significant or severe disabilities who take a job in a locality other than the one where they actually reside will be informed that they are eligible for only one of these two measures (the system automatically verifies whether the unemployed person is already receiving the labor mobility incentive, thereby preventing them from submitting a claim for reimbursement of transportation expenses. Similarly, if a claim for reimbursement of transportation expenses is submitted, the system will block the option to apply for the mobility incentive).

The results of the checks will be automatically attached to the beneficiary's electronic file.

5. Issuance of the Decision and the Compensation Agreement

- Automatic generation of the decision to grant or deny the subsidy;
- Electronic signing of the decision by the head of STOFM;
- electronic notification of the beneficiary;
- Generation and electronic or handwritten signing, as appropriate, of the Agreement on the Granting of the Transportation Expense Subsidy (Head of STOFM and subsidy beneficiary/unemployed person), with the subsequent option to upload it to the system.

Note: Circumstances that result in the denial of the monthly subsidy for transportation expenses, namely:

- the employer providing free transportation or reimbursing the person's transportation expenses for travel from the locality where they actually reside to the locality where their place of employment is located;
- the person's employment at the same workplace where they were employed during the last 6 calendar months preceding the date of registration as unemployed;
- failure to submit all documents required by the Procedure.
- If at least one of the above-mentioned grounds is identified, STOFM issues a reasoned decision denying the monthly subsidy to offset transportation expenses within 5 business days of the date the Application for the monthly subsidy to offset transportation expenses was filed;
- notify the applicant of the decision, stating the reason.

6. Automatic Calculation of the Subsidy

The system will enable the automatic calculation of the subsidy amount based on the following factors:

- the distance between the beneficiary's actual place of residence and the workplace;
- the coefficient established for passenger road transport—information regarding the coefficient established per 1 km of distance in accordance with the Ministry's Order;
- automatic retrieval of data on actual days worked (analysis of the possibility of automatic retrieval from the IPC);

The system will limit the subsidy calculation to a maximum distance of 30 km in one direction (60 km round trip).

7. Management of Monthly Reporting

The system will allow for:

- monthly electronic submission by the beneficiary/unemployed person of information regarding the number of days actually worked (analysis of the possibility of automatic retrieval from the IPC and exemption from submission by the unemployed person—the set of data to be included in the IPC report, including the structure of indicators, data source, reporting frequency, and responsibilities for validating the information, will be determined in consultation with the accounting department););
- Verification of the submission deadline (by the 5th of the following month; the deadline is subject to revision if it becomes possible to automatically retrieve data on the number of days actually worked).

The subsidy will not be calculated for the month in which the beneficiary did not work or did not submit the monthly information regarding the number of days actually worked.

8. Generation and Approval of Monthly Payroll Lists

The system will allow for:

- the automatic generation of monthly lists: the system compiles these monthly, by the 15th of the following month;
- verification and approval of these lists by the head of STOFM;
- notifying the applicant of the payment status;
- tracking payments by beneficiary.

9. Monitoring compliance with the conditions for granting the subsidy and reassessing eligibility

The system will automatically verify the following conditions:

- whether the beneficiary remains employed, through an interface with the CNAS;
- maintenance of the degree of disability, through an interface with the CNDDCM;
- maintenance of the beneficiary's actual place of residence (the verification method is to be analyzed, including through the submission of confirmation by the beneficiary);
- compliance with the contractual conditions set forth in the grant agreement.

The system will generate automatic notifications to the beneficiary and the responsible specialist if any relevant changes are identified, including:

- termination of employment;
- a change in the degree of disability;
- a change in place of residence.

In addition, the system will enable periodic review of eligibility for the grant, as follows:

- automatic initiation of the review process every 6 months;
- notifying the beneficiary of the need to submit updated documents;
- verification of continued employment and compliance with eligibility requirements;
- issuance of a decision regarding the extension or termination of the subsidy.

10. Review or Termination of the Grant

The system will enable:

- automatically issue the decision to terminate the subsidy;
- revising the subsidy amount in the event of a change in the distance between the beneficiary's place of residence and the workplace (for example, if the employer relocates its headquarters) or in the event of a change in the transportation coefficient;
- attaching supporting documents in cases where the measure is processed through the specialist's interface;
- Updating the contract and the electronic file.

12. Electronic Registry of Beneficiaries

The system will generate and maintain:

- the electronic registry of beneficiaries of the subsidy for transportation expense reimbursement;
- a record of beneficiaries at the national and regional levels;

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13. Archiving, Traceability, and Reporting

- all applications, decisions, and documents are archived electronically;
- a complete history of the measure in the unemployed person's file;
- records of applications that were not reviewed within the 15-day deadline;
- Statistical reports for monitoring and evaluating employment policies.

FRQ-SMO-011. Review and Management of Unemployment Benefits

The platform will ensure fully digitized management of the process for establishing, suspending, reinstating, and terminating entitlement to unemployment benefits, in accordance with the provisions of Law No. 105/2018 and Government Decision No. 1276/2018.
The functionality will fully cover the operational workflow, from the registration of the unemployed person to payment, monitoring, and termination of entitlement, by automating interactions between **STOFM and CNAS**, thereby eliminating manual processes and paper-based documents.

The system will ensure:

- automatic initiation of the process after unemployment status is granted;
- automatic verification of eligibility (waiting period, income, etc.);
- the issuance and validation of decisions within the legal timeframe (max. 10 business days);
- automatic transmission of decisions to CNAS;
- automatic retrieval of the payment amount and period established by CNAS;
- continuous monitoring of the beneficiary's status;
- complete management of the entitlement lifecycle (suspension, reinstatement, termination);
- creation of the unemployed person's electronic file and the beneficiary registry.

Workflow:

1. Registration or authentication of the unemployed person

registration of the individual with unemployed status in accordance with functional requirement *7.1.4. Unified Application for Individual Registration*;

2. Automatic initiation of the review process

The system will automatically initiate the process of reviewing eligibility for unemployment benefits upon:

- unemployment status is established in the platform;
- relevant data regarding the termination of the employment relationship is updated (last place of employment according to CNAS).

3. Automatic verification of the contribution period

The system will allow for:

- automatically retrieve the contribution period by querying the CNAS Information System;
- displaying the verification result in the unemployed person's electronic file.

4. Verification of compliance with the eligibility criteria for determining entitlement to unemployment benefits

The system will automatically verify, through data exchange:

- the individual does not earn income from employment, with the exception of severance pay, salary recalculations related to termination of employment, and pensions other than the old-age pension (CNAS);
- has been employed and has accumulated at least 12 months of contribution periods in the public social insurance system during the 24 months preceding the date of registration (CNAS);
- has not refused a suitable job and/or refused to participate in active employment measures (eSocial/SI ANOFM).

The results of these verifications are automatically used in the decision-making process.

Note: The unemployed person must meet all of the conditions for establishing eligibility for unemployment benefits. If the unemployed person meets the first two conditions but refuses a suitable job or participation in active labor market measures offered by STOFM, they will not be deemed eligible for unemployment benefits.

5. Automatic Generation of the Decision to Grant Unemployment Benefits

The system will enable:

- the automatic generation of the Decision on the Determination of Eligibility for Unemployment Benefits (within 10 business days from the date of registration as unemployed), based on:
  - unemployment status;
  - the contribution period;
  - compliance with legal requirements;
- automatic completion of the decision with data from the system;

- submission of the decision for electronic approval.

Note: For unemployed individuals receiving child care benefits, which were established prior to registration with STOFM but who meet the conditions set forth in Article 43(4) of the Law, the decision establishing the entitlement to unemployment benefits is issued after the expiration of the period during which they receive child care benefits (CNAS).

6. Electronic Approval of the Decision

- Approval of the decision by the head of STOFM;
- application of the qualified electronic signature (MSign);
- the decision is automatically attached to the unemployed person's file and electronic account.

7. Transmission of the decision to CNAS

The system will automatically transmit:

- the data from the determination decision to the CNAS Information System;
- the electronic notification to the unemployed person regarding the decision issued by ANOFM;

8. Determination of the Amount and Period

- automatic receipt of data from CNAS regarding:
    - o the amount of unemployment benefits based on the contribution period;
    - o the payment period for the unemployment benefit.

The data is automatically retrieved and displayed in the unemployed person's file

9. Electronic Registry of Unemployment Benefit Recipients

The system will automatically generate and maintain:

- The electronic registry of unemployment benefit recipients, which will contain:
    - o the beneficiary's data;
    - o the type and date of the decision;
    - o the status of the benefit (active, suspended, canceled);
    - o payment periods.

The registry will be used for monitoring, reporting, and auditing.

10. Determination of Actual Entitlement

The system will ensure the automatic extraction, for each unemployed person, of data regarding the amount and payment period of the unemployment benefit from the decisions approved by the CTAS.
Note: *Unemployed individuals for whom a decision establishing their entitlement to unemployment benefits has been approved are considered to have acquired this entitlement as of the date of registration as unemployed, based on the application for registration as unemployed submitted to STOFM.*

11. Monitoring Eligibility for Unemployment Benefits

The system will automatically monitor the continuation of entitlement to unemployment benefits through:

- interconnection with the CNAS Information System;
- automatically identifying situations of:
  - employment (CNAS/FISC);
  - temporary employment (FISC—IPC report or day laborer registry/MMPS);
  - unjustified refusal of employment (ANOFM system);
  - sick leave (CNAS/CNAM);
  - maternity leave (CNAS/CNAM);
  - Loss of right of residence/citizenship (ASP);
  - Death (ASP).

12. Issuance of suspension decisions

The system will allow for:

- the automatic generation of decisions to suspend unemployment benefits in the following situations:
- during sick leave (automatic retrieval of data from the medical certificate from CNAS/CNAM);
- during temporary employment, for up to 3 months, provided that proof confirming this fact is submitted within 5 business days of the date of employment (a copy of the individual employment contract, a copy of the order (resolution, directive, decision) regarding the employment).
- electronic signing of the suspension decision;
- automatic transmission of data from the Decision on the suspension of unemployment benefit payments to the National Social Insurance Agency (CNAS) and the CNAS's automatic suspension of unemployment benefit payments via the CNAS Information System (SI CNAS).
- electronic notification of the unemployed person regarding the decision validated by CNAS.

13. Reinstatement of Entitlement

- Electronic submission of the complete reinstatement application by the unemployed person through their personal account (based on the form approved by ANOFM);
- Generation and submission of the reinstatement request by a specialist via their interface.

Note: *In the event of suspension of unemployment benefit payments due to temporary employment for up to 3 months, the period of unemployment benefit payments is extended by the duration of the suspension.*
If unemployment benefits are suspended due to sick leave, the benefit payment period is extended by the duration of the unpaid sick leave (paid sick leave refers to the period during which benefits for temporary incapacity to work are granted, which are provided for up to 30 calendar days within a calendar year).

14. Issuance of the decision regarding the resumption of unemployment benefit payments

- Generation by the STOFM specialist of the Decision on the resumption of unemployment benefit payments.
- Electronic signature by the STOFM director of the decision regarding the resumption of unemployment benefit payments.
- automatic transmission of data from the Decision on the resumption of unemployment benefit payments to the National Health Insurance House (CNAS);
- automatic reinstatement by the CNAS of unemployment benefit payments;
- notifying the unemployed person of the reinstatement decision received from CNAS;
- attaching the decision to the unemployed person's electronic file.

Note: The resumption of unemployment benefit payments takes effect on the day following the date on which the circumstances that led to the suspension ceased.

15. Termination of Unemployment Benefits

- Automatic identification of cases of termination:
  - expiration of the period established for the granting of unemployment benefits;
  - loss of unemployed status;
  - the start of maternity leave;
  - reinstatement to the previous position, pursuant to a final court decision;
  - the determination of any of the circumstances that would have precluded the granting of unemployment benefits (to be analyzed: the possibility of automatic verification, identification of the verification source);
  - failure to comply with the obligations set forth in Article 20(4)(c) and (d) of the Law (consider the possibility of automated verification and identify the verification source);
- termination or revocation of the right of residence in the Republic of Moldova, or termination or revocation of stateless person status or a form of protection, pursuant to Law

No. 200/2010 on the Status of Foreigners in the Republic of Moldova, as subsequently amended - Law No. 66 of April 30, 2026, on the Admission, Residence, and Supervision of Foreigners in the Republic of Moldova (SI ANOFM) (consider the possibility of automated verification and identification of the verification source);
  - employment placement, in accordance with STOFM allocation or on an individual basis, except in the case provided for in Article 48(1)(b); (CNAS/FISC)
  - a finding, following a state inspection of entrepreneurial activity, that the person is engaged in undeclared work;
  - the death of the beneficiary (ASP).
- Generation by the STOFM specialist of the Decision regarding the termination of unemployment benefit payments.
- Electronic signature by the STOFM director of the Decision on the termination of unemployment benefit payments.
- Automatic transmission of the data from the Decision on the termination of unemployment benefit payments to the CNAS;
- Notifying the unemployed person of the termination decision;
- Attaching the decision to the unemployed person's electronic file.

Note: In the case of re-registration as unemployed of individuals who have received unemployment benefits for the entire period established by law, such individuals may again receive unemployment benefits provided that they have become active in the labor market and completed a new contribution period of at least 12 months following the termination of unemployment benefit payments, in accordance with Article 49(a) of the Law.

16. Archiving, Traceability, and Reporting

- All applications, decisions, and documents are archived electronically;
- a complete history of the measure is maintained in the unemployed person's file.
- Statistical reports for monitoring and evaluating employment policies.

FRQ-SMO-012. Granting of unemployment benefits and professional integration or reintegration allowances to owners of agricultural land located along the Rîbniţa-Tiraspol route

The information system will ensure the digitization of the process of registering, verifying, establishing, suspending, resuming, terminating, and forwarding for payment the professional integration/reintegration allowance intended for persons with special status (owners of agricultural land located along the Rîbniţa-Tiraspol route or employees of economic entities that own such land), given the restricted access to these lands.

The regulation stipulates that an unemployed person with special status must cumulatively meet requirements related to age, work capacity, unemployment, non-enrollment in full-time education, active job search, and restricted access to at least 50 % of the agricultural land. Registration is

based on a certificate issued by the local authority or the employer, in accordance with the annexes to the regulation.
The measure can be accessed and managed both through the unemployed person's electronic account and via the STOFM specialist's interface.

Workflow:

1. Registering the individual in the system

Submit/complete the unified application for registration as an unemployed person or job seeker by filling out the electronic form in accordance with functional requirement FRQ002-001.

2. Logging into the system—applicant's account;

3. Selecting and declaring special status

The unemployed person, from their logged-in account, or the specialist, through the work interface, can select and complete the option: **"Special status – owner/employee of agricultural land along the Rîbnița-Tiraspol route."**

Depending on the selection, the applicant or specialist will indicate the category to which they belong:

- agricultural landowner;
- employee of a business entity that owns agricultural land located along the Rîbnița-Tiraspol route.

Depending on the selected category, the system will request the submission of the corresponding supporting documents, as follows:

- for agricultural land owners—the certificate issued by the city hall;
- for employees of a business entity that owns agricultural land—both the certificate issued by the city hall regarding ownership of the agricultural land and the certificate issued by the business entity.

The documents must be submitted in accordance with the templates provided in Annexes 1 and 3 of the Regulation on the Granting of Unemployment Benefits and Professional Integration or Reintegration Allowances to Owners of Agricultural Land Located Along the Rîbnița–Tiraspol Route, approved by Government Decision No. 639/2006,

4. Automatic verification of the contribution period

- automatic retrieval of the contribution period through automatic querying of the CNAS Information System;
- displaying the verification result in the unemployed person's electronic file.

5. Determining eligibility for unemployment benefits or the professional integration/reintegration allowance

- the system will automatically determine the unemployed person's eligibility for one of the forms of payment, based on the contribution period completed, in accordance with the applicable legal framework.
- Eligibility for unemployment benefits for unemployed persons with special status will be determined for those who have accumulated a minimum of 12 months of contribution periods within the last 24 months; this verification will be performed automatically through an interface with the CNAS system.
- If the minimum contribution period is not met, the system will automatically determine eligibility for the professional integration or reintegration allowance.

6. Validation and Update of Special Status

The special status of the unemployed person will be determined and validated as follows:

- automatically, based on the data and documents available in the system, as well as the information provided by the unemployed person;
- manually, by a STOFM specialist, by entering and/or updating information in the individual's electronic file.

Note: The system will ensure automatic synchronization of the special status across all components of the platform, including the unemployed person's electronic account.

7. Determining the Amount and Issuing the Grant Decision

The electronic decision will be issued automatically, based on the previously performed verifications. The system will determine the type of eligible benefit based on the beneficiary's contribution period and will generate a proposed decision, which will be validated by the STOFM specialist.
Thus:

- if the beneficiary has accumulated at least 12 months of contribution period within the last 24 months, the system will generate a decision granting unemployment benefits in the amount of 700 lei;
- if the contribution period is less than 12 months, the system will generate a decision to grant a professional integration or reintegration allowance in the amount of 400 lei.

The STOFM specialist will be able to validate, electronically sign, and issue the decision to grant benefits within the system.

8. Electronic Approval of the Grant Decision

- Approval of the decision by the STOFM director;
- application of the qualified electronic signature (MSign);

9. Transmission of the decision to CNAS

The system will ensure the automatic transmission of:

- the data from the decision establishing unemployment benefits for unemployed persons with special status or the professional integration/reintegration allowance to the CNAS Information System;
- the electronic notification to the unemployed person regarding the decision issued by CNAS.

10. Automatic determination of the benefit amount

Automatic receipt from CNAS of data regarding:

- the amount of the unemployment benefit, in the amount of 700 lei, determined based on the contribution period completed in the last 24 months; or
- the amount of the professional integration or reintegration allowance, in the amount of 400 lei.

11. Monitoring of the beneficiary's obligations by the STOFM specialist

The system monitors compliance with the obligations set forth in Section 4 of the Regulation, including:

- the beneficiary's reporting to the local office at least once every 30 days will be automatically monitored by the system, including by verifying compliance with obligations based on the services provided.
- notification to the unemployed person regarding the obligation to report;
- the unemployed person's notification, within 3 business days, of any changes affecting their rights;
- acceptance of employment services and active job search;
- participation in agricultural or community service work (or other public service work) for at least 15 days per month, beginning the month following the one in which benefit payments commence; failure to fulfill this obligation without a valid reason results in the suspension of payments.

12. Notification to STOFM regarding the beneficiary's failure to participate in agricultural work.

- Submission of an electronic notification via the system by municipal governments and economic entities, in accordance with a format to be established at a later date.

13. Issuance of decisions to suspend payments

The system will allow for:

- the automatic generation by the STOFM specialist of the Decision to suspend unemployment benefits for unemployed persons with special status (in accordance with the form approved by ANOFM), indicating the predefined reason; or
- the automatic generation by the STOFM specialist of a decision to suspend payment of the professional integration or reintegration allowance, indicating the predefined reason (in accordance with the form approved by ANOFM);
- Decisions to suspend payments are electronically signed by the head of STOFM;
- automatic transmission of data from the Decision on the suspension of unemployment benefit payments to unemployed persons with special status to CNAS and the automatic suspension by CNAS of unemployment benefit payments via the CNAS Information System.
- automatic transmission of data from the Decision on the suspension of payment of the professional integration or reintegration allowance to CNAS and CNAS's automatic suspension of unemployment benefit payments via the CNAS Information System (SI CNAS).
- Electronic notification of the unemployed person regarding the decision validated by CNAS.

14. Issuance of the Decision regarding the resumption of unemployment benefit payments to unemployed persons with special status or of the professional integration or reintegration allowance

- Generation by the STOFM specialist of the decision regarding the reinstatement of unemployment benefits for unemployed persons with special status, indicating the predefined reason;
- Generation by the STOFM specialist of the Decision regarding the resumption of payment of the professional integration or reintegration allowance, indicating the predefined reason;
- Electronic signature by the STOFM director of the Decision on the resumption of unemployment benefit payments to unemployed persons with special status;
- electronic signing by the head of STOFM of the Decision on the resumption of payment of the professional integration or reintegration allowance;
- automatic transmission of data from the Decision on the resumption of unemployment benefit payments to unemployed persons with special status to the National Health Insurance Fund (CNAS);
- automatic transmission of data from the Decision on the reinstatement of the payment of the professional integration or reintegration allowance;
- automatic reinstatement by the CNAS of unemployment benefits for unemployed persons with special status or of the professional integration or reintegration allowance;
- notifying the unemployed person of the reinstatement decision received from the CNAS;

- attaching the decision to the unemployed person's electronic file.

15. Termination of Unemployment Benefits for Unemployed Persons with Special Status or of the Professional Integration or Reintegration Allowance

- Generation by the STOFM specialist of the Decision regarding the termination of unemployment benefits for unemployed persons with special status or the Decision regarding the termination of the professional integration or reintegration allowance;
- Electronic signing by the STOFM director of the Decision on the termination of unemployment benefits for unemployed persons with special status or the Decision on the termination of the professional integration or reintegration allowance;
- automatic transmission of data from Decisions regarding the termination of unemployment benefits for unemployed persons with special status or from the Decision regarding the termination of the professional integration or reintegration allowance to the National Health Insurance House (CNAS);
- notifying the unemployed person of the decision to terminate benefits;
- attaching the decision to the unemployed person's electronic file;

16. Archiving, Traceability, and Reporting

- All decisions and documents are archived electronically;
- a complete history of the action in the unemployed person's file and electronic account;
- statistical reports for monitoring and evaluating employment policies.

Eligibility Criteria

- The system allows for the submission of two separate applications, corresponding to the types of benefits.
- The system automatically determines the type of benefit based on the contribution period;
- It is not possible to issue a decision that does not correspond to the type of application;
- Decisions are generated, electronically signed, and automatically transmitted to the National Health Insurance House (CNAS);
- Payment suspension is carried out automatically or manually based on data received from the authorities;
- The system automatically generates decisions regarding suspension, reinstatement, and termination.
- All decisions are transmitted electronically to the CNAS via MConnect.
- The system ensures full traceability of the beneficiary's file.
- Notifications are automatically sent to the beneficiary at each stage (establishment, suspension, resumption, termination).

FRQ-SMO-013. Granting of Assistance to Employees on Reduced Work Schedules (Government Decision No. 333/10.11.2021)

The system will ensure comprehensive management of the process for employers to submit the RAR21 and ARAR21 forms, related to establishing the reduced work schedule and granting financial aid to employees, in accordance with the provisions of Government Decision No. 333/2021.
At the same time, the ANOFM Information System will be integrated with the platform operated by SI FISC—raportare.gov.md—to enable the automatic exchange of data necessary for processing these forms.

ANOFM Information System Workflow:

1. Automatic receipt of the RAR21 form by STOFM

- Automatic receipt, within the STOFM Information System, of the notification regarding the registration/completion of the RAR21 form related to the application for reduced activity status, based on the integration of the ANOFM Information System with the SI FISC Information System.

2. Issuance of the decision establishing the reduced activity regime

- Automatic generation of a decision to approve or deny the request;
- Electronic signing of the decision by the head of STOFM;
- automatic transmission of the decision to the employer via the raportare.gov.md platform;
- recording in the electronic register of decisions.

Note: The decision establishing the work regime is issued within a maximum of 5 days.

3. Automatic receipt of the ARR21 form by STOFM

- Automatic receipt, within the STOFM Information System, of the notification regarding the registration/completion of the ARAR21 form related to the employees' application for reduced work hours, based on the integration of the ANOFM Information System with the FISC Information System.

4. Issuance of the payment decision

- Issuance, by the STOFM specialist, of the decision to grant assistance based on the ARR21 form, by the 5th of the month following the month in which the ARR21 form was received.
- Electronic signing of the decision by the STOFM director;
- Recording in the electronic register of decisions.

5. Automatic notification to the employer regarding the decision to grant aid

- electronic notification via raportare.gov.md regarding the issued decision (within 3 business days of the decision date).

6. Payment

- Automatic generation of payroll lists by the STOFM specialist;
- electronic signing of the payroll by the STOFM director;
- sending the payroll to the ANOFM director
- signing of the payment list by the ANOFM director
- signing of the payroll by the ANOFM accountant;
- submission of payroll lists by the 15th of the month (ANOFM Accounting Department);

11. Archiving, Traceability, and Reporting

- All applications, decisions, and payments are archived;
- Complete history by employer and employee;
- electronic registry of beneficiaries;
- statistical reports for monitoring and evaluating employment policies.

Acceptance Criteria

- The system allows for the separate management of:
  - the RAR21 form (one-time);
  - the ARR21 form (monthly).
- The decision establishing the benefit status is issued within a maximum of 5 days;
- Decisions and payment lists are generated and electronically signed by STOFM/ANOFM;
- Payments to the employer are tracked within the system;
- all data is transmitted electronically to ANOFM and FISC via the raportare.gov.md platform;
- The system will ensure full traceability and auditing of all operations.

FRQ-SMO-014. *Recognition and Certification of Professional Experience and Issuance of the Certificate of Recognition and Certification of Professional Experience*

The process of digitizing the entire operational workflow for the recognition and certification of professional experience, from the applicant's submission of the application to the issuance of the decision, the generation of the certificate, and its entry into the registry.

The functionality covers three types of applications: recognition of professional experience acquired abroad (for practice in the Republic of Moldova), recognition of experience acquired in the Republic of Moldova (for practice in another country), and certification of professional experience acquired in the Republic of Moldova.

Note: This measure will be detailed later during the technical specifications development phase and may be subject to change depending on the applicable regulatory framework and the Beneficiary's operational requirements.

Main Functions

1. **Initiating the application**—electronic submission from the applicant's personal account (after logging in) or registration at the STOFM office via the specialist's interface; display of the form, required documents, and applicable rules based on the type of application.
2. **Differentiated forms** — generation of affidavits based on the applicant's status (employee, self-employed individual, or business director), with the option to complete multiple forms when the activity was performed in multiple capacities.
3. **Attaching and verifying documents** — uploading supporting documents, marking their status (submitted, missing, non-compliant, under review, verified, accepted, rejected), and performing automatic or semi-automatic verification through integration with relevant information systems.
4. **Verification of application completeness** — automatic generation of a list of required documents, requests for additional information or clarifications, notification of the applicant, with suspension and resumption of the review period.
5. **Automatic validations regarding recognition criteria** — application of validation rules (length of experience, applicant status, correlation of professional activity, prior professional training, etc.) and flagging of applications requiring further review.
6. **Cross-system verifications and cooperation with competent authorities** — initiating, tracking, and monitoring requests for information verification sent to competent authorities, recording the responses received, and resuming the review.
7. **Evaluation by the Evaluation Committee** — forwarding and assigning the application, electronic review by committee members, drafting the proposal, and submitting it for approval.
8. **Issuance of the decision and generation of the certificate** — approval of the final decision (recognition, certification, rejection, revocation, or issuance of a duplicate) and automatic generation of the certificate or the reasoned rejection decision.
9. **Certificate Registers** — creation and management of the Register of Recognition Certificates and the Register of Professional Experience Certificates, with search, filtering, and export functions.
10. **Issuance of duplicate certificates** — managing requests for duplicates, identifying and verifying the original certificate, generating the duplicate, and recording it in the registry.
11. **Notifications and Deadlines** — managing automated notifications at each relevant stage of the process and monitoring procedural deadlines.
12. **Archiving of the electronic file** — complete retention of the electronic file associated with each request and its archiving in accordance with applicable deadlines and rules.

13. **Application Status Management** — managing the application through operational statuses, with logging of every change (user, role, date, time, reason).

10.6. LABOR MIGRATION MODULE

FRQ-MFM-001 – Registration of individual employment contracts submitted by private agencies.

The system will enable fully digitized management of the process of reviewing, coordinating, approving, and registering labor placement contracts and individual employment contracts submitted by private agencies (PAs), to ensure their compliance with national legislation and licensing requirements.

The system will cover the entire lifecycle of the process:

- registration and validation of the private agency;
- uploading and tracking contracts in the electronic registry;
- automatic notification of ANOFM;
- review and management of contracts by specialists;
- reporting and monitoring the activities of private agencies;
- Generation of notifications and control workflows.

Functional Workflow:

1. **Registration and validation of the private agency**

The authentication of the private agency is performed in accordance with requirement: **FRQ-ESC-006 – Authentication of Private Employment Agencies.**

The system will ensure:

- creation of the agency's electronic account;
- automatic identification of the legal entity;
- validation of the license status through integration with the ASP;
- restricting access to features based on license status (suspended / expired / revoked).

2. Registration of contracts in the electronic registry

The system will allow private agencies to electronically register contracts in the: **"Labor Migration."**

Accepted contract types:

- individual employment contracts;

- service contracts;
- equivalent contracts.

Data managed for each contract:

a. Automatically generated data:

- date, month, and year of upload to the system (auto-filled);
- unique contract identifier (automatically assigned by the system).

b. Data about the beneficiary (emigrant):

- last name, first name;
- day, month, and year of birth;
- residence;
- other relevant information.

c. Contractual information about the beneficiary (emigrant):

- type of contract;
- start date;
- end date;
- country of destination;
- employer/intermediary;
- field of activity—selected from the predefined CAEM classification;
- occupation for which the person is to be hired—selected from the CORM classification;
- other specific information.

Features:

- uploading documents in electronic format (PDF);
- automatic classification by contract type;
- linking the contract to the issuing agency;
- recording of contracts in a centralized electronic registry.

3. Automatic Validations and Restrictions

The system will perform automatic validations when contracts are uploaded:

- it will not allow contracts to be registered if:
    - the agency's license has expired;
    - the license is suspended;
    - the license has been revoked;
- in case of rejection:

- the system displays the specific reason;
- the operation is blocked until the issue is resolved.

4. Automatic Notifications for the Private Agency

The system will generate automatic notifications to the agency in the following situations:

- successful upload of the contract;
- rejection of the upload due to the license status;
- license expiration approaching (30 days in advance).

5. Notification to ANOFM (Labor Migration Specialist)

When contracts are submitted, the system will automatically generate a notification in the interface of the ANOFM specialist responsible for the Labor Migration module.

The notification will include:

- the name of the private agency;
- the contract ID;
- the date uploaded to the system;
- the contract type;
- a direct link to the electronic file and related documents.

6. Review and Management of Contracts by ANOFM

The ANOFM specialist (Labor Migration) will have access to all registered contracts and will be able to:

- access the uploaded documents;
- view and analyze contract and beneficiary data;

Filtering features:

The system will allow contracts to be filtered by:

- contract type;
- agency name;
- period (contract start/end date);
- country of destination;
- contract status;
- other relevant parameters (to be determined during the technical specification development/implementation process).

Available actions:

- requesting clarifications or corrections;
- rejecting non-compliant contracts;
- flagging contracts for further review;
- sending a notification to the agency regarding the actions to be implemented, based on the request for clarification.

7. Managing the Correction Workflow (Iterative)

If non-conformities are identified:

- the ANOFM specialist submits comments electronically;
- the private agency receives notification;
- the agency corrects and resubmits the corrected documents;
- the ANOFM/Labor Migration specialist receives the changes made by the agencies based on a notification.
- the system maintains a history of versions and communications.

8. Record-keeping and Traceability of Contracts

The system will ensure:

- complete records of all registered contracts by type;

9. Cancellation of Individual Contracts

- the private agency will notify ANOFM of the canceled contracts, indicating the reason for cancellation, by the 15th of the preceding month. At the same time, the hire date will be verified, and if the person has been hired, the contract cannot be canceled.
- The system will allow private agencies to select contracts from among the registered contracts based on type and mark them for cancellation.
- Submission to ANOFM of a notification regarding the contract proposed for cancellation, stating the reason.
- ANOFM will review the request and decide whether to approve or reject the contract's cancellation.
- Automatic change of the contract status from "registered" to "canceled."
- Notifying the agency of the acceptance or rejection of the request.
- Management of the registry of canceled contracts.

10. Verifying the individual's status

- If the individual is employed under an individual employment contract submitted by the agent but is registered in the ANOFM system (as unemployed or a job seeker), the system will generate a notification to STOFM regarding their employment under the individual employment contract for work abroad, requiring verification by the responsible specialist.

- At the same time, the system will send a notification to the unemployed person or job seeker—via their electronic account or the email address provided—regarding the obligation to inform STOFM of their employment abroad.

11. Archiving, Traceability, and Reporting

- All contracts received electronically from private agencies are archived;
- Complete history per private agency;
- an electronic registry of private agencies authenticated in the system;
- a registry of received contracts by contract type;
- Standardized statistical monitoring reports by: number of registered contracts; distribution by contract type; activity by private agency; distribution by country.

10. Logging of Activities

All actions will be recorded in **the Activity Log**, including:

- uploading contracts;
- changes made;
- ANOFM reviews and decisions;
- notifications sent.

FRQ-MFM-002. Reporting on the Activities of Private Employment Agencies

The system will ensure fully digitized management of the reporting process for private employment agencies by transmitting, validating, reviewing, and recording periodic reports.

This functionality will allow for:

- the electronic submission of reports according to a standardized template;
- automatic validation of reported data;
- automatic notification of the parties involved;
- management of the verification and correction process;
- the generation of aggregated reports for analysis and monitoring.

Reporting will be conducted periodically (e.g., quarterly), in accordance with the requirements established by ANOFM and the applicable regulatory framework.

Functional flow:

1. Generation and provision of the reporting template

The system will provide private agencies with a standardized electronic form, which will include:

- predefined fields;
- instructions for filling out the form;
- automatic validations;

- instructions for filling out the form.

The template's structure can be dynamically updated by ANOFM without major changes to the system (the implementation method will be determined later, with the possibility that the contract structure may be modified by the system administrator).

2. Completion and Submission of the Report by the Private Agency

The private agency will be able to:

- fill out the report electronically directly in the system according to the standard template;
- save the report as a draft;
- submit the report electronically to ANOFM.

Upon submission:

- the system automatically records the date and time of submission;
- a unique report ID is generated;
- the report is recorded in the electronic registry.

3. Automatic validation of the data entered in the report

Upon submission of the report, the system will perform automatic validations, including:

- the completeness of required fields;
- correctness of formats (dates, numbers);
- data consistency (e.g., totals, internal correlations);
- *Business rule checks (e.g., invalid values, duplicates):*
- Number of persons employed abroad (as of the date of employment), persons/TOTAL – will be verified against the number of contracts submitted.
- Distribution by destination country – automatic selection based on the submitted contracts.
- Field of activity (economic sectors), according to the CAEM classification – automatic selection based on the submitted contracts.
- Number of individual employment contracts concluded between the employer and job seekers, broken down by country/employer/intermediary – automatically populated, verified based on the contracts submitted by the agency.
- Number of equivalent contracts concluded between the private agency and job seekers, broken down by country/employer/intermediary—automatically populated and verified based on the contracts submitted by the agency.
- Number of service contracts concluded between the private agency and job seekers, broken down by country/employer/intermediary – automatically populated, verified based on contracts submitted by the agency.

If errors are identified:

- the report cannot be submitted;

- the system will display the identified errors and request that they be corrected.

4. Notification to ANOFM

After the report is submitted, the system will automatically generate a notification to the responsible ANOFM specialist, which will include:

- the name of the private agency;
- the reporting period (quarterly);
- the submission date (automatically filled in by the system);
- the report ID;
- a direct link to the report.

5. Review and Management of the Report by ANOFM

The ANOFM specialist will be able to:

- access the submitted report;
- analyze the reported data;
- validate (approve) the report;
- request changes or clarifications;
- reject the report, providing a justification.

6. Report **Correction Process**

If changes are necessary:

- the ANOFM specialist submits the correction request through the system;
- the private agency is automatically notified;
- the report is resubmitted with the status “under review”;
- the agency may modify the report **only upon explicit request from ANOFM**.

The system will maintain a history of:

- report versions;
- changes made;
- communication between the parties.

7. Automatic Notifications to Private Agencies

The system will send automatic notifications to private agencies in the following situations:

- **Receipt of the report**:
    - confirmation of the report's submission;
- **Approaching submission deadline**:

    - notification before the deadline (e.g., 5 days in advance);
- **Missed submission deadline**:
    - notification of the delay;
- **Request for correction**:
    - notification regarding the need to amend the report;
- **Approval or rejection of the report**:
    - notification regarding the outcome of the review.

8. Management of reporting deadlines

The system will automatically manage reporting deadlines:

- Reports must be submitted by the 7th of the month following the reporting period (e.g., quarter);
- the system will monitor compliance with deadlines;
- it will generate alerts for:
    - reports that have not been submitted;
    - reports submitted late.

9. Record-Keeping and Report Registry

The system will maintain an electronic registry of reports, which will include:

- all reports will be generated and presented cumulatively, both in total and broken down by each private employment agency;
- the status of each report (submitted, approved, rejected);
- the reporting period—selection of the quarter to which the report pertains;
- the report's unique identifier.

10. Aggregate Reporting and Totaling

The system will enable the automatic generation of cumulative summary reports, in accordance with templates predefined by ANOFM, including:

- the activity of private agencies by period;
- statistical indicators (number of contracts, beneficiaries, countries, etc.);
- the system will provide a report-building tool based on contract data, with the ability to select relevant fields such as: last name, first name e of the beneficiary, country, employer, private agency, employment contract period (start date – end date), as well as other predefined fields used in the registration and presentation of contracts
- exporting data for analysis.

11. Controlled Access and RBAC

Access to features will be granted according to defined roles:

- private agency – completing and submitting reports;
- ANOFM specialist/Migration module – review and validation;
- administrator – template configuration and monitoring.

12. Archiving, Traceability, and Reporting

- All reports received electronically from the private agency are archived;
- Complete history per private agency;
- electronic register of received reports;
- standardized statistical monitoring reports.

13. Activity Logging

The system will record the following in **the Activity Log**:

- the creation and modification of reports;
- their transmission;
- actions taken by ANOFM;
- notifications generated.

Acceptance criteria:

- The system does not allow the report to be submitted unless the required fields are filled out;
- The system automatically validates the data before submission;
- Each report has a unique identifier;
- The agency may modify the report only upon request from ANOFM;
- The system automatically notifies:
    - submission;
    - the deadline;
    - delays;
    - the result of the review;
- The system automatically generates aggregate reports;
- All actions are traceable in the Activity Log.

FRQ-MFM-003. Labor Placement and Overseas Employment of Moldovan Citizens Under Bilateral Treaties (Israel, Bulgaria, Germany)

The ANOFM information system will ensure fully digitized management of the labor placement and overseas employment service, covering the entire process lifecycle—from the registration of foreign job offers and the submission of applications by applicants to actual employment, monitoring of beneficiaries, and management of exceptional situations.

The system will enable:

- the electronic registration of job offers from abroad;
- online submission of applications, as applicable;
- the management of candidate lists (accepted/rejected);
- integration of the evaluation, medical examination, and document processing stages;
- the management of employment contracts;
- automatic notification of all parties involved (ANOFM, STOFM, beneficiaries);
- post-hiring monitoring and management (details in the following FRQ).

Functional workflow:

1. Management of external job offers

- The system will allow ANOFM/Labor Migration specialists to record, in the Information System (SI), within a dedicated module and using a predefined form, external job offers received from the authorities of partner countries.
- The system will allow for the classification of job offers (country, field, employer, conditions, number of job openings).
- The system will distinguish between:
  - domestic jobs
  - jobs abroad

2. Registration of the Beneficiary

If a person seeking employment abroad under bilateral agreements is not registered in the SI ANOFM system, they must follow the registration procedure in the information system, which includes completing the unified registration application and establishing their status: job seeker or unemployed.

3. Submission of the Application by the Unemployed Person or Job Seeker

- The applicant submits the application using a form predefined by ANOFM, via their personal account (after logging into the system), by accessing the "Labor Migration/Emigration" module; alternatively, the form can be generated within the system by an STOFM specialist.

- The forms will have different structures depending on the country for which the foreign job offer is registered, for example, Israel, Germany, or Bulgaria. The “phone number” field will be required, and the system will validate the entry according to the accepted format for phone numbers in the Republic of Moldova.
- The forms will have a distinct structure depending on the selected country: Israel, Germany, Bulgaria, or other partner countries.
- The “phone number” field will be required and will accept only phone numbers from the Republic of Moldova.
- The system will automatically generate the form corresponding to the selected country, with available data filled in automatically, as applicable.
- The STOFM specialist will be able to generate and complete the form in the system based on the beneficiary’s data.
- The completed form may be signed by hand by the beneficiary and the STOFM specialist.
- The system will allow the completed and handwritten-signed form to be uploaded to the beneficiary’s file.
- Beneficiaries who are electronically authenticated will be able to fill out the form directly in their personal account.
- The electronically completed form can be signed electronically by the beneficiary.
- After being electronically signed, the form will be automatically sent to STOFM.
- The system will automatically notify the STOFM specialist of the receipt of the electronic form.
- The STOFM specialist will be able to receive, verify, and electronically sign the form.
- The system will notify the beneficiary after the specialist has signed the form.
- The form signed by both parties will be automatically attached to the beneficiary’s account and to the electronic file.

Note: The system will allow the ANOFM/Labor Migration specialist to select eligibility criteria for each individual country.

Automatic validations:

- The system will perform automatic validations regarding the beneficiary’s status to confirm whether they are registered as unemployed or as a job seeker.
- The system will automatically verify the beneficiary’s eligibility based on the criteria established for each bilateral agreement and for each country individually.
- For job offers related to Israel, the system will be able to verify specific criteria such as the beneficiary’s age, gender, frequency of application submission, language proficiency, educational level, possession of a driver’s license, and other conditions stipulated in the bilateral agreement.
- The system will allow ANOFM/Labor Migration specialists to configure eligibility criteria separately for each country and bilateral program.

- The system will automatically verify whether the beneficiary already has a valid individual employment contract registered in the system, in accordance with functionality FRQ003-001—Registration of individual employment contracts submitted by private agencies.
- The contract verification will be based on the available contractual data, including the start date, end date of the contract, and information about the beneficiary/migrant.
- If the system identifies the existence of a valid individual employment contract reported by a private agency, it will flag the situation and automatically notify the STOFM specialist and/or the ANOFM/Labor Migration specialist.
- The notification will include information regarding the identified contract, the private agency that reported it, and the relevant data necessary to verify the beneficiary's eligibility for the overseas job offer.

3. Candidate Management and Selection

- The system will automatically generate a list of registered candidates based on the submitted applications/forms and will allow this list to be sent to partner authorities (e.g., via email) in accordance with established rules.
- The system will generate a separate list of candidates for each country, in accordance with the specific structure and format established for that country.
- The list of candidates will include the applicants' data and the electronic status associated with each application.
- The ANOFM/Labor Migration specialist will receive the lists of candidates and record the outcome of the selection process for each applicant in the system.
- For each candidate, the system will allow the assignment of an appropriate status, such as **"accepted candidate"** or **"rejected candidate**."
- If a candidate is rejected, the system will allow the reason for the rejection to be specified.
- Based on the assigned status, the system will automatically update each candidate's status and ensure that it is linked to their file and to the other relevant modules.
- The system will trigger, as appropriate, automatic notifications to the individuals concerned regarding the outcome of the selection process.
- Automatic candidate status update:
  - "under evaluation"
  - "accepted"
  - "rejected"
- The system will send automatic notifications to the applicant regarding the outcome of the selection process (acceptance or rejection, as applicable) through the applicant's personal account.
- The notification will include relevant information regarding the assigned status, the date of the update, and, if applicable, additional details or further instructions. Additionally, the system may send notifications through other available channels (e.g., email, SMS), depending on the defined settings and options.

4. Management of Assessment and Examination Stages

Scheduling exams (to be evaluated for potential implementation):

- automatic notification (exam period—*details to be provided later via SMS,* location)
- Recording assessment results in the system
- Scheduling and Confirmation of Medical Examination:

4.1. Professional Examination

- Candidate scheduling—automatic notification (exam period—details will be provided later via text message, location)
- Result recording:
  - pass/fail for each beneficiary

Uploading results to the system
Electronic notification to the beneficiary regarding the exam results.

4.2 Random selection—lottery (Israel)

- Recording of results: STOFM enters the status (accepted/rejected) for each beneficiary
- Notifying the beneficiary of the status
- Automatic generation of a list of beneficiaries by status: admitted or rejected

4.3 Medical Examination

  - The system will allow for electronic completion of the form, with automatic filling in of data available in the system, as applicable.
  - The system will generate a list of beneficiaries based on a form predefined by ANOFM.
  - During the review stage, the system will check whether data from the form completed at registration can be automatically imported to avoid duplicate data entry.
  - The ANOFM/Labor Migration specialist will forward the list of beneficiaries to the responsible medical institution.
  - Based on the list received from the medical institution, the ANOFM/Labor Migration specialist will enter the result of the medical evaluation into the system for each beneficiary.
  - For each beneficiary, the system will allow one of the following statuses to be assigned: fit or unfit.
  - The system will automatically notify the STOFM specialist of the list of individuals with “fit” or “unfit” status.
  - The system will electronically notify the beneficiary of the status assigned following the medical evaluation: fit or unfit.

    - The system will automatically generate lists of beneficiaries declared fit and unfit for record-keeping, monitoring, and use in subsequent stages of the process.

5. Management of Employment and Visa Documents

- The ANOFM/Labor Migration specialist will enter into the system the details regarding the scheduling of beneficiaries to submit the documents required to obtain a visa, including the date, time, location, and list of required documents.
- The system will automatically generate and send electronic notifications to **eligible** beneficiaries regarding their visa appointment, specifying the date, time, location, and required documents.
- For **eligible** beneficiaries, the system will allow the required documents to be uploaded electronically either by an ANOFM/Labor Migration specialist or directly by the beneficiary through their authenticated personal account.
- The documents that can be uploaded include, at a minimum, the passport and criminal record.
- During the analysis phase, the possibility of automatically retrieving criminal record data from available information sources will be examined.
- The ANOFM/Labor Migration specialist will forward the required documents to the relevant foreign authorities, in accordance with the applicable procedure.
- Based on the list received from the medical institution, the ANOFM/Labor Migration specialist will update the beneficiary's medical status in the system: **fit** or **unfit**.
- Additionally, the specialist will enter the status related to the criminal record into the system: **eligible** or **ineligible**.
- The system will generate a list of eligible and ineligible beneficiaries, in accordance with the form predefined by ANOFM.
- For individuals with a **"fit"** status in their criminal record, the system will automatically assign code **1**.
- For individuals with an **"ineligible"** status regarding their criminal record, the system will automatically assign code **2**.
- The final list will be generated based on the medical status received from the medical institution and the status indicated in the criminal record.

6. Management of the Approval Process

- The system will allow for the receipt and registration of the list of beneficiaries who were not granted a visa.
- For each beneficiary whose visa was denied, the system will allow the reason for the denial to be entered.
- The system will automatically notify the beneficiary, via their electronic account, of the visa denial and the corresponding reason.
- The system will allow for the receipt of the list of individuals who have obtained work authorization and the recording of this status in the beneficiary's file.

- For Germany, the system will allow the granting of work authorization to be indicated by checking a box in the beneficiary's file.
- The system will automatically notify the beneficiary of the granting of work authorization.
- For Bulgaria, the specific workflow and rules will be defined later, during the functional analysis phase.
- The system will generate automatic notifications to the beneficiary upon every relevant status change.

7. Generation and Management of Employment Contracts

- The system will allow for the receipt of contracts sent via email or other approved electronic channels.
- The system will allow for the upload and registration of scanned contracts based on a predefined template.
- Contracts can be classified and filtered by country, hire date, employment type, and other relevant criteria.
- For each registered contract, the system will automatically generate a unique identification number.
- Contracts that are entered or scanned will be stored in a dedicated electronic registry, with the ability to search, filter, view, and export them.

8. Registration of the applicant's employment in the SI ANOFM

Confirmed contract → automatic trigger:

- registration of the applicant in the SI ANOFM
- removal from the registry with *the reason "employed abroad" (specialist in charge).*

9. Organizing the Pre-Information Session

- The system will automatically schedule beneficiaries for the pre-information session, specifying the time frame, date, time, and method of participation.
- Beneficiaries will be notified automatically, and for online sessions, the notification will include the access link. Participation can be recorded as in-person or online.

10. Monitoring and Control

- Dashboard: number of people employed by country, private agencies' activity by period; statistical indicators (number of contracts, beneficiaries, countries, etc.);
- the system will provide a report-building tool based on contract data, with the option to select relevant fields such as: beneficiary's first and last name, country, employer, private agency, employment contract period (start date – end date), as well as other predefined fields used for recording and presenting contracts
- Data export for analysis.
- Full audit

Acceptance criteria:

- The beneficiary may submit the application exclusively electronically.
- The system automatically validates eligibility in the ANOFM Information System.
- External job offers are recorded and visible in the system.
- The candidate registry is generated automatically.
- Beneficiaries are automatically notified of the status.
- Contracts are registered electronically with a unique ID.
- Employment is automatically reflected in the ANOFM system.
- The system distinguishes between country-specific flows (Israel vs. the EU).
- Participation in the pre-information session is recorded and confirmed digitally.
- All actions are audited and archived electronically.

FRQ-MFM-004. Management of complaints/requests related to overseas job placement

The platform will ensure fully digitized management of the process of registering, analyzing, resolving, and monitoring complaints reported by beneficiaries employed abroad. Complaints may be submitted both by the beneficiary logged into their account and by an ANOFM/Labor Migration specialist via the dedicated interface. The system will enable comprehensive management of the complaint lifecycle:

- submission of complaints;
- automatic classification;
- resolution;
- monitoring of deadlines;
- reporting.

Main Features:

1. Petition Submission/Registration (petitions may be registered either from the beneficiary's account or through the ANOFM/Labor Migration specialist's interface) The system will allow petitions to be registered through the following channels:

- the beneficiary's personal account via the system/platform;
- the ANOFM/Labor Migration specialist's interface (Viber, etc.);

The electronic form will include:

- beneficiary information (last name, first name, automatically retrieved from the personal account or entered by the specialist);
- the
- employer;
- type of issue (selected from a predefined list: non-payment of wages, etc.);
- detailed description, if applicable;

- attachments (photos, documents, evidence);
- urgency level (low, medium, critical)—determined automatically by the system based on the type of issue.

2. Automatic Classification and Prioritization

The system will automatically classify complaints by problem category/type:

- working conditions;
- living conditions;
- abuse/exploitation;
- breach of contract;
- other exceptional situations.

Features:

- automatic risk score (based on keywords / category / country);
- prioritization:
  - critical (e.g., abuse, health risk);
  - medium;
  - low.

3. Petition Processing

The system will handle:

- automatic assignment to an ANOFM/Labor Migration specialist;
- the option for manual reassignment (to a specific specialist);
- requests for additional information from the beneficiary, as needed (in the case of a personal account via the system platform).

5. Management and Deadlines

The system will define and monitor deadlines:

- registration: automatic;
- resolution: critical cases: max. 5 days; medium and low priority cases: max. 15 days.

Features:

- sending automatic notifications to the ANOFM/Labor Migration specialist when the estimated deadline for resolving registered issues is exceeded.
- dashboard for monitoring complaints, highlighting those registered and resolved, broken down by severity: critical, medium, low.

7. Monitoring of complaints

- automatic identification of critical cases;
- immediate notification to ANOFM/Labor Migration;

8. Reporting and Analysis

- Reports:
  - number of complaints by country;
  - types of issues: critical, moderate, low;
- Identification of patterns (e.g., problematic employers, countries);

9. Audit and Traceability

- Petition history
- Electronic archiving.

Acceptance criteria:

- The system allows complaints to be submitted through the beneficiary's account and through an ANOFM/Labor Migration specialist.
- The complaint form cannot be submitted without filling in the required fields.
- The system automatically classifies petitions by issue category and risk level.
- Each complaint receives a unique ID and is fully traceable.
- The system allows for both automatic and manual case assignment.
- The workflow is managed entirely within the system (without external processes).
- SLA deadlines are monitored, and notifications are automatically generated when they are exceeded.
- Communication between ANOFM and the beneficiary takes place exclusively through the system for authenticated beneficiaries.
- The system allows for the attachment and management of supporting documents.
- The system allows for the generation of statistical and analytical reports.
- All actions are audited and archived.

FRQ-MFM-005. Integration of Moldovan citizens returning from abroad (unemployed or job seekers)

1. Identification of the beneficiary (returning emigrant)

The process is initiated by:

- registering the individual in the system (in accordance with functional requirement 7.1.14: "Unified Application for Individual Registration");

- identifying the vulnerability in the beneficiary's file—returnees from abroad who have been back for no more than 24 months after temporarily residing in another country for a continuous period of at least 90 days within a calendar year.

The system will allow for:

- manually marking the vulnerability "Citizens returning from abroad who have been back for no more than 24 months after a temporary stay in another country for a continuous period of at least 90 days within a calendar year" in the beneficiary's file;
- filling out the "Migration" module based on the identification of the corresponding vulnerability.

2. Migration Module

Identification of Returning Migrants

The specialist will complete:

- The emigrant's identification data:
- Date of identification of the emigrant/date of completion of the emigrant's record (automatically filled in by the system)
- Country from which the migrant last returned
- Year of return (automatically verified upon registration of returnee status, based on the year of return and the applicable definition)
- Work experience, occupation:

10. Centralized Reporting and Record-Keeping

The system will automatically generate:

- an electronic registry of citizens returning from abroad who have returned within the last 24 months after a temporary stay in another country of at least 90 consecutive days in a calendar year, at the beneficiary's level.
- Reports based on predefined structures for:
    - time period;
    - countries;
    - year of return;
    - etc.

11. NON-FUNCTIONAL REQUIREMENTS REGARDING THE TECHNICAL ARCHITECTURE AND PLATFORM INFRASTRUCTURE

Requirements for performance, availability, and scalability

ID	Description
NFR001	The system must ensure a response time of no more than 3 seconds for at least 95% of user requests, under normal operating conditions and for the routine operations defined by the Beneficiary.
NFR002	The system must ensure differentiated response times for complex operations, reports, advanced searches, or high-volume processing, based on thresholds established in the design documentation and validated through performance tests.
NFR003	The system must support at least 5,000 active users daily without significant degradation of operational performance and without affecting the platform’s critical functionalities.
NFR004	The system must support concurrent users, active sessions, and simultaneous transactions in accordance with the volumes estimated by the Beneficiary, with the possibility of adjusting these thresholds following a capacity analysis.
NFR005	The system must ensure a minimum availability of 99.5% during business hours, Monday–Friday, 8:00 a.m.–5:00 p.m., excluding scheduled maintenance windows approved by the Beneficiary.
NFR006	The system must allow for the definition of availability levels for critical and non-critical components, based on the importance of the functionalities, the user category, and the operational impact of unavailability.
NFR007	The system must allow for the simultaneous processing of requests, transactions, and operational flows without blockages, deadlocks, data loss, or uncontrolled degradation of digital services.
NFR008	The system must be scaled so that routine operations—including authentication, profile access, request submission, status checks, document searches, and document generation—remain available during periods of high usage.
NFR009	The system must allow for scaling of processing, storage, and request-handling capacity in response to increases in the number of users, transactions, documents, integrations, and data volumes.
NFR010	The system must allow for the independent scaling of high-load functional components, so that increased demand in one area of the platform does not require scaling the entire system.
NFR011	The system must allow for the distribution of operational workloads across multiple active service instances to reduce response times and increase operational resilience.

ID	Description
NFR012	The system must allow for traffic balancing among active components, so that requests from users and integrated systems are distributed efficiently without overloading any single component.
NFR013	The system must allow for the expansion of operational capacity without a complete interruption of services and without significantly affecting end users.
NFR014	The system must allow critical components to operate in a high-availability mode, so that the unavailability of a single instance does not automatically lead to the unavailability of the entire functionality.
NFR015	The system must allow for the isolation of performance degradation at the component or service level, so that an overloaded component does not uncontrollably affect the entire platform.
NFR016	The system must allow for the controlled processing of intensive operations through mechanisms that prevent the user interface from freezing and the degradation of critical services.
NFR017	The system must support caching mechanisms for frequently accessed data and operations to reduce response times and resource consumption without compromising the timeliness of critical data.
NFR018	The system must allow for the configuration of operational performance thresholds, including thresholds for response time, number of requests, number of concurrent users, load per component, and resource consumption.
NFR019	The system must allow for the monitoring of performance metrics for application components, databases, API services, integration flows, and critical operational processes.
NFR020	The system must allow for separate performance monitoring of modules, services, APIs, database components, background processes, and relevant integration components.
NFR021	The system must allow for the generation of operational reports on performance, availability, response times, transaction volume, resource usage, and identified degradations.
NFR022	The system must allow for the configuration of operational alerts for exceeding performance thresholds, unavailability, service degradation, abnormal increases in response times, or excessive resource consumption.
NFR023	The system must allow for performance, load, and stress testing prior to production release and prior to major releases that may affect the platform's operational capacity.
NFR024	The vendor must provide performance test reports demonstrating the system's ability to operate stably at the estimated volumes of users, transactions, documents, and integrations.
NFR025	Performance tests must include scenarios representative of the system's actual use, including routine operations, traffic spikes, searches, report generation, bulk processing, and integration flows.
NFR026	The system must allow for the identification of components that cause performance bottlenecks, including through the collection of technical metrics regarding response time, latency, errors, processing queues, and resource consumption.

ID	Description
NFR027	The system must enable the performance of scheduled maintenance and update operations with minimal impact on service availability, through planning, notification, and controlled execution.
NFR028	The system must allow for the maintenance of acceptable performance during periodic processing operations, report generation, data synchronization, or other background processes.
NFR029	The system must allow for capacity planning based on actual usage metrics, including increases in the number of users, data volume, transactions, documents, and integrations.
NFR030	The system must be designed to support the gradual growth in the volume of users, data, documents, and transactions for a period of at least 5 years, without the need to replace the core functional architecture.
NFR031	The system must allow for periodic evaluation of operational performance, identifying performance degradation trends, capacity risks, and optimization needs.
NFR032	The system must allow for the optimization of queries, processing, and data operations so that increases in data volume do not lead to uncontrolled degradation of response times.
NFR033	The system must allow for limiting the impact of massive operations on end users, including through the scheduling, partitioning, or controlled execution of high-volume processing tasks.
NFR034	The system must allow for the definition of key technical performance indicators, including response time, latency, throughput, error rate, processing time, availability, and resource utilization.
NFR035	The system must allow for performance verification following major changes to the application, database, integrations, or operational configurations, to prevent performance regressions.
NFR036	The system must allow for the establishment of acceptance thresholds for performance and availability, to be used during technical acceptance, final acceptance, and subsequent operational evaluations.

Cybersecurity and Data Protection Requirements

ID	Description
NFR037	The system must implement the principle of security-by-design, so that security requirements are taken into account at all stages of the system's life cycle: analysis, design, development, testing, delivery, operation, and maintenance.
NFR038	The system must ensure access control to functionalities, data, documents, and operations through mechanisms for authentication, authorization, and verification of access rights, based on defined roles, responsibilities, and permission levels.
NFR039	The system must apply the "need-to-know" principle so that users, processes, and system components can access only the data and functionalities strictly necessary for performing their duties or executing the authorized process.
NFR040	The system must implement API security policies, including authentication, authorization, data schema validation, input parameter verification, mitigation of abusive requests, and controlled error handling.

ID	Description
NFR041	The system must validate all data entered by users or received through integration to prevent injection attacks, parameter manipulation, transmission of non-compliant data, or uploading of malicious content.
NFR042	The system must ensure the protection of uploaded files by validating the file type and extension, verifying the file size, performing antivirus/antimalware scanning, blocking unauthorized executable files, and restricting the execution of uploaded content.
NFR043	The system must ensure the secure storage and access of uploaded documents and files so that they can be accessed only by authorized users or processes, in accordance with applicable access rights.
NFR044	The system must implement policies for the protection of personal data in accordance with applicable legislation, including the principles of lawfulness, data minimization, purpose limitation, confidentiality, integrity, and limited retention.
NFR045	The system must collect and process only the personal data necessary for approved functional purposes, avoiding excessive collection or use of data beyond the defined purpose.
NFR046	The system must allow for the configuration of personal data retention rules so that data is retained only for as long as necessary for the purpose for which it was collected and is subsequently archived, anonymized, or deleted in accordance with approved policies.
NFR047	The system must ensure the pseudonymization or anonymization of personal data used in development, testing, training, or staging environments, so that actual production data is not unnecessarily exposed outside the production environment.
NFR048	The system must implement mechanisms to protect the confidentiality of sensitive data, including by encrypting data in transit and, where appropriate, encrypting stored data, depending on the nature of the data and the Beneficiary's requirements.
NFR049	The system must ensure the secure transmission of data between components, services, and integrated systems, using encrypted channels, valid digital certificates, and mechanisms to protect against interception, tampering, or unauthorized access.
NFR050	The system must ensure the protection of user sessions, including the automatic expiration of inactive sessions, the invalidation of sessions upon logout, the protection of tokens, and the prevention of unauthorized reuse of sessions.
NFR051	The system must prevent the exposure of sensitive technical information to end users, including stack traces, internal error messages, infrastructure details, keys, tokens, passwords, or sensitive configurations.
NFR052	The system must implement controlled handling of security errors and unauthorized access attempts, displaying general messages to users and logging technical details only in secure logs.
NFR053	The system must allow for the generation and retention of security logs for relevant events, including authentications, access to personal data, modifications to critical data, administrative operations, data exports, and unauthorized access attempts.
NFR054	The system must allow for the retention and archiving of security logs in accordance with the retention periods established by the Beneficiary and the applicable regulatory framework, while protecting them against unauthorized modification, deletion, or access.

ID	Description
NFR055	The system must allow for the generation of security, audit, and compliance reports required for internal reviews, external audits, security investigations, compliance checks, and incident assessments.
NFR056	The system must allow for integration, as appropriate, with monitoring, alerting, SIEM/SOC mechanisms, or other incident response services used by the Beneficiary, STISC, or the applicable government infrastructure.
NFR057	The system must enable the detection, logging, and notification of relevant security events, including repeated failed authentication attempts, unusual access attempts, unauthorized modifications, critical errors, and abnormal system behavior.
NFR058	The system must implement secure backup policies for critical data, documents, configurations, and components, protecting backups against unauthorized access, tampering, or loss.
NFR059	The system must allow for the controlled, verified, and documented restoration of critical data and configurations as part of business continuity and incident or disaster recovery procedures.
NFR060	The system must implement patch management and periodic update policies for application components, middleware, libraries, runtime images, and other software components in use, in order to address known vulnerabilities.
NFR061	The system must allow for the tracking of identified vulnerabilities, their classification by risk, and the monitoring of their remediation within the timeframes established by contract, security policies, or the Beneficiary's procedures.
NFR062	The system must allow for security checks to be performed prior to production deployment and, where applicable, following major changes, including vulnerability scans, security tests, and configuration checks.
NFR063	For the information system, publicly exposed components, and components that process personal data, the Supplier must ensure that a penetration test is conducted by an independent entity prior to the system's launch into production.
NFR064	The penetration test must cover at least the publicly exposed components, authentication and authorization mechanisms, APIs, forms, file upload mechanisms, workflows that process personal data, and critical system integrations.
NFR065	The Provider must submit the penetration test report to the Beneficiary, which shall include the identified vulnerabilities, their severity levels, the affected components, the associated risks, and remediation recommendations.
NFR066	The vendor must address the critical and major vulnerabilities identified during the penetration test before the system goes live.
NFR067	After addressing the critical and major vulnerabilities, the Vendor must ensure that the fixes are retested or verified, and the results must be included in the acceptance documentation.
NFR068	The system must ensure the logical segregation and isolation of components, services, environments, and access zones so that the compromise of a single component does not allow the incident to spread uncontrollably throughout the entire system.

ID	Description
NFR069	The system must implement hardening policies for application components, databases, containers, exposed services, and middleware components, in accordance with applicable security recommendations and the Beneficiary's/STISC's requirements.
NFR070	The system must securely manage passwords, tokens, certificates, cryptographic keys, and other technical secrets, without storing them in source code, public files, unprotected repositories, or system logs.
NFR071	The system must allow for the periodic review of user access rights, including the blocking, suspension, or revocation of access in the event of a change in duties, termination of employment, or identification of a security risk.
NFR072	The system must ensure the separation of development, testing, staging, and production environments, with distinct access rules, data, configurations, and credentials, to prevent the exposure of production data and reduce operational risks.
NFR073	The system must allow for the configuration of security alerts for critical events, including unauthorized access, repeated authentication failures, unusual data changes, critical unavailability, or compromise of component integrity.
NFR074	The system must include protection mechanisms against common web attacks, including XSS, CSRF, SQL injection, path traversal, insecure direct object references, and other relevant vulnerabilities in accordance with OWASP best practices.
NFR075	The system must protect data exports, reports, and generated files so that they are accessible only to authorized users and do not contain personal or sensitive data beyond what is necessary for the stated purpose.
NFR076	The system must allow for the auditing of access to personal data and sensitive data, including who accessed the data, when, for what operational purpose, and what operation was performed, in accordance with applicable logging and auditing rules.
NFR077	The system must allow for the application of mechanisms to mask or partially hide sensitive data in interfaces, reports, exports, and notifications, depending on the user's role and the purpose of access.
NFR078	The system must ensure the protection of data transmitted via notifications, messages, emails, or other communication channels, avoiding the unjustified inclusion of personal data, sensitive data, or confidential information.
NFR079	The system must allow for the documentation of the technical and organizational security measures implemented, so that they can be verified during technical acceptance, security audits, or compliance assessments.
NFR080	The system must comply with the requirements regarding the protection of personal data and the security of its processing in information systems, in accordance with the applicable legal framework and the Beneficiary's policies.

Requirements for Interoperability and Data Exchange

ID	Description
NFR081	The system must ensure interoperability with relevant registries, platforms, and information systems through the MConnect government interoperability and data exchange platform, in accordance with the applicable regulatory framework, standards, and technical procedures.
NFR082	Direct connections between the system and other external registries or information systems must be avoided and may be used only in justified cases, documented and approved by the Beneficiary and the competent authorities, in accordance with applicable procedures.
NFR083	The system must enable automated data exchange with integrated external systems, based on defined, documented, and approved data flows, specifying the purpose of the data exchange, the legal basis for its use, and institutional responsibilities.
NFR084	The system must apply the principle of reusing official data available in state registries and information systems to reduce the repetitive entry of information by users and institutions.
NFR085	The system must allow for the retrieval, verification, validation, and use of data from official sources, while maintaining traceability of the source, the time of retrieval, and the operational purpose of the data's use.
NFR086	The system must allow for the use of common classifications, nomenclatures, codings, and registries necessary for interoperability, including their mapping to the internal structures of the eSocial ecosystem.
NFR087	The system must allow for the definition, administration, and versioning of data models used in data exchanges with external systems, so that changes are controlled and documented.
NFR088	The system must allow for the mapping and transformation of data exchanged between systems to ensure semantic and technical compatibility between the data structures of the integrated systems.
NFR089	The system must allow for the validation of data received through data exchange, including verification of completeness, format, consistency, encodings, nomenclatures, and applicable business rules.
NFR090	The system must allow for the reconciliation of data from external sources with existing data in the system to identify discrepancies, conflicts, duplicate records, or non-compliant data.
NFR091	The system must enable controlled management of errors occurring in interoperability processes, including error logging, classification, reprocessing, and notification of operational managers.
NFR092	The system must allow for asynchronous processing of data exchanges when an immediate response from the external system is not available or when the volume of data requires phased processing.
NFR093	The system must allow for the controlled retry of failed data exchanges without duplicating records, losing data, or compromising the consistency of information that has already been processed.
NFR094	The system must allow for the gradual integration of external systems, such that the addition of new data exchange flows does not affect the operation of existing integrations.

ID	Description
NFR095	The system must allow for the management of the operational parameters of integrations, including endpoints, routing keys, system codes, synchronization frequencies, mapping rules, and operational thresholds, without requiring a major redesign of the application.
NFR096	The system must document each external integration, including the source or destination system, the data exchanged, the purpose of the exchange, the frequency, institutional responsibilities, validation rules, and error scenarios.
NFR097	The system must allow for the publication, maintenance, and updating of technical specifications for services exposed or consumed, including API contracts, data models, response codes, and data exchange examples.
NFR098	The system must support controlled versioning of interoperability services and data exchange contracts so that changes can be implemented without causing uncontrolled impacts on integrated systems.
NFR099	The system must allow for maintaining compatibility with existing integrations for an agreed-upon transition period when services, data models, or data exchange rules are modified.
NFR100	The system must support the use of event-driven exchange mechanisms, including MConnect Events, when operational workflows require notifying other systems of the occurrence, modification, or status change of entities.
NFR101	The system must allow for the definition of its role in event exchanges—namely, event producer, event consumer, or both—in accordance with approved interoperability scenarios.
NFR102	The system must allow for the confirmation of the generation, transmission, receipt, and processing of events, where this is necessary for the traceability of interoperability flows.
NFR103	The system must enable the logging of data exchanges with external systems, including the called system, the type of data exchanged, the date and time of the exchange, the status of the operation, and the processing result.
NFR104	The system must enable operational monitoring of interoperability flows, including the availability of external services, response time, success rate, exchange errors, and processing delays.
NFR105	The system must enable the generation of operational reports on data exchanges, active integrations, interoperability errors, processed volumes, and the availability of integrated services.
NFR106	**Integration with EVO and the Overall e-Government Portfolio** The ANOFM Information System will be designed to allow integration with EVO and the overall portfolio within the e-Government ecosystem, for the purpose of retrieving and using available personal data for identification, pre-filling the user profile, completing electronic applications, verifying eligibility, and creating the electronic file. Depending on technical availability and the applicable legal framework, the system will be able to use the data and digital documents available through EVO, MConnect/MCabinet, and other government interoperability services, including for pre-filling identification data, home/residenc , contact information, digital documents, and other information relevant to the provision of ANOFM services. The individual will be able to view, confirm, correct, or complete the automatically retrieved data before finalizing the registration process or submitting the application. The system will

ID	Description
	clearly distinguish between automatically retrieved data and manually entered data and will maintain traceability of the data sources used. ANOFM will use the received data exclusively for the purpose of providing ANOFM services, in compliance with requirements regarding security, confidentiality, data minimization, and the protection of personal data. Technical details regarding integration with EVO and the general e-Government portfolio—including the data retrieval mechanism, the exact categories of accessible data, authorization rules, conditions for using digital documents, technical limitations, and security mechanisms—will be established later during the technical specification development phase.
NFR107	The system must reuse applicable common government services and platforms, depending on the system's functional flows, including MConnect, MPass, MSign, MLog, MNotify, and MPay, in accordance with the official technical specifications and procedures established by the competent authorities.
NFR108	The system must ensure integration with MConnect for data exchange with state registries, platforms, and information systems, while avoiding unnecessary direct connections between systems.
NFR109	The system must ensure integration with MPass for user authentication and access control, in accordance with government digital identity and authorization mechanisms.
NFR110	The system must ensure integration with MSign for the application and verification of electronic signatures in workflows involving the signing of applications, declarations, decisions, contracts, reports, documents, or other electronic records.
NFR111	The system must ensure integration with MLog for the transmission of events that are legally, operationally, or administratively significant, including user actions, relevant accesses, data modifications, signings, transmissions, and other operations requiring traceability.
NFR112	The system must ensure integration with MNotify for the transmission of official notifications to individuals, legal entities, employers, beneficiaries, public officials, or other participants in the processes managed by the system, through available and approved channels.
NFR113	The system must ensure integration with MPay for workflows involving the collection, distribution, verification, or recording of electronic payments related to services, fees, reimbursements, benefits, or other applicable financial transactions.
NFR114	For each integrated government service, the system must document the purpose of the integration, the functional workflows covered, the data transmitted or received, the access conditions, the authorization mechanisms, the error scenarios, and the institutional responsibilities.
NFR115	The system shall ensure integration with the semantic catalog to enable the automatic retrieval of data from the CORM (Classification of Occupations in the Republic of Moldova) and CAEM (Classification of Economic Activities in Moldova) nomenclatures.
NFR116	The system must allow for verification of the functionality of integrations with shared government services prior to production launch, through connectivity tests, functional tests, data exchange tests, and confirmation of results with the responsible institutions, as appropriate.

ID	Description
NFR117	The system must allow for the controlled handling of temporary unavailability of integrated government services, including the display of appropriate operational messages, the retention of unfinished transactions, and the resumption of processing after service restoration.
NFR118	The system must ensure integration with the ASP (Public Services Agency), including the registries it administers, for the purpose of validating individuals' identities, verifying the active legal status of entities, and verifying the licenses of private employment agencies and vocational training providers.
NFR119	The system must ensure integration with the RSP—the State Population Register—to verify and pre-fill the identification data of individuals, including the IDNP, domicile/residence data, and other relevant data available through data exchange mechanisms.
NFR120	The system must ensure integration with the RSUD—the State Register of Legal Entities—to verify the existence, status, and validity of legal entities based on the IDNO, including in the processes of registering and validating employers, vocational training providers, and other participating entities.
NFR121	The system must ensure integration with CNAS—the National Social Insurance House—to automatically verify relevant information regarding an individual's status, periods of insurance coverage, social contributions, and other data necessary for the Beneficiary's operational processes.
NFR122	The system must ensure integration with SFS—the State Tax Service—to verify tax data and information relevant to the eligibility, validation, and service delivery processes within the eSocial ecosystem.
NFR123	The system must ensure integration with the CNDDCM and the relevant registries for determining the degree of disability and work capacity, in order to verify the data necessary for service delivery and the implementation of appropriate measures.
NFR124	The system must ensure integration with CREPOR for the exchange of data related to vocational rehabilitation services for people with disabilities, within the limits of institutional competencies and the applicable legal framework.
NFR125	The system must ensure integration with RSCA—the State Register of Drivers—to verify relevant data regarding driver's licenses and other associated information, where such data is required in the system's operational workflows.
NFR126	The system must ensure integration with relevant educational registries to verify and retrieve data on individuals' education, qualifications, specializations, courses, and professional training.
NFR127	The system must ensure data exchange with the IGM—the General Inspectorate for Migration—to verify relevant data regarding beneficiaries of temporary protection, foreign nationals, and other categories of individuals, within the limits of the applicable legal framework.
NFR128	The system must ensure integration with the E-Zilieri digital registry for agricultural day laborers, managed by the State Labor Inspectorate, to verify and retrieve relevant data for applicable operational processes.
NFR129	The system must allow integration with EESSI—Electronic Exchange of Social Security Information—for the electronic exchange of social security information, to verify and retrieve

ID	Description
	the data necessary for determining social benefits and unemployment benefits, within the limits of the applicable legal framework. ANOFM will act as both a data consumer and a data provider.
NFR130	The system must allow, where appropriate, for the exchange of data with the Internal Market Information System (IMI) in order to facilitate secure communication with the competent authorities of the Member States of the European Union.
NFR131	The system must allow for controlled integration with external employment and recruitment platforms to retrieve job vacancies, while ensuring the quality, consistency, and stability of data flows.
NFR132	The system must allow for integration with the EURES platform to exchange data on job openings, resumes, and other information relevant to labor mobility, in accordance with the applicable framework.
NFR133	The system must allow for the future expansion of integrations and data exchange flows with other information systems, state registries, European platforms, or approved external platforms, without requiring a major redesign of the platform's architecture.
NFR134	For each integration, the system must allow for the definition of scenarios involving the unavailability of the external system, including application behavior, operational messages, resumption of data exchange, and handling of unfinished transactions.
NFR135	The system must allow for differentiation between data officially retrieved from registries and data reported by users, so that the source of the data is clear in operational, decision-making, and reporting processes.
NFR136	The system must allow for the controlled updating of data retrieved from external registries, including maintaining a history of relevant changes and preventing the uncontrolled overwriting of previously validated data.
NFR137	The system must allow for the prioritization of data sources in cases where the same information is available from multiple external systems, in accordance with the rules approved by the Beneficiary.
NFR138	The system must allow for the resolution of discrepancies between data from external registries and data in the beneficiary's profile, electronic file, or other internal records, in accordance with approved reconciliation rules.
NFR139	The system must allow for the use of data obtained through interoperability in functional workflows, reporting, form pre-filling, eligibility checks, automatic validations, and decision-making processes, in accordance with access rights and the applicable legal framework.
NFR140	The system must allow for the documentation of semantic assets used in data exchanges, including classifiers, nomenclatures, data models, service descriptions, and data interpretation rules.
NFR141	The system must allow for the formal validation of integrations with external systems prior to going live, including through connectivity tests, data exchange tests, consistency tests, and confirmation of results with the responsible institutions, as appropriate.

Requirements for Service Continuity, Backup, and Disaster Recovery

ID	Description
NFR142	The system must have automated backup mechanisms for critical platform components, including databases, electronic documents, attached files, application configurations, and other data necessary to resume service operations.
NFR143	The system must allow for the definition of backup policies based on the criticality of data and components, including backup frequency, backup type, retention period, and operational responsibilities.
NFR144	The system must allow backups to be performed without interrupting operational services and without significantly affecting platform performance for end users.
NFR145	The system must allow for the configuration of RTO objectives for critical components, establishing the maximum allowable time for resuming service operation after a major incident, in accordance with the Beneficiary's requirements.
NFR146	The system must allow for the configuration of RPO targets for critical components, establishing the maximum acceptable data loss in the event of a major incident, in accordance with the Beneficiary's requirements.
NFR147	The system must allow for the controlled restoration of affected data, documents, configurations, and services, in accordance with business continuity and incident or disaster recovery procedures.
NFR148	The system must allow for the selective restoration of affected data, documents, files, entities, or components without requiring a full restoration of the entire platform, when this is technically feasible and operationally justified.
NFR149	The system must allow for the complete restoration of the platform in the event of a major outage of the primary operational environment, using backup copies, configurations, artifacts, and documented procedures.
NFR150	The system must allow for the storage of backups in locations or storage areas that are logically separate from the primary operational environment, in accordance with the continuity policies approved by the Beneficiary and the entity responsible for the infrastructure.
NFR151	The system must allow for periodic verification of the existence, completeness, and usability of backup copies, so that they can be effectively used in recovery scenarios.
NFR152	The system must allow for the validation of the integrity of restored data through post-restore verification mechanisms, including the verification of the consistency of data, relationships, documents, metadata, and critical configurations.
NFR153	The system must allow for periodic and documented testing of recovery procedures, including the recovery of databases, electronic documents, configurations, and application services.
NFR154	The system must allow for periodic testing of failover, service resumption, and disaster recovery scenarios, with documentation of the results, identified issues, and corrective actions.
NFR155	The system must have redundancy mechanisms for critical components, so that the unavailability of a single component does not automatically cause the entire platform to shut down.

ID	Description
NFR156	The system must allow for the controlled resumption of services following the unavailability of a component, including restarting affected services, reconnecting to dependent components, and verifying operational status.
NFR157	The system must allow for continuous monitoring of the status of backup, restore, and replication processes, as well as the availability of critical components, highlighting any errors or delays that occur.
NFR158	The system must allow for the generation of operational reports on backups and restores, including the execution date, duration, volume processed, operation status, identified errors, and the results of the checks.
NFR159	The system must allow for the definition and enforcement of policies for the retention, archiving, and controlled disposal of backup copies, in accordance with the Beneficiary's requirements and the applicable regulatory framework.
NFR160	The system must allow for the documentation of backup, restore, failover, and disaster recovery procedures so that they can be executed by authorized personnel without critical dependence on the Provider.
NFR161	The system must allow for the inclusion of restoration and continuity procedures in the platform's operating plan, including a description of roles, responsibilities, execution steps, success criteria, and escalation procedures.
NFR162	The system must allow for the execution of periodic operational incident simulations to verify the platform's recovery capability and validate the established RTO/RPO objectives.
NFR163	The system must allow for the logging of incidents that required restoration, failover, or continuity intervention, including the cause of the incident, the affected components, the duration of downtime, the actions taken, and the outcome of the recovery.
NFR164	The system must enable the restoration of services in alternative operating environments when the primary infrastructure becomes unavailable, in accordance with the continuity scenarios approved by the Beneficiary.
NFR165	The system must allow for post-restoration checks on critical functionalities, integrations, user access, documents, reports, and operational workflows affected by the incident.
NFR166	The system must allow for the alignment of backup and recovery procedures with the release and deployment plan, so that prior to major changes, it is possible to revert to a validated operational state.
NFR167	The system must allow for the retention of relevant versions of configurations, operational parameters, and artifacts necessary for restoration, so that the platform can be restored to a known functional version.
NFR168	The system must allow for the notification of responsible personnel in the event of a failure in backup, restoration, replication, or monitoring of the availability of critical components.
NFR169	The system must allow for the definition of minimum recovery scenarios for incidents such as database unavailability, file loss, data corruption, configuration errors, application component unavailability, or deployment failure.
NFR170	The system must allow for periodic verification of available space for backup copies and archives to prevent backup operations from failing due to a lack of storage resources.

ID	Description
NFR171	The system must allow for the classification of components and data based on operational criticality, in order to establish restoration priorities in the event of a major incident or disaster.
NFR172	The system must ensure that business continuity procedures cover both operational data and electronic documents, application configurations, integration components, and the services necessary for the platform's operation.
NFR173	The system must allow for formal validation of the backup, recovery, and continuity plan by the Beneficiary prior to production launch and following major technical changes to the platform.

Requirements for Data Migration, Consolidation, and Integrity

ID	Description
NFR174	The system must allow for the controlled, secure, and auditable migration of historical and operational data from ANOFM's existing information systems to the eSocial Information System (SIA)- The "Employment and Unemployment Insurance" information component, including data from the "Jobless" PIA IS, the ISS, the angajat.md backend, the PPM IS, the Labor Migration IS, and other relevant legacy sources indicated by the Beneficiary.
NFR175	The system must enable the migration of operational data necessary for current processes, including data on beneficiaries, unemployed individuals, job seekers, employers, job openings, files, services, active measures, training courses, payments, decisions, and the history of relevant interactions.
NFR176	The system must allow for the migration of historical data covering a period determined by the Beneficiary—typically the last 2–5 years—with the possibility of extending the period for certain categories of data considered critical or necessary for the continuity of ANOFM/STOFM processes.
NFR177	The Supplier must develop and submit a Data Migration Plan, which will describe the data sources, the categories of data to be migrated, the estimated volumes, the mapping rules, the transformation rules, the sequence of stages, the validation procedures, the acceptance criteria, and the responsibilities of the parties involved.
NFR178	The migration process must be carried out in a phased, incremental, and controlled manner, using data batches, so that operational risks are minimized and each phase can be validated before moving on to the next phase.
NFR179	The migration plan must include at least the following stages: preparation and technical setup; pilot migration for reference data; test batch migration for historical employers and vacancies ; migration of inactive beneficiaries; migration of active beneficiaries; migration of documents and attachments; and migration of data from the PPM Information System and the Labor Force Migration Information System.
NFR180	The system must allow for the configuration and execution of ETL processes to extract, transform, and load data from legacy systems into the new information model of the eSocial platform, using automated, repeatable, and documented processes.

ID	Description
NFR181	The system must allow for the controlled mapping and transformation of legacy data structures to the new data model of the eSocial platform, including the mapping of fields, entities, relationships, codes, nomenclatures, and classifications used.
NFR182	The system must allow for the migration of reference data, nomenclatures, and classifications, including localities, subdivisions, institutions, fields of activity, occupations, service categories, types of active measures, and other datasets used in ANOFM/STOFM processes.
NFR183	The system must allow for the migration of users, roles, permissions, and their relationships, with controlled mapping to the authentication, authorization, and access control mechanisms used in the eSocial ecosystem.
NFR184	The system must allow for the migration of data regarding employers and historical and active job openings, while preserving the relationships between employers, job openings, their status, publication period, associated applications, and relevant history.
NFR185	The system must allow for the migration of data regarding beneficiaries, unemployed individuals, and job seekers, including profiles, status, files, services accessed, active measures, courses, decisions, associated documents, and history relevant to ANOFM/STOFM processes.
NFR186	The system must allow for the migration of data from ANOFM's specialized modules, including the PPM Information System and the Labor Migration Information System, with the data being converted to conform to the new data structures and the functionality of the corresponding modules in eSocial being validated.
NFR187	The system must allow for the cleaning and normalization of migrated data, including the removal of duplicates, the completion or flagging of incomplete data, the correction of non-compliant formats, and the identification of inconsistencies between legacy sources.
NFR188	The system must allow for the validation of the uniqueness of identifiers and the resolution of conflicts between records from multiple sources, including for beneficiaries, employers, job openings, files, documents, and other operational entities.
NFR189	The system must ensure the relational integrity and consistency of migrated data so that the relationships between beneficiaries, cases, services, active measures, documents, employers, job openings, applications, and decisions are correctly preserved after migration.
NFR190	The system must allow for the automatic validation of formats, data types, structural rules, mandatory constraints, nomenclatures, and classifiers applicable to the migrated data.
NFR191	The system must allow for the reconciliation of migrated data by comparing data from legacy sources with data uploaded to eSocial, including by verifying volumes, checksums, the number of records, relationships, and identified exceptions.
NFR192	The system must generate migration reports for each processed batch, including the volume of processed data, the number of successfully migrated records, the number of errors, identified conflicts, rejected data, processing time, and error rate.
NFR193	The system must allow for the execution of pilot and test migrations in dedicated environments prior to full migration to production, with technical and functional validation by the Beneficiary.

ID	Description
NFR194	The system must allow for the incremental migration of data without significantly affecting the performance, availability, and continuity of existing operational services, including through the planning of migration windows and final synchronization activities.
NFR195	The system must allow for the definition of a rollback procedure for each migration stage, so that, in the event of critical errors, the migration can be canceled, resumed, or reverted to its previous state without data loss and without affecting the production system.
NFR196	The system must allow for the controlled resumption of interrupted migration processes, including resuming from the last validated batch, avoiding data duplication, and clearly marking records that have already been processed.
NFR197	The system must ensure secure data migration through encrypted channels and transfer mechanisms protected against unauthorized access, alteration, loss, or unauthorized exposure of information.
NFR198	The system must ensure full traceability of data migration, transformation, validation, reconciliation, and loading operations, including identification of the user, the tool, the time of execution, the batch processed, and the result of the operation.
NFR199	The system must allow for maintaining the link between migrated records and the original identifiers in the legacy systems, to enable auditing, subsequent verification, reconciliation, and investigation of any discrepancies.
NFR200	The system must allow for the migration of electronic documents, attached files, and digital archives associated with beneficiaries, employers, files, and administrative processes, while preserving metadata, relationships, and references to the corresponding entities.
NFR201	The migration of documents and attachments must include PDF files, images, Word/Excel documents, scanned files, and other relevant formats, including resumes, diplomas, certificates, attestations, decisions, applications, contracts, reports, evaluations, and supporting documents.
NFR202	The “Employment and Unemployment Insurance” information component must allow for the organization of migrated documents within its storage infrastructure based on a configurable hierarchical structure, including by entity type, reference year, document category, digital file, service, measure, or related administrative process.
NFR203	The system must store the metadata of the migrated documents in the eSocial platform’s database without relying exclusively on the file name, including the document type, associated entity, date, source, format, size, storage location, and migration status.
NFR204	The system must allow for the validation of the integrity of migrated documents and files using checksums, hashes, or other similar mechanisms, as well as the identification of missing, corrupted, inaccessible, or incompletely transferred files.
NFR205	The system must allow for separate reporting of errors related to the migration of documents and attachments, including missing files, corrupted files, unsupported formats, failed transfers, missing metadata, unclear association with the file, or insufficient storage space.
NFR206	The system must support the migration of an estimated volume of documents and attachments ranging from 500 GB to 2 TB, or approximately 200,000 to 1,000,000 individual files, with the ability to adjust these volumes based on an actual inventory conducted prior to migration.

ID	Description
NFR207	The system must allow access to migrated documents from the eSocial interface, in accordance with applicable access rights, so that documents associated with a case file, beneficiary, employer, or administrative process can be viewed after migration.
NFR208	The system must ensure that migration processes are compatible with the MCloud infrastructure, STISC policies, security requirements, storage requirements, backup mechanisms, and operational procedures applicable to the eSocial platform.
NFR209	The system must allow for the creation of full backups of the source systems and migration environments prior to the execution of each major migration phase, as well as the retention of these backups until the migration is formally accepted by the Beneficiary.
NFR210	The system must allow for post-migration functional validation by designated users of ANOFM/STOFM, including through UAT scenarios involving active beneficiaries, employers, job openings, files, documents, services, active measures, and reports.
NFR211	The system must allow for the flagging and isolation of data that cannot be migrated automatically, through exception mechanisms, so that such data can be analyzed, corrected, or migrated manually as determined by the Beneficiary.
NFR212	The system must allow for the retention of the history of changes made to the data during the migration process, including transformations, normalizations, consolidations, deduplications, and corrections applied prior to uploading to eSocial.
NFR213	The developer will be responsible for planning, executing, and completing the process of migrating and harmonizing data from ANOFM's existing information systems to the new information system. This responsibility includes inventorying data sources, mapping and transforming legacy structures, developing ETL procedures, performing the migration itself, validating, reconciling, correcting errors, reporting results, and obtaining formal acceptance from the Beneficiary.
NFR214	The Supplier must include data migration in the overall implementation and acceptance plan so that migration activities are aligned with the development, testing, piloting, go-live, and final acceptance phases.
NFR215	The Supplier must prepare an initial inventory of the data sources to be migrated, including the source system, data type, estimated volume, data structure, data quality, the responsible institutional contact, and any identified technical limitations.
NFR216	The supplier must document the target data model used for migration, including entities, relationships, constraints, validation rules, and differences from legacy structures.
NFR217	The provider must develop a mapping matrix between the data in the legacy systems and the eSocial platform structures, indicating the source fields, target fields, transformation rules, default values, and exception-handling rules.
NFR218	The supplier must document the rules for consolidating data from multiple sources, including priority criteria among sources, duplication rules, and conflict resolution mechanisms.
NFR219	The provider must define clear acceptance criteria for each migration stage, including acceptable error thresholds, validation conditions, reconciliation criteria, and conditions for proceeding to the next stage.

ID	Description
NFR220	The provider must include the migration results in the acceptance documentation, including the migration plan, batch reports, error reports, reconciliation results, functional validations, and the beneficiary's confirmation of acceptance of the migrated data.
NFR221	The Supplier must perform post-migration tests on critical functionalities that use migrated data, including search, display, reporting, calculation, validation, document generation, approval workflows, and relevant operational processes.
NFR222	The provider must document the data that was not migrated, the reason for non-migration, the impact on operational processes, and the proposed measures for correction, manual migration, or archiving.
NFR223	The provider must ensure that changes made to the data during migration are reproducible and explainable, so that the beneficiary can subsequently verify why and how certain data were transformed.
NFR224	The Supplier must ensure that the tools, scripts, and procedures used for migration are handed over to the Beneficiary as technical deliverables, along with instructions for use and known limitations.
NFR225	The Supplier must ensure that the data migration is not considered complete until the Beneficiary has performed technical validation, functional validation, and formally accepted the migration results.

Requirements for Compatibility, Accessibility, and User Experience

ID	Description
NFR226	The system must comply with the Unified Design Model (MUD) applicable to state information resources and systems, in accordance with Government Decision No. 677/2025 and the Methodology approved by AGE Order No. 3005-094 of October 29, 2025.
NFR227	The system must apply the MUD to all public and operational interfaces, including pages, forms, digital workflows, interactive components, error messages, notifications, and navigation elements.
NFR228	The system must use components, templates, styles, and visual resources that comply with MUD, so that the interfaces are aligned with the unified government digital experience.
NFR229	The system must ensure the consistent application of MUD across all modules of the eSocial ecosystem to maintain visual, functional, and user interaction consistency.
NFR230	The system must use, where available, centrally distributed MUD components for the selected technology ecosystem, including styles, static resources, reusable components, or dedicated packages.
NFR231	Any UI component developed additionally for the system must comply with the principles, styles, behavior, and accessibility rules specified by MUD.
NFR232	The system must allow for the controlled updating of MUD-compliant visual components and resources without affecting existing functionality and without making unjustified changes to the application logic.

ID	Description
NFR233	The system must allow for verification of interface compliance with MUD requirements prior to production deployment, including through review of public pages, forms, UI components, and primary usage flows.
NFR234	The design/UI documentation must describe how the MUD was implemented, including the components used, any adaptations, justified exceptions, and the method for verifying compliance.
NFR235	The system must be compatible with use on desktops, tablets, and mobile devices, without degrading essential functionality or losing access to core digital services.
NFR236	The system must be compatible with the two most recent major versions of widely used modern browsers, including Chrome, Firefox, Safari, and Edge.
NFR237	The system must adhere to user-centered design principles so that interfaces, forms, messages, and digital workflows are clear, intuitive, and easy to use for the target user groups.
NFR238	The system must ensure a unified and consistent digital experience across all modules, services, and components of the eSocial ecosystem, so that users perceive the platform as an integrated system.
NFR239	The system must allow the user experience to be tailored based on the user's category, roles, access rights, and the services available for that profile.
NFR240	The system must adhere to responsive design principles for all public and operational interfaces, so that content, forms, tables, menus, and actions are usable across different screen resolutions.
NFR241	The system must comply with the WCAG 2.1 Level AA accessibility requirements for interfaces intended for the public and, where applicable, for interfaces used by institutional staff.
NFR242	The system must be compatible with assistive technologies, including screen readers, keyboard navigation, and other tools used by people with disabilities.
NFR243	The system must provide full keyboard navigation for essential functionalities, without requiring the user to rely exclusively on a mouse or other pointing devices.
NFR244	The system must ensure sufficient contrast between text and background, adequate visibility of interactive elements, and appropriate readability for the displayed content.
NFR245	The system must provide alternative text for relevant non-textual content, including images, icons, graphical buttons, and other visual elements necessary for understanding the interface.
NFR246	The system must use a correct semantic structure for pages and interface components to facilitate accessibility, assistive navigation, and correct interpretation of the content.
NFR247	The system must display clear, explicit, and correction-oriented error messages, including an indication of the affected field and the action required from the user.
NFR248	The system must allow for the correct and complete display of interfaces in Romanian, Russian, and English, including menus, forms, validation messages, system messages, notifications, and informational texts.
NFR249	The system must allow for the correct display of special characters, diacritics, and localized elements according to the languages supported by the platform.

ID	Description
NFR250	The system must ensure consistency in interfaces, visual components, terminology, messages, and functional behavior across all platform modules.
NFR251	The system must ensure the consistent use of visual styles, icons, action labels, buttons, messages, and navigation elements across all application components.
NFR252	The system must optimize the user experience for frequently used digital workflows and critical operational processes by reducing the number of steps, repetitive actions, and unnecessary manual entries.
NFR253	The system must enable the correct display and use of complex digital forms, including logical grouping of fields, contextual validations, explanations, completion prompts, and help messages.
NFR254	The system must allow for saving, resuming, and continuing complex digital workflows when the process involves completing multiple sections or uploading a large volume of information.
NFR255	The system must allow for the contextual display of notifications, informational messages, warnings, and error messages in a clear, consistent, and easy-to-understand manner for users.
NFR256	The system must allow users to easily identify the status of a process, request, file, document, or operation by displaying clear and explicit statuses.
NFR257	The system must ensure logical and predictable navigation between modules, pages, forms, and actions, so that the user can understand where they are and what the next step is.
NFR258	The system must display relevant information based on the user's context, avoiding overloading the interface with data, actions, or options that are not applicable to the current role or process.
NFR259	The system must allow users to use core digital services without requiring the installation of additional applications, plugins, or proprietary software components on the user's device.
NFR260	The system must allow for the reuse of user preferences and settings across the modules of the eSocial ecosystem, where this is functionally justified and does not compromise data security or privacy.
NFR261	The system must allow for the centralized configuration of static content elements, informational texts, guidance, support messages, and explanations displayed in the user interface.
NFR262	The system must allow for the subsequent integration of new interface components or digital services without compromising the consistency of the user experience and without causing uncontrolled changes to the behavior of existing interfaces.
NFR263	The system must ensure that public and operational interfaces are tested for usability, accessibility, and compatibility across devices and browsers before going live.
NFR264	The system must enable the collection and analysis of user feedback regarding the user experience, difficulties in completing tasks, frequent errors, and areas requiring improvement.
NFR265	The system must ensure that interface changes do not negatively impact the accessibility, usability, or consistency of existing digital workflows.

Requirements for Technical Support, Maintenance, and Platform Operation

ID	Description
NFR266	The system must be capable of continuous operation in accordance with the availability schedule established by the Beneficiary, except during pre-approved planned maintenance windows.
NFR267	The Supplier must provide technical support for the platform throughout the contract period, warranty period, and maintenance period, in accordance with the service levels, response times, and resolution times established in the contract.
NFR268	The Supplier must provide the Beneficiary with clear procedures for reporting, classifying, investigating, escalating, and resolving technical incidents that occur during the operation of the platform.
NFR269	The system must allow for the classification of operational incidents based on impact, urgency, and criticality, so that incidents affecting critical services are treated as a priority.
NFR270	The supplier must maintain a record of incidents, technical issues, support requests, and actions taken, including the date, description, affected component, person responsible, action taken, and outcome.
NFR271	The supplier must ensure that any errors and defects identified during the warranty period are corrected, if they result from the deliverables, configurations, implementation, or documentation provided by the supplier.
NFR272	The system must allow the Beneficiary or the designated entity to operate, administer, and maintain the platform components, based on approved procedures and appropriate access rights.
NFR273	The Supplier must ensure that current operational procedures are fully documented, including startup, shutdown, restart, service status checks, integration checks, and basic troubleshooting.
NFR274	The Provider must document procedures for preventive, corrective, adaptive, and evolutionary maintenance, specifying responsibilities, frequency, execution steps, and verification criteria.
NFR275	The system must enable the planning and controlled execution of maintenance operations, with prior notification to the Beneficiary and, where applicable, to affected users.
NFR276	The system must allow for the execution of maintenance and update operations with minimal impact on users and active digital services, within the limits established by the operational plan.
NFR277	The Provider must ensure complete and versioned documentation of updates, patches, releases, configuration changes, and technical interventions performed on the platform.
NFR278	The system must enable the planning and controlled execution of releases and technical changes in accordance with the Beneficiary's change management policies.
NFR279	Any technical change to the system must be documented, including a description of the change, the reason, the affected component, the estimated impact, the risks, the implementation steps, and the verification procedure.
NFR280	The system must allow for the assessment of the operational impact of technical changes before they are applied in the production environment.

ID	Description
NFR281	The system must allow for maintaining a history of installed operational versions, indicating the installation date, included changes, affected components, and the version status.
NFR282	The system must allow for the centralized management of the platform's operational parameters, without uncontrolled direct interventions on the source code or critical components.
NFR283	The system must allow for the separate management of parameters for the development, testing, staging, training, and production environments, in accordance with approved operational rules.
NFR284	The system must allow for the verification of the operational status of platform components, including application services, databases, background processes, integrations, and auxiliary components.
NFR285	The system must allow for the operational monitoring of critical services so that responsible personnel can quickly identify outages, performance degradation, or abnormal behavior.
NFR286	The system must enable the generation of operational alerts for technical incidents, service degradation, process failures, outages, recurring errors, or exceedance of approved operational thresholds.
NFR287	The system must allow for the generation of operational reports regarding service availability, incidents, technical interventions, applied changes, component status, and maintenance activities.
NFR288	The provider must provide support for investigating the causes of recurring incidents and proposing measures to prevent their recurrence.
NFR289	The provider must ensure that operational documentation is updated whenever technical, functional, or configuration changes occur that affect the administration or operation of the platform.
NFR290	The supplier must ensure the transfer of technical knowledge to the beneficiary or the entity designated for operation regarding the administration, monitoring, troubleshooting, configuration, and maintenance of the platform.
NFR291	The knowledge transfer must include hands-on sessions, explanations of the operational architecture, intervention procedures, common support scenarios, and how to use the administration tools.
NFR292	The Supplier must ensure that the technical staff designated by the Beneficiary can perform basic administration tasks based on the documentation and training received.
NFR293	The system must allow for modular administration of the platform's components, so that interventions on a single component can be carried out in a controlled manner without unduly affecting the entire ecosystem.
NFR294	The system must allow for the controlled updating of functional and technical components, with verification of the impact on dependent modules and relevant operational workflows.
NFR295	The system must allow for the controlled management of operational dependencies between components, so that technical interventions are planned in the correct order and with reduced operational risks.

ID	Description
NFR296	The system must allow for the maintenance of an up-to-date list of critical operational components, indicating the responsible parties, the component's role, dependencies, and the response procedure in the event of an incident.
NFR297	The system must allow for the definition of planned maintenance windows, with a record of the work performed, duration, affected components, and the outcome of the intervention.
NFR298	The system must allow for notifying the Beneficiary and, where applicable, affected users regarding planned maintenance work, scheduled outages, or relevant operational changes.
NFR299	The Supplier must provide support for platform stabilization after the production launch, including monitoring operational behavior, investigating incidents, and resolving issues that arise during the post-implementation period.
NFR300	The supplier must provide support for updates necessary to maintain compatibility with the beneficiary's operational requirements and approved technical environments.
NFR301	The system must allow for the management and periodic verification of operational configurations to identify deviations, outdated parameters, or configurations that may affect the platform's operation.
NFR302	The system must allow for the maintenance of a record of administrative operations performed on the platform, including parameter changes, component activations/deactivations, updates, and technical interventions.
NFR303	The provider must provide support for analyzing and resolving operational issues reported by users, operators, administrators, or the entity responsible for operations.
NFR304	The system must allow for the definition of operational responsibilities among the Beneficiary, the Provider, and the entity designated for operation, for activities such as administration, monitoring, intervention, support, maintenance, and escalation.
NFR305	The Provider must provide a support and maintenance plan that includes communication channels, support hours, severity levels, response times, resolution times, and the escalation procedure.
NFR306	The provider must ensure that support and maintenance activities do not create critical dependencies on individual persons, personal accounts, undocumented tools, or procedures known exclusively to the provider.
NFR307	The system must allow the Beneficiary or the designated entity to periodically verify the platform's operational capability, including by reviewing procedures, access rights, configurations, and operational documentation.
NFR308	The Provider must provide support for resolving issues identified as a result of operational verifications, technical audits, or compliance assessments conducted by the Beneficiary or the competent authorities.
NFR309	The system must allow for the maintenance of operational stability during the maintenance period, so that corrections and improvements do not cause regressions in existing functionalities.
NFR310	The Supplier must ensure periodic reporting on support and maintenance activities, including resolved incidents, changes made, open issues, planned actions, and identified operational risks.

Requirements for Logging, Auditability, and Traceability of Operations

ID	Description
NFR311	The system must ensure the logging of relevant operations performed by users, application services, automated processes, and integrated components, to the extent necessary for auditing, traceability, investigation, and operational verification.
NFR312	For each logged operation, the system must record at least the user or process identifier, the role or type of actor, the date and time of the operation, the affected component, the type of action, and the result of the operation.
NFR313	The system must support the logging of operations such as creation, viewing, modification, deletion, approval, rejection, transmission, signing, export, and cancellation, when these are relevant to the platform's functional and operational workflows.
NFR314	The system must ensure full traceability of digital workflows so that the path of a request, file, document, decision, transaction, or operation can be tracked from initiation to completion.
NFR315	The system must maintain a history of changes made to relevant operational data, including the previous value, the new value, the user or process that made the change, the date/time, and the reason for the change, if applicable.
NFR316	The system must allow for the retention of a history of changes made to electronic documents, statuses, decisions, functional parameters, and other relevant operational objects.
NFR317	The system must allow for the auditing of privileged administrative activities, including the creation, modification, or deactivation of accounts, roles, permissions, parameters, and functional configurations.
NFR318	The system must allow for the tracking of changes made to user rights, roles, and privileges, including who made the change, to whom, when, and which rights were added, modified, or revoked.
NFR319	The system must use structured logging for relevant technical and operational events so that they can be searched, filtered, correlated, and analyzed automatically.
NFR320	Logged events must be classified by type, category, component, severity level, and outcome to facilitate operational analysis and subsequent auditing.
NFR321	The system must allow the use of unique correlation identifiers for flows, transactions, requests, internal calls, and automated processes, so that events associated with the same process can be tracked as a single unit.
NFR322	The system must allow for filtering and searching audit logs based on multiple criteria, including user, role, component, operation type, time period, affected entity, status, result, and correlation identifier.
NFR323	The system must allow for the correlation of events related to the same operation across the user interface, backend services, automated processes, databases, and integration components.
NFR324	The system must allow for the generation of audit reports regarding platform usage, operations performed, relevant changes, data access, administrative activities, and significant operational events.
NFR325	The system must allow for the export of audit reports in standardized formats for internal reviews, institutional controls, operational investigations, and external audits.

ID	Description
NFR326	The system must allow for the generation of audit evidence for individual operations, digital workflows, files, documents, requests, decisions, or transactions, upon request by authorized users.
NFR327	The system must protect audit logs against unauthorized modification, alteration, deletion, or uncontrolled overwriting, so that they can be used as operational and compliance evidence.
NFR328	The system must allow for the retention of audit logs in accordance with the retention periods approved by the Beneficiary and the applicable regulatory framework, with the option for controlled archiving of historical logs.
NFR329	The system must ensure the temporal synchronization of logged events so that the order of operations and the correlation of events can be consistently determined.
NFR330	The system must allow for the auditing of automated operations performed by services, batch processes, scheduled jobs, synchronization mechanisms, and integration components.
NFR331	The system must allow for a clear distinction between operations performed by human users and operations performed automatically by services, technical processes, or system components.
NFR332	The system must allow for the auditing of data import, export, transmission, and retrieval operations, indicating the source, destination, volume, result, and any errors identified.
NFR333	The system must allow for the auditing of operations performed on reports, lists, extracts, and exports generated from the platform, including who generated them, when, and for what operational purpose.
NFR334	The system must allow for the auditing of operations performed on functional configurations, system parameters, nomenclatures, classifiers, and rules used in operational processes.
NFR335	The system must allow for viewing the history of a relevant operational entity—such as a beneficiary, employer, job opening, application, file, document, decision, or service—based on logs and change history.
NFR336	The system must allow for the identification of users or processes that have performed actions on an entity, document, or operational workflow, including the sequence of actions and their results.
NFR337	The system must allow for the flagging of important events that have legal, administrative, or operational significance, so that they can be transmitted or reported to centralized logging mechanisms, in accordance with applicable rules.
NFR338	The system must allow for the configuration of the categories of events that are logged locally and the categories of events that are transmitted to centralized logging mechanisms, in accordance with decisions approved by the competent authorities.
NFR339	The system must allow for the tracking of event transmission operations to centralized logging mechanisms, including the transmission status, any errors that occurred, and retransmission, if applicable.
NFR340	The system must allow for the correlation of local logs with events transmitted to centralized logging mechanisms, using common identifiers or other approved correlation mechanisms.

ID	Description
NFR341	The system must allow for the retention of technical and audit logs in a format that enables the investigation of incidents, verification of compliance, and reconstruction of relevant operations.
NFR342	The system must allow access to audit logs only to authorized users, in accordance with approved roles and responsibilities, with access to the logs being logged.
NFR343	The system must allow for the anonymization, masking, or restriction of the display of sensitive data in logs that are viewed or exported, depending on the user's role and the purpose of the audit.
NFR344	The system must allow for the documentation of logging and auditing mechanisms, including event categories, log structure, required fields, retention policies, search methods, and export procedures.
NFR345	The system must allow for the inclusion of audit reports and evidence in the acceptance file when they are necessary to demonstrate traceability, compliance, and the ability to investigate operations.

Requirements for the modular integration of eSocial ecosystem components

ID	Description
NFR346	The system must comply with the approved functional and technical architecture for the eSocial ecosystem so that the developed modules can operate in an integrated, coherent, and extensible manner.
NFR347	The system must allow for the modular and gradual integration of the eSocial ecosystem components without affecting existing functionalities and without requiring a major redesign of the platform.
NFR348	The system must allow for the reuse of common components of the eSocial ecosystem, including the digital profile, the electronic file, notification mechanisms, workflows, and shared functional components, where applicable.
NFR349	The system must ensure the consistent use of common user data across all integrated modules, so that information already available in the eSocial ecosystem is not requested repeatedly.
NFR350	The system must allow for the integration of new digital services, active employment measures, benefits, modules, and operational workflows into the eSocial ecosystem through configurable and documented mechanisms.
NFR351	The system must ensure the consistency of operational processes across the components of the eSocial ecosystem, including with regard to the status of files, applications, decisions, services, active measures, and interactions with users.
NFR352	The system must enable controlled data exchange between the components of the eSocial ecosystem through the platform's approved internal mechanisms, while maintaining data consistency and traceability.
NFR353	The system must allow for the retrieval and reuse of existing data within the eSocial ecosystem, subject to access rights, functional purpose, and rules approved by the Beneficiary.

ID	Description
NFR354	The system must enable the logical administration of the eSocial ecosystem components, including the activation, deactivation, configuration, and parameterization of digital modules or services, in accordance with authorized roles.
NFR355	The system must allow for the use of common nomenclatures, classifications, and semantic assets approved at the eSocial ecosystem level to ensure consistency of data and processes across modules.
NFR356	The system must allow for the controlled integration of ANOFM's existing information systems into the eSocial ecosystem, in accordance with the approved implementation, migration, testing, and acceptance phases.
NFR357	The system must allow for the expansion of the eSocial ecosystem with new modules, without uncontrolled modification of already accepted modules and without affecting the digital services currently in operation.
NFR358	The system must allow for the clear definition of the responsibilities of each component within the eSocial ecosystem, including the data managed, the functions performed, the workflows supported, and dependencies on other components.
NFR359	The system must allow for the documentation of interactions between the components of the eSocial ecosystem, including functional flows, exchanged data, processing rules, dependencies, and error scenarios.
NFR360	The system must allow for integrated testing of the eSocial ecosystem components prior to production deployment, to verify the consistency of workflows, data, statuses, and functional behavior across modules.
NFR361	The system must enable monitoring of the operational status of the integrated components of the eSocial ecosystem, so that the Beneficiary can quickly identify components that are unavailable, degraded, or non-functional.
NFR362	The system must ensure compatibility among the components of the eSocial ecosystem in the event of updates, expansions, or approved functional changes.
NFR363	The system must allow for the definition and application of common rules for the use of the digital profile and the electronic file across all integrated modules, to ensure continuity of the user experience and institutional processes.
NFR364	The system must allow for the integration of new services into the eSocial ecosystem based on documented, approved, and versioned functional and technical contracts.
NFR365	The system must allow for the formal validation of the integration of eSocial ecosystem components during acceptance testing, including through end-to-end scenarios covering multiple modules and operational workflows.

Requirements for Compliance with the Government Technology Stack

ID	Description
NFR366	The system must use mature, stable technologies that are actively supported and compatible with the Government Technology Stack, the MCloud infrastructure, and STISC's operational requirements.

ID	Description
NFR367	The system must use technologies, platforms, frameworks, and libraries that are actively supported, preferably in Long-Term Support (LTS) versions, throughout the entire implementation, warranty, and maintenance periods.
NFR368	The platform’s backend components must be developed using languages and frameworks accepted for backend services and APIs, including .NET/C#, Go, Java, or PHP with established frameworks, depending on the approved architecture and available expertise.
NFR369	The system must be designed according to the “container-first” principle and must allow application components to run in containers, with support for orchestration via Kubernetes within the MCloud infrastructure.
NFR370	The system must be compatible with Linux operating systems used in government infrastructure, including the Red Hat/Rocky Linux/AlmaLinux family or the Debian/Ubuntu LTS family, in accordance with MCloud/STISC requirements.
NFR371	The system must use PostgreSQL as the primary relational database, with the option to use other systems accepted by the Government Technology Stack only in justified, approved, and documented cases.
NFR372	The system must use open standards and interoperable formats for data exchange, including JSON, XML, UTF-8, and other formats agreed upon in the interoperability and integration documentation.
NFR373	The system must expose and consume APIs documented in accordance with the API-first and contract-first approaches, using REST and OpenAPI 3.1 for public APIs and, where applicable, gRPC/Protocol Buffers for internal communication between services.
NFR374	The system must use clear versioning mechanisms for the application, APIs, databases, configurations, artifacts, and software components, including Semantic Versioning where applicable.
NFR375	The system must allow for the externalization of configurations, operational parameters, and environment secrets without modifying the source code and without relying on the provider’s local configurations.
NFR376	The system must use Git for versioning source code, configurations, scripts, and technical documentation, with these delivered to the repository specified by the Beneficiary or the competent authority.
NFR377	The system must use structured logging, preferably in JSON format, for all relevant components of the application, with the ability to collect, correlate, and transmit logs to approved monitoring and logging mechanisms.

ID	Description
NFR378	The system must support caching, asynchronous processing, messaging, and streaming mechanisms, using technologies compatible with the Government Technology Stack, such as Valkey/Redis, RabbitMQ, and Apache Kafka, as appropriate.
NFR379	The system must be compatible with CI/CD processes and DevSecOps practices, including automated builds, automated testing, security scanning, artifact publishing, automated deployment, and post-deployment checks.
NFR380	The system must not use experimental technologies, technologies without active support, technologies that are end-of-life, technologies without a clear development roadmap, or technologies that pose major maintenance, security, or licensing risks.
NFR381	The system must allow for the complete delivery of source code, configurations, scripts, artifacts, documentation, and installation instructions in a format that enables vendor-independent operation, maintenance, and development.
NFR382	The system must use technologies and components that are compatible with the security, auditability, observability, backup, recovery, and operational requirements applicable to the MCloud infrastructure and government information systems.
NFR383	The system must be designed according to the cloud-native principle, with portable, configurable, and reproducible components that can be deployed and operated within the MCloud infrastructure without critical dependence on proprietary services or external vendors.
NFR384	The system must be compatible with OpenStack at the infrastructure level and Kubernetes at the application orchestration level, to the extent that these components are made available within the government infrastructure.
NFR385	The system must allow for the definition of infrastructure and operational configurations through declarative and automated mechanisms, including Ansible and/or OpenTofu, where applicable.
NFR386	The system must use web servers, reverse proxies, and ingress mechanisms compatible with the Government Technology Stack, including NGINX as the primary option or accepted alternatives in justified cases.
NFR387	The system must use object storage for files, documents, images, and attachments, utilizing technologies compatible with MinIO or accepted alternatives, without storing binary files directly in the relational database.
NFR388	The system must support the use of a full-text search engine compatible with OpenSearch or accepted alternatives for the efficient indexing and searching of relevant data, documents, and content.

ID	Description
NFR389	The system must support the use of an OLAP/analytics solution compatible with ClickHouse or accepted alternatives when analytical reports, aggregations on large volumes of data, or operational dashboards are required.
NFR390	The system must support the use of a flexible-schema document storage solution compatible with MongoDB or accepted alternatives, for justified use cases such as dynamic forms, configurable content, or unstructured data structures.
NFR391	The system must adhere to the API-first principle and document all exposed or consumed APIs, including endpoints, parameters, data models, response codes, errors, authentication, authorization, and versioning policy.
NFR392	The system must be compatible with integration via MConnect for data exchange with government registries, platforms, and information systems, avoiding unnecessary direct connections between systems.
NFR393	The system must use MPass for user authentication and authorization, without implementing parallel authentication mechanisms or local password databases, except in justified and approved cases.
NFR394	The system must use MSign for electronic signing and signature verification when business processes involve the signing of documents, requests, decisions, or other electronic records.
NFR395	The system must transmit to MLog events that are significant from a legal, operational, or security standpoint, including access to personal data, modification of critical data, and relevant user actions.
NFR396	The system must allow integration with MNotify to notify users, beneficiaries, employers, or institutional specialists when notifications are required by the business processes.
NFR397	The system must allow integration with MDocs or other approved government mechanisms for the secure storage, sharing, and access of electronic documents, as applicable.
NFR398	The system must use mature and supported UI frameworks for developing web interfaces, including TypeScript ecosystems with Vue.js, React, or Angular, or Blazor for the .NET ecosystem, depending on the approved architecture.
NFR399	The system must comply with the Unitary Design Model applicable to digital public services, including structuring rules, UI components, visual styles, and interface consistency requirements.
NFR400	The system must comply with WCAG 2.1 Level AA accessibility requirements for public-facing interfaces, including compatibility with assistive technologies, keyboard navigation, adequate contrast, and clear error messages.
NFR401	The system must use TypeScript for frontend code development within the JS/TS ecosystem, avoiding the use of JavaScript without static typing for new frontend code.

ID	Description
NFR402	The system must include automated testing mechanisms, including unit tests, integration tests, functional/end-to-end tests, regression tests, and, where applicable, performance and load tests.
NFR403	The system must ensure unit test coverage for critical business logic, with a minimum threshold established in the procurement documentation or test plan; a minimum of 80% is recommended for the relevant components.
NFR404	The system must enable automated vulnerability scanning for code, dependencies, container images, and software artifacts prior to promoting releases to test, staging, or production environments.
NFR405	The system must include an SBOM-style inventory of the software components and dependencies used, updated upon significant releases and made available to the Beneficiary.
NFR406	The system must use only explicitly declared, versioned, and controlled software dependencies, avoiding unspecified, unstable, or hard-to-reproduce versions.
NFR407	The system must not include software components with copyleft or restrictive licenses that may require the publication of the system's source code, except in cases analyzed, justified, and approved by the Beneficiary in accordance with applicable procedures.
NFR408	The system must preferentially use software components with permissive licenses, such as MIT, BSD, or Apache 2.0, and must document the licenses of all third-party components used.
NFR409	The system must avoid technologies, components, or services that create an unjustified dependency on a single vendor, vendor accounts, proprietary platforms, unapproved commercial licenses, or infrastructure that cannot be operated by the Beneficiary.
NFR410	The system must be delivered in such a way that it can be installed in a new environment based on the source code, configurations, artifacts, and documentation provided, through an independent deployment test.
NFR411	The system must include technical documentation in the repository, including a README, project description, technology stack, installation and configuration instructions, high-level architecture, and major technical decisions.
NFR412	The system must include complete documentation of integrations with third-party services, APIs, and systems, including the purpose of the integration, the data transmitted, endpoints, security mechanisms, responsibilities, and associated risks.
NFR413	The system must support the localization and internationalization of the interface, error messages, notifications, and forms, so that text can be updated or translated without unnecessary changes to the source code.
NFR414	The system must ensure controlled error handling, with clear messages for users and sufficient technical logs for investigation, without exposing personal data or sensitive technical details.

ID	Description
NFR415	The system must ensure the protection of personal data through strict access control, data minimization, pseudonymization in non-production environments, limited retention, and compliance with legal data protection requirements.
NFR416	The system must have documented procedures for backup, recovery, and business continuity, with recovery objectives established based on the system's criticality and periodic recovery testing.
NFR417	The system must enable technical monitoring of application and infrastructure components, including availability, performance, errors, resource consumption, integrations, and critical processes.
NFR418	The system must allow for the controlled handover to the Beneficiary of administrative accounts, keys, certificates, passwords, tokens, sensitive configurations, and other credentials necessary for operating the system.
NFR419	The system must allow for the review, restriction, or revocation of the Provider's access to technical environments upon final acceptance, upon termination of the contract, or in accordance with the established warranty and maintenance responsibilities.
NFR420	The system must be accompanied by the minimum technical deliverables required for acceptance, operation, and maintenance, including source code, configurations, scripts, artifacts, API documentation, installation documentation, manuals, tests, reports, and a list of access credentials provided.
NFR421	The system must enable technical and final acceptance based on objective evidence, including test results, security reports, compliance checklists, technical documentation, and demonstration of operation in approved environments.
NFR422	The system must allow for the identification, documentation, classification, and correction of technical nonconformities, including critical, major, moderate, and minor nonconformities, based on their impact on safety, functionality, interoperability, and operation.
NFR423	The system must comply with the technological restrictions applicable to government information systems, including the prohibition of technologies without active support, components posing a security risk, and solutions that limit independent maintenance.
NFR424	The system must allow for long-term operation and maintenance by the Beneficiary or the designated entity, without dependence on equipment, accounts, local configurations, or uncontrolled manual interventions by the Supplier.
NFR425	The Supplier must document any deviation from the Government Technology Stack or from the approved technical requirements, including justification and the impact on security, interoperability, maintainability, portability, and operating costs.

ID	Description
NFR426	The system must be designed so that updates, patches, version changes, and subsequent releases can be performed in a controlled, documented, and reproducible manner with minimal impact on service availability.

Requirements for the Database Management System and Relational Data Administration

ID	Description
NFR427	The system must use a relational database management system that is mature, stable, actively supported, and compatible with the Government Technology Stack, the MCloud infrastructure, and applicable operational policies.
NFR428	The system must use PostgreSQL as its primary relational database management system, in accordance with the option recommended in the Government Technology Stack for state information systems.
NFR429	The use of another database management system, including Microsoft SQL Server, may be permitted only in justified, approved, and documented cases, with demonstration of technical, operational, and licensing compatibility with the hosting infrastructure.
NFR430	If Microsoft SQL Server is used, the Supplier must justify the choice based on compatibility with the .NET/ASP.NET technology ecosystem, the availability of technical expertise, the Beneficiary's operational requirements, and the associated total costs.
NFR431	The system must use a version of the DBMS that is actively supported, with no components that are End-of-Life, lack security support, or have no critical updates available.
NFR432	The database must be designed according to ACID principles to ensure the integrity, consistency, isolation, and reliability of operational transactions.
NFR433	The data model must be fully documented, including the relational schema, tables, fields, data types, primary keys, foreign keys, constraints, indexes, and relationships between entities.
NFR434	The data model must clearly reflect the system's functional entities, the relationships between them, and the integrity rules applicable to the operational processes managed by the platform.
NFR435	The system must use indexing mechanisms optimized for frequent queries, filters, searches, reports, and business-critical operations.
NFR436	The system must allow for the optimization of SQL queries and the analysis of execution plans to prevent database performance degradation as data volume increases.
NFR437	The system must allow for controlled management of changes to the database schema through scripts, migrations, or versioned and reproducible mechanisms.
NFR438	Changes to the database structure must be managed in a controlled manner, without uncontrolled manual interventions directly in the production environment.

ID	Description
NFR439	The system must allow for versioning of schema changes, including the creation, modification, or deletion of tables, columns, constraints, indexes, functions, and other database objects.
NFR440	The system must allow for logical separation between operational data, reference data, temporary data, and data used for reporting, in accordance with the approved architecture.
NFR441	The system must allow for the definition of data retention, archiving, and cleansing policies at the database level, in accordance with the Beneficiary's requirements and the applicable regulatory framework.
NFR442	The system must allow for the controlled management of large volumes of data, so that an increase in the number of records does not uncontrollably affect the functioning of operational processes.
NFR443	The system must ensure referential data integrity through the use of foreign keys, constraints, validations, and consistency rules applicable to the relational model.
NFR444	The system must allow for the validation of data integrity rules at the database and application levels to prevent incomplete, inconsistent, or non-compliant records.
NFR445	The system must implement mechanisms for controlling database access based on roles, separate technical accounts, and the principle of least privilege.
NFR446	The system must prohibit the use of general administrative accounts for day-to-day application operations; such accounts are reserved exclusively for authorized administrative activities.
NFR447	The system must use secure connections between the application and the database server, in accordance with the technical and operational policies applicable to the hosting environment.
NFR448	The system must allow for monitoring of database performance, including CPU usage, memory, storage space, crashes, deadlocks, slow queries, active connections, and response time.
NFR449	The system must allow for the identification and investigation of slow queries, crashes, deadlocks, and excessive resource consumption at the database level.
NFR450	The system must allow for the configuration of the database's operational parameters based on the estimated data volume, number of users, transaction frequency, and approved performance requirements.
NFR451	The system must allow for the application of encryption policies at the database, table, or column level for sensitive data, where required by the data classification and the applicable regulatory framework.

ID	Description
NFR452	The system must prevent large files from being stored directly in the relational database, except in justified cases; electronic documents must be managed through dedicated storage mechanisms, and the database will retain the associated metadata and references.
NFR453	The system must ensure that data access mechanisms are compatible with the backend framework used, including Entity Framework or another ORM/query builder approved in the technical architecture.
NFR454	The use of an ORM must not prevent the optimization of critical queries, the efficient management of transactions, and the enforcement of integrity rules at the database level.
NFR455	The system must allow for the controlled export of data in standardized formats for reporting, auditing, migration, analysis, and operational checks, in accordance with applicable access rights.
NFR456	The system must include documented procedures for database maintenance, including index reorganization, integrity checks, updating statistics, and monitoring data volume growth.
NFR457	The system must allow for the scheduling of database maintenance activities so that the impact on users and operational services is minimal.
NFR458	The system must allow for scaling the database capacity by expanding processing, memory, and storage resources, within the limits of the infrastructure approved by the Beneficiary and STISC.
NFR459	The system must allow for the separation of database environments for development, testing, staging, training, and production, so that the data and configurations of each environment are managed in a controlled manner.
NFR460	The system must allow the use of anonymized, pseudonymized, or synthetic data in non-production environments when testing, training, or technical verification is required.
NFR461	The system must allow for the maintenance of an up-to-date data dictionary that describes the fields, data types, allowed values, sources, validation rules, and the meaning of key entities.
NFR462	The system must allow for the documentation of dependencies between the database and application components, including modules that use specific tables, views, procedures, functions, or data structures.
NFR463	The system must allow for verifying the compatibility of database changes with application versions, so that updates do not cause incompatibilities between code, schema, and data.
NFR464	The system must allow for the testing of schema changes and database migrations in non-production environments before they are deployed to production.

ID	Description
NFR465	The system must allow for the definition and monitoring of database operational metrics, including table size, data volume growth, number of connections, average response time, and SQL errors.
NFR466	The system must allow for the controlled management of technical accounts used to access the database, including the separation of accounts by applications, services, automated processes, and administrative activities.
NFR467	The system must support the use of constraints, transactions, and validation mechanisms at the database level to prevent the loss, duplication, or corruption of operational data.
NFR468	The system must allow for the documentation and justification of any deviation from PostgreSQL or from the Government Technology Stack's recommendations regarding DBMS, including the impact on costs, maintenance, security, portability, and operation.

Requirements for MCloud infrastructure, virtualization, containerization, and cloud operations

ID	Description
NFR469	The system must be designed for hosting, installation, and operation within the government's MCloud infrastructure, managed by STISC, in accordance with the technical and operational requirements applicable to government information systems.
NFR470	The solution must comply with the compatibility requirements for the MCloud infrastructure, including requirements regarding computing, storage, networking, security, monitoring, and operational management resources.
NFR471	The system must be designed according to cloud-native and container-first principles, so that application components can be deployed, scaled, updated, and operated in government cloud environments.
NFR472	The system must allow application components to run in containers, using technologies compatible with the MCloud infrastructure and with the operational policies approved by the Beneficiary and STISC.
NFR473	The system must be compatible with the container orchestration mechanisms used or planned for use in the government infrastructure, including Kubernetes or approved compatible platforms.
NFR474	The system must be compatible with virtualization and cloud infrastructures based on OpenStack or other technologies approved within MCloud, to the extent that these are made available by STISC.

ID	Description
NFR475	The system must be compatible with Linux operating systems approved for MCloud environments, including distributions from the Red Hat/Rocky Linux/AlmaLinux family or Debian/Ubuntu LTS, in accordance with STISC policies.
NFR476	The system must allow for the logical and operational separation of development, testing, staging, training, and production environments, so that each environment can be configured, managed, and validated separately.
NFR477	The system must allow for the configuration of parameters specific to each operational environment without modifying the source code, including endpoints, environment variables, connection parameters, and operational settings.
NFR478	The vendor must provide a detailed resource requirements specification for each environment, including CPU, RAM, storage, networking, persistent volumes, auxiliary services, middleware components, and resources required for operation.
NFR479	The supplier must present the logical and infrastructure architecture of the solution, including application components, the relationships between them, communication flows, network zones, and technical dependencies.
NFR480	The Supplier must provide the Beneficiary and STISC with the technical requirements necessary for configuring the MCloud infrastructure, including resources, network segments, communication rules, DNS, certificates, load balancing, and storage volumes.
NFR481	The configuration of the physical infrastructure, virtual resources, networks, security segments, and core MCloud resources will be performed by STISC, based on the technical requirements provided by the Provider and approved by the Beneficiary.
NFR482	The supplier must configure the application components, containers, middleware services, and parameters necessary for the solution to operate within the infrastructure provided by the Beneficiary and STISC.
NFR483	The system must allow for the independent scaling of application and infrastructure components, based on resource consumption, load levels, and the limits of the approved MCloud environment.
NFR484	The system must support the implementation of high-availability, failover, and operational recovery mechanisms, to the extent permitted by the MCloud infrastructure and the approved solution architecture.
NFR485	The system must support the use of autoscaling and self-healing mechanisms for critical components, where these are supported by the orchestration infrastructure and approved by the Beneficiary/STISC.
NFR486	The system must support the use of persistent storage, object storage, and shared volumes that are compatible with the government cloud infrastructure and the application’s requirements.

ID	Description
NFR487	The system must avoid critical dependence on unapproved external infrastructures, unauthorized public cloud services, or components incompatible with MCloud and STISC requirements.
NFR488	The system must be capable of being fully installed and operated within the MCloud infrastructure, without the need to use external cloud services, external accounts of the Vendor, or infrastructure not controlled by the Beneficiary or STISC.
NFR489	The Supplier must ensure that software, middleware, and infrastructure components are compatible with the policies, restrictions, and operational procedures applicable to the MCloud infrastructure prior to deployment.
NFR490	The Provider must participate in the configuration, installation, and validation of the solution in the operational environments provided by STISC until the system receives technical and final acceptance.
NFR491	The system must allow for the reproducible installation of application components in all approved environments, using controlled configurations, manifests, and artifacts.
NFR492	The system must allow for the definition of infrastructure and operational configurations through declarative and automated mechanisms, including Ansible, OpenTofu, or other tools approved within the technical architecture.
NFR493	The vendor must provide the configuration files, orchestration manifests, containerization files, and other artifacts necessary for installing and operating the application on the MCloud infrastructure.
NFR494	The system must allow integration with the administration, monitoring, and observability mechanisms available in the government infrastructure, in accordance with the requirements of the Beneficiary and STISC.
NFR495	The system must allow for checking the status of components installed in the MCloud infrastructure, including the status of containers, services, volumes, connections, application processes, and technical dependencies.
NFR496	The system must allow for the separate management of resources and configurations for each operational environment, so that changes in one environment do not uncontrollably affect the other environments.
NFR497	The system must allow for the logical isolation of components and technical flows between non-production environments and the production environment, in accordance with applicable security and operational policies.
NFR498	The system must allow for the migration, reinstallation, or reconstruction of the operational environment within the MCloud infrastructure, based on approved configurations, artifacts, and procedures.

ID	Description
NFR499	The provider must document the solution’s infrastructure dependencies, including middleware services, network components, storage, certificates, DNS, load balancing, monitoring services, and other elements necessary for operation.
NFR500	The supplier must document the procedures for installing, configuring, and verifying application components within the MCloud infrastructure so that they can be performed by authorized personnel of the Beneficiary or STISC.
NFR501	The system must allow for compatibility testing with MCloud environments prior to production deployment, including installation in non-production environments, technical testing, and confirmation of the operation of critical components.
NFR502	The supplier must present the technical limitations, minimum requirements, and infrastructure dependencies that may affect the performance, availability, scalability, or operation of the solution in MCloud.
NFR503	The system must allow for the adaptation of infrastructure configurations based on the resources made available by STISC, without major changes to the approved application architecture.
NFR504	The vendor must ensure that all components installed in the MCloud infrastructure are declared, documented, and necessary for the solution’s operation, with no hidden, unapproved, or undeclared services.
NFR505	The system must allow for long-term operation within the government infrastructure, without critical dependence on the Supplier’s local infrastructure, external equipment, unapproved commercial services, or undocumented manual procedures.

Requirements for Standardization, Reuse, and Governance of Software Components

ID	Description
NFR506	The system must use reusable and standardized software components to reduce duplication of functionality, simplify maintenance, and ensure technical consistency among modules.
NFR507	The system must apply the principle of implicit reuse of existing components so that common functionalities are not developed repeatedly if functionally, technically, and operationally compatible components exist.
NFR508	The system must allow for the reuse of common components developed within the eSocial ecosystem, where they are applicable to functional processes and compatible with the approved architecture.
NFR509	The system must use mature, standardized, actively supported software libraries, frameworks, packages, and components that are compatible with the Government Technology Stack.

ID	Description
NFR510	The system must allow for the development of software components in a modular manner, so that they can be used in multiple modules, services, or digital workflows without duplicating code.
NFR511	The system must allow for the reuse of internal API services, business components, validation components, processing components, and common configuration mechanisms across the platform's modules.
NFR512	The system must use standardized conventions for naming, structuring, organizing, and documenting software components, services, APIs, packages, modules, and technical artifacts.
NFR513	The system must support the management and versioning of reusable software components so that changes to them can be tracked, tested, and applied in a controlled manner to dependent modules.
NFR514	The system must allow for the clear identification of reusable components, including their purpose, the functionalities they cover, the modules that use them, their dependencies, and applicable versions.
NFR515	The system must allow for the development of loosely coupled components with clear interfaces and well-defined responsibilities to simplify the extension, testing, and maintenance of the platform.
NFR516	The system must avoid circular dependencies, duplication of business logic, and parallel implementations of the same business rules in different modules.
NFR517	The system must allow for the reuse of components developed in other government information systems, provided they are functionally, technically, legally, and operationally compatible with the Beneficiary's requirements.
NFR518	The system must allow for the separation of reusable components from logic specific to a single module, so that they can be maintained, tested, and updated independently.
NFR519	The system must include clear rules for updating reusable components, including impact assessment on dependent modules, regression testing, and documentation of changes.
NFR520	The system must allow for the validation of reusable components before they are used in new modules, including verification of their compatibility, stability, security, and performance.
NFR521	The system must allow for the technical and functional documentation of reusable components, including a description of their purpose, available interfaces, usage instructions, dependencies, limitations, and relevant examples.

ID	Description
NFR522	The system must allow for the maintenance of an internal catalog of reusable software components, which can be used by technical teams for the development, maintenance, and expansion of the platform.
NFR523	The system must allow for the reuse of components without compromising the functional isolation of modules, data security, access rights, or the operational rules applicable to each process.
NFR524	The system must allow for the future expansion of reusable components without uncontrolled modification of existing modules and without affecting already accepted functionalities.
NFR525	The system must allow for periodic verification of reusable components to identify those that are obsolete, duplicated, unused, unsupported, or in need of refactoring.

Requirements for DevSecOps, CI/CD, and Reproducible Delivery

ID	Description
NFR526	The system must be delivered through documented DevOps/DevSecOps processes that cover the compilation, testing, packaging, publishing, installation, and verification of application components.
NFR527	The build, testing, and delivery processes must be automated, reproducible, and executed based on the source code, configurations, and scripts located in the approved repository.
NFR528	The system must allow for controlled version promotion between the DEV, TEST, STAGING, and PROD environments, in accordance with the release workflow approved by the Beneficiary.
NFR529	The system must allow for the definition of distinct stages in the delivery pipeline, including build, test, validation, artifact publication, deployment, and post-deployment checks.
NFR530	The system must allow for the automatic and reproducible generation of software artifacts for all delivered components, so that the same version can be installed in different environments without uncontrolled recompilations.
NFR531	Source code, build scripts, delivery configurations, installation files, and related technical documentation must be managed through version control mechanisms, with traceability of changes made.
NFR532	The system must allow for the controlled management of application branches, tags, releases, and versions, in accordance with approved development and release management policies.
NFR533	Each delivery must be identifiable by a unique version, linked to the source code, the generated artifacts, the configurations used, the tests executed, and the related documentation.

ID	Description
NFR534	Delivery pipelines must allow for the separate handling of core application components, including frontend, backend, auxiliary services, databases, and integration components, when these have distinct delivery cycles.
NFR535	The system must allow for the automatic execution of relevant technical tests before promoting a release to higher environments, and failure of mandatory tests must block the promotion of the release.
NFR536	The system must allow for the automatic validation of configurations, parameters, and deployment files before they are installed in test, staging, or production environments.
NFR537	The system must allow for the publication of compliant artifacts in a controlled technical space, while maintaining a reference to the exact version delivered and the source from which they were generated.
NFR538	The system must allow for the packaging, labeling, and versioning of software artifacts in a standardized manner, so that they can be reused in installation, testing, and acceptance processes.
NFR539	The system must allow deployments to be performed through automated and documented mechanisms, avoiding manual file copying, undocumented local configurations, or uncontrolled interventions.
NFR540	The system must allow for the configuration of environment-specific parameters via files, variables, or dedicated configuration mechanisms, without modifying the application’s source code.
NFR541	The system must allow for the controlled execution of database migrations, with a record of the versions applied, the execution order, the execution results, and the ability to identify any errors that occurred.
NFR542	The system must allow for the controlled synchronization of database schemas between environments, so that structural changes are applied in a repeatable, verifiable manner and are correlated with the application version.
NFR543	The system must allow for post-deployment checks on service availability, connectivity, component operation, technical integrations, and critical workflows defined for that delivery.
NFR544	The system must allow for the automatic blocking or halting of a delivery’s promotion when post-deployment checks indicate unavailability, critical errors, or the malfunction of essential components.
NFR545	The system must allow for a controlled rollback of a deployment in the event of deployment failure, service degradation, or the identification of critical errors after installation.

ID	Description
NFR546	The rollback procedure must be documented for each major type of delivered component, including applications, configurations, artifacts, and, where applicable, database schema changes.
NFR547	The system must allow for the retention of a history of deliveries made in each environment, including the installed version, the installation date, the person or process that initiated the delivery, and the result of the operation.
NFR548	The system must allow for the generation of technical reports regarding the processes of building, testing, publishing artifacts, deployment, rollback, and post-deployment checks.
NFR549	The system must allow for the retention of technical logs related to delivery processes, so that build, testing, deployment, or rollback errors can be investigated later.
NFR550	The system must allow for the definition of promotion conditions between environments, including passing mandatory tests, delivery approval, the existence of versioned artifacts, and the availability of related documentation.
NFR551	The system must allow for the configuration of manual or automated approvals prior to promotion to the staging and production environments, in accordance with the acceptance procedures established by the Beneficiary.
NFR552	The system must allow for the separation of delivery flows for functional changes, urgent fixes, technical patches, and major releases, in accordance with the approved release management policy.
NFR553	The system must allow for the incremental delivery of components, modules, or services, while maintaining compatibility between installed versions and dependent components.
NFR554	The system must allow for the correlation of releases with requirements, defects, approved changes, or work orders to ensure traceability between development, testing, and deployment.
NFR555	The system must allow for automatic verification of the minimum structure of deliverables prior to accepting a version, including the existence of source code, configurations, scripts, artifacts, and relevant documentation.
NFR556	The system must allow delivery processes to be run in a repeatable manner to reinstall the same version in the same environment or in a different environment, without uncontrolled manual intervention.
NFR557	The system must allow for the documentation of the delivery process, including pipeline stages, promotion conditions, party responsibilities, artifact structure, configurable parameters, and actions in case of failure.
NFR558	The Supplier must provide the Beneficiary with all configurations, scripts, build files, deployment files, instructions, and documentation necessary to run the delivery processes.

ID	Description
NFR559	The system must allow the Beneficiary or the designated technical entity to execute the delivery processes without relying on the Supplier's local equipment, personal accounts, or internal environments.
NFR560	The system must allow for controlled updates of application versions, minimizing downtime and providing the ability to revert to a validated, functional version.
NFR561	The system must support standardized procedures for scheduled and urgent releases, with documentation of differences in approval, testing, and post-deployment verification.
NFR562	The system must allow for tracking the components delivered for each release, including the affected modules, the type of change, relevant dependencies, and the estimated impact on platform operation.
NFR563	The system must allow for the validation of the delivery against objective technical acceptance criteria, including successful installation, available services, passed tests, an identifiable version, and the absence of critical errors.
NFR564	The system must allow for maintaining a clear record of the versions installed in each environment to avoid uncontrolled differences between DEV, TEST, STAGING, and PROD.
NFR565	The Supplier must ensure the transfer of knowledge to the Beneficiary or the designated technical entity regarding the operation, monitoring, and intervention in the build, deploy, and rollback processes.

Requirements Regarding Licensing, SBOM, and Avoiding Vendor Lock-in

ID	Description
NFR566	The bidder must include in the financial proposal all costs necessary for the design, development, configuration, testing, implementation, data migration, integration, piloting, commissioning, documentation, training, technical support, and maintenance of the system, with no hidden costs or additional costs not explicitly provided for in the proposal.
NFR567	The bidder must include in the financial proposal all costs related to software licenses, third-party components, subscriptions, middleware, libraries, development and operational tools, digital certificates, and other components necessary for the full operation of the system.
NFR568	The bidder must explicitly indicate in the technical and financial proposals all technologies, software products, commercial licenses, proprietary components, and subscriptions used within the solution, including licensing terms, validity periods, and associated costs.
NFR569	The bidder must explicitly state whether the proposed solution uses open-source, commercial, proprietary, or hybrid components and describe the legal, technical, operational, and financial implications of their use.

ID	Description
NFR570	The bidder must provide an inventory of the software components used, including libraries, frameworks, packages, direct and transitive dependencies, third-party products, and tools necessary for the system's operation.
NFR571	The inventory of software components must include, at a minimum, the component name, version, source/manufacturer, intended use, license type, support status, any applicable costs, and usage restrictions.
NFR572	The bidder must guarantee that all software components, libraries, packages, and technologies used are legally licensed and may be used within state information systems without any legal or contractual restrictions incompatible with the Beneficiary's requirements.
NFR573	The bidder must ensure that the use of the proposed software components does not give rise to any undisclosed legal, financial, or technical obligations, including obligations to publish source code, limitations on modifying the solution, or restrictions on operation by the Beneficiary.
NFR574	The use of software components with copyleft licenses, including GPL, AGPL, or LGPL, is permitted only if the Bidder demonstrates that there is no impact on the system's source code and obtains the Beneficiary's express consent prior to including them in the solution.
NFR575	The Bidder must give priority to software components with permissive licenses, such as MIT, BSD, or Apache 2.0, which allow for the use, modification, integration, and maintenance of the system without restrictive obligations regarding the Beneficiary's source code.
NFR576	The Bidder must explicitly disclose any proprietary or commercial components that may result in dependence on a single vendor, recurring costs, usage limitations, migration restrictions, or special operating conditions.
NFR577	The Bidder must ensure that the proposed solution does not create unjustified technological or financial dependencies on accounts, licenses, subscriptions, platforms, services, or infrastructure under the exclusive control of the Bidder or a third party.
NFR578	The Bidder must guarantee that the system can be used, administered, maintained, updated, and further developed by the Beneficiary or a designated entity without the need to purchase additional licenses not declared in the bid.
NFR579	The Bidder must include in the bid all costs necessary for the operation of the solution in the development, testing, staging, training, and production environments, to the extent that they are necessary for the implementation and operation of the system.
NFR580	The bidder must separately itemize the initial and recurring costs associated with licenses, subscriptions, technical support, maintenance, updates, and services related to the proposed software components.

ID	Description
NFR581	The bidder must specify the minimum period for which the licenses, subscriptions, technical support, and usage rights for the software components included in the bid are covered.
NFR582	The bidder must state the conditions for renewal, extension, termination, or transfer of the software licenses and subscriptions used within the solution, including the financial impact on the Beneficiary.
NFR583	The bidder must guarantee that all rights of use, configuration, administration, and operation necessary for the system's functioning are transferred to the Beneficiary or the designated entity by the time of final acceptance.
NFR584	The Bidder must ensure that the licenses and rights of use for the software components are granted in the Beneficiary's name or in a form that allows the Beneficiary to continue using the system legally after the contract's completion.
NFR585	The use of software components that operate exclusively on the basis of personal accounts, commercial accounts, or subscriptions controlled by the Bidder is not permitted, except in cases expressly approved by the Beneficiary.
NFR586	The Bidder must disclose any limitations regarding the number of users, the number of transactions, data volume, the number of instances, the number of environments, or other technical/financial restrictions imposed by the licenses of the components used.
NFR587	The bidder must ensure that any proposed commercial licenses cover the estimated volume of system usage, including internal users, external users, automated processes, integrations, and the necessary technical environments.
NFR588	The bidder must explicitly state any additional costs that may arise in the event of an increase in data volume, an expansion in the number of users, the activation of additional features, or the use of optional modules.
NFR589	The bidder must ensure that security updates, critical fixes, and patches required for the software components used are covered by the licenses, subscriptions, or support terms included in the bid.
NFR590	The bidder must declare the support status of each relevant software component, including whether it is under active support, community support, commercial support, or nearing the end of support.
NFR591	The bidder must provide, upon the Beneficiary's request, evidence of the legality of the use of the software licenses included in the bid, including licensing documents, terms of use, support agreements, or declarations of conformity.
NFR592	The bidder must ensure that all software components used allow for auditing, compliance verification, and the assessment of licensing, security, and maintenance risks throughout the implementation and operation of the system.

ID	Description
NFR593	The bidder must update the inventory of software components and licenses upon each significant delivery, major release, or modification that introduces, removes, or updates relevant software components.
NFR594	The Bidder must notify the Beneficiary prior to introducing any new component that is commercially licensed, restrictive, proprietary, or has an additional financial impact, and its use will be permitted only after the Beneficiary's approval.
NFR595	The Bidder must ensure that the delivered solution does not contain pirated, unlicensed, or software of uncertain origin, or software used in violation of the license terms.
NFR596	The bidder must include in the technical documentation a section dedicated to licensing and operating costs, describing the software components used, the associated licenses, compliance obligations, recurring costs, and identified risks.
NFR597	The bidder must ensure that, upon final acceptance, the Beneficiary receives all information necessary for the legal administration of the licenses, including license keys, institutional accounts, support contracts, expiration dates, and renewal instructions, as applicable.
NFR598	The bidder must ensure that any proposed commercial or proprietary components are justified by functional or technical necessity, the lack of a viable alternative, and clear benefits to the Beneficiary.
NFR599	The bidder must provide, for each proposed commercial or proprietary component, a justification regarding the impact on the Beneficiary's operating costs, maintenance, portability, security, and independence.
NFR600	The bidder must guarantee that no software component used restricts the Beneficiary's right to operate the system, migrate it, update it, integrate it with other systems, or subsequently contract another provider for maintenance and development.
NFR601	The bidder must include in the bid the costs associated with the technical training required to administer licensed or commercial components, if their use requires specific knowledge, procedures, or tools.
NFR602	The bidder must ensure that any software, library, or component reused from previous projects is explicitly disclosed, along with its legal status, usage rights, and any limitations applicable to the Beneficiary.
NFR603	The bidder must ensure that all costs related to the environments, tools, and components necessary for testing, piloting, training, and acceptance are included in the financial proposal, if they are necessary for the delivery and acceptance of the system.
NFR604	The bidder must disclose any contractual terms of third-party licenses that may affect data confidentiality, data location, data transfer, auditing, technical support, or the continuity of system operation.

Requirements for Quality Assurance and System Validation

ID	Description
NFR605	The Supplier must develop and submit to the Beneficiary a Quality Assurance and System Validation Plan, which must include the testing methodology, types of tests, responsibilities, acceptance criteria, execution schedule, and deliverables related to the validation process.
NFR606	The Quality Assurance Plan must cover at least functional testing, end-to-end flow testing, integration testing, regression testing, operational validation, user acceptance testing, and system piloting.
NFR607	The supplier must develop test scenarios and test cases based on the functional requirements, applicable non-functional requirements, operational workflows, business rules, user roles, and approved acceptance criteria.
NFR608	The test scenarios and test cases must be traceable to the system requirements so that, for each relevant requirement, the verification method and test result can be identified.
NFR609	Test scenarios and test cases must be submitted to the Beneficiary for review and approval prior to the initiation of formal testing cycles.
NFR610	The supplier must perform functional tests to verify that the system behaves correctly in accordance with the approved requirements and defined business rules.
NFR611	The supplier must perform end-to-end tests for the critical operational workflows used by job seekers, unemployed individuals, employers, service providers, private employment agencies, ANOFM/STOFM specialists, and administrators.
NFR612	The provider must test the integrations between the Front Office and Back Office components, backend services, internal platform modules, and integrated external systems.
NFR613	The supplier must test positive, negative, exceptional, and error scenarios, including cases of incomplete data, incorrect data, unauthorized actions, workflow interruptions, and the resumption of operations in a controlled manner.
NFR614	The vendor must perform regression tests after every significant change, major fix, or version release to confirm that existing functionality has not been affected.
NFR615	The supplier must use fictitious, anonymized, or pseudonymized test data, without the unauthorized use of actual personal data in test, validation, or training environments.
NFR616	The supplier must use a defect management mechanism to record, classify, prioritize, assign, track, resolve, and close defects identified during the testing process.
NFR617	Identified defects must be classified at a minimum by severity, priority, affected component, defect type, status, person responsible for remediation, and impact on system operation.

ID	Description
NFR618	For each test cycle, the Supplier must generate execution reports that include the scenarios executed, test results, identified defects, their severity, the status of corrections, and technical recommendations.
NFR619	The Supplier must ensure that resolved defects are retested and their status updated only after confirmation of resolution in the appropriate test or validation environment.
NFR620	The system may not be submitted for final acceptance if there are any unresolved critical or major defects that affect the platform's functionality, data integrity, interoperability, operational use, or manageability.
NFR621	The supplier must perform performance, scalability, and stability tests, including, as appropriate, load testing, stress testing, spike testing, volume testing, and endurance testing.
NFR622	Performance tests must be conducted using data volumes, user profiles, and usage scenarios that closely resemble the actual operational conditions of ANOFM/STOFM.
NFR623	The supplier must document the results of the performance tests in technical reports that include the methodology, test environment, parameters used, metrics measured, reference thresholds, identified bottlenecks, and optimization recommendations.
NFR624	The Supplier must conduct operational acceptance testing together with the Beneficiary to verify that workflows, roles, responsibilities, notifications, reports, and user interactions comply with approved processes.
NFR625	The Beneficiary must be able to validate the system's functionalities through representative UAT scenarios prepared by the Supplier and approved in advance.
NFR626	The Supplier must provide the necessary support for conducting UAT testing, including preparing the environment, test data, test accounts, execution guides, and technical assistance for the users involved.
NFR627	The results of UAT testing must be documented through minutes, test reports, lists of observations, identified defects, corrections made, and confirmations of acceptance or rejection.
NFR628	Prior to the production launch, the Supplier must organize an operational pilot of the system with the participation of the Beneficiary, a limited number of STOFM subdivisions, and relevant users.
NFR629	The operational pilot must verify the system's use under conditions close to actual operation, including operational workflows, roles, permissions, user interactions, reports, notifications, and critical functionalities.

ID	Description
NFR630	During the pilot phase, the following must be monitored: application behavior, completeness of operational workflows, perceived performance, technical incidents, functional errors, and user feedback.
NFR631	Issues identified during the pilot phase must be logged, analyzed, prioritized, resolved, and retested before approval for production release.
NFR632	The supplier must prepare a Final Pilot and Operational Validation Report, which must include test results, user feedback, identified issues, implemented fixes, remaining risks, and a recommendation regarding the production launch.
NFR633	Final acceptance of the system must be contingent upon functional, technical, operational, performance, and interoperability validation by the Beneficiary, based on objective evidence presented by the Supplier.
NFR634	The Supplier must provide the Beneficiary with the system validation dossier, which shall include the test plan, test scenarios and test cases, execution reports, a list of defects, evidence of corrections, and acceptance conclusions.
NFR635	The supplier must ensure that test results are linked to the actual system deliveries, so that each test report specifies the application version, the environment tested, the date of execution, and the configuration used.
NFR636	The supplier must ensure that testing covers all major user roles, including public users, authenticated beneficiaries, employers, ANOFM/STOFM specialists, institutional administrators, and technical administrators.
NFR637	The supplier must ensure that critical business rules are tested, including eligibility, validations, statutes, workflow transitions, deadlines, notifications, document generation, approvals, rejections, and data modifications.
NFR638	The provider must ensure the testing of the delivered reports and dashboards, including the accuracy of the displayed data, filtering, aggregation, export, access rights, and consistency with the source data.
NFR639	The supplier must ensure testing of functional compatibility between the platform's modules so that data entered or modified in one module is correctly reflected in dependent modules.
NFR640	The supplier must ensure that scenarios involving simultaneous use by multiple user categories are tested to verify the system's behavior under conditions of operational concurrency.
NFR641	The Supplier must submit to the Beneficiary a list of quality risks identified during the testing process and the proposed measures to mitigate or eliminate them prior to the production launch.

ID	Description
NFR642	The Supplier must ensure that the observations made by the Beneficiary during the validation process are addressed within the agreed-upon deadlines and that the results are confirmed through retesting.
NFR643	The Supplier must ensure traceability between requirements, test cases, test results, defects, and corrections to enable verification of the completeness of the validation process.
NFR644	The system may be proposed for release to production only after the completion of the established test cycles, the correction of critical and major defects, the acceptance of the results by the Beneficiary, and the approval of the final validation report.

Requirements Regarding the Beneficiary's Control Over Technical Deliverables

ID	Description
NFR645	The Supplier must hand over to the Beneficiary all technical deliverables necessary for the operation, maintenance, auditing, security, updating, and further development of the system, without any essential deliverables remaining exclusively in the Supplier's possession.
NFR646	The Supplier must provide the complete source code of the system, including the application code, developed modules, reusable components, scripts, configurations, build files, and any other elements necessary to rebuild the solution.
NFR647	The source code must be delivered to the repository specified by the Beneficiary or the competent authority, including the relevant change history, project structure, active branches, and version tags corresponding to accepted deliverables.
NFR648	The Supplier must not deliver the source code exclusively via separate archives, physical media, informal transfers, or other mechanisms that do not allow the Beneficiary to track changes and control versions.
NFR649	The Supplier must provide the Beneficiary with all application and operational configurations necessary for the system to function in the approved environments, including environment parameters, configurable variables, configuration files, and a description of the values used.
NFR650	The Supplier must provide all scripts and procedures necessary for installing, configuring, updating, shutting down, restarting, verifying, and troubleshooting the system in the development, testing, staging, and production environments, as applicable.
NFR651	The supplier must provide the delivered software artifacts, including runtime packages, container images, migration files, published versions, and technical references that allow for the exact identification of the installed version.

ID	Description
NFR652	The supplier must ensure that each delivered version is linked to the corresponding source code, configurations, scripts, artifacts, documentation, tests, and reports, so that the delivery can be verified and reproduced.
NFR653	The supplier must provide the system architecture documentation, including a description of the components, the relationships between components, data flows, integrations, technical dependencies, architectural decisions, and relevant technical justifications.
NFR654	The Supplier must provide technical documentation for installation, configuration, and operation, written clearly enough to enable an authorized technical team to install and operate the system without critical dependence on the Supplier.
NFR655	The Supplier must provide API and integration documentation, including endpoints, data models, integration flows, authentication and authorization mechanisms, response codes, possible errors, and use cases.
NFR656	The Provider must provide documentation for the database and data model, including the logical schema, main entities, relationships, constraints, nomenclatures, classifiers, migration procedures, and integrity rules.
NFR657	The supplier must provide documentation regarding the configuration of technical environments, including resource requirements, dependencies, auxiliary services, environment variables, connection points, and conditions necessary for system operation.
NFR658	The supplier must provide the technical system administration manuals, including procedures for managing users, roles, parameters, classifiers, services, integrations, and routine technical operations.
NFR659	The supplier must provide the automated tests developed for the system, including unit, integration, functional, regression, and other relevant tests, along with instructions for running the tests and interpreting the results.
NFR660	The Supplier must deliver the test, validation, and technical verification reports so that the Beneficiary can verify the quality, stability, security, and compliance of the delivered version.
NFR661	The Supplier must provide a complete list of the software components, dependencies, libraries, and tools used, so that the Beneficiary can verify the risks related to licensing, security, maintenance, and compatibility.
NFR662	The Supplier must provide the procedures for backup, restoration, monitoring, operational intervention, and service continuity, in a format necessary for the Beneficiary or the designated entity to take over operations.
NFR663	The Supplier must hand over to the Beneficiary all administrative accounts, keys, certificates, passwords, tokens, credentials, service accounts, and other items necessary for the administration and operation of the system.

ID	Description
NFR664	The Supplier must ensure that all accounts, keys, certificates, passwords, and tokens handed over are documented, up-to-date, valid, and sufficient for the Beneficiary or the designated entity to fully operate the system.
NFR665	The Supplier must ensure that no critical component of the system depends on personal accounts, workstations, local environments, private services, undisclosed passwords, or configurations under the Supplier's exclusive control.
NFR666	The Supplier must allow for the review, restriction, or revocation of its access to technical environments after final acceptance, upon termination of the contract, or in accordance with the responsibilities established for the warranty and maintenance period.
NFR667	The Supplier must provide the procedures for deploying and updating the system so that the Beneficiary or the designated entity can install new versions, apply patches, and revert to previous versions in accordance with approved procedures.
NFR668	The Supplier must demonstrate, upon the Beneficiary's request, that the system can be installed in a new environment based on the source code, configurations, artifacts, and documentation provided, without uncontrolled manual intervention or critical dependence on the Supplier.
NFR669	The Supplier must ensure that the technical deliverables are complete, up-to-date, consistent with one another, and correspond to the version actually delivered and installed in the production environment or in the environment accepted by the Beneficiary.
NFR670	The Supplier must provide a list of the technical deliverables supplied, indicating the version, location, date of delivery, person responsible, status, and verification method for each deliverable.
NFR671	The Supplier must remedy, prior to final acceptance, any missing essential technical deliverables that prevent the Beneficiary from operating, maintaining, auditing, securing, or further developing the system.
NFR672	The Supplier must ensure the transfer of knowledge to the Beneficiary or the designated entity regarding the system's architecture, installation, configuration, administration, monitoring, troubleshooting, and updating.
NFR673	The Supplier must document all major architectural decisions, including the technical justification for the choices made, the alternatives analyzed, the impact on maintenance, and any operational constraints.
NFR674	The Supplier must ensure that the Beneficiary retains control over the data, source code, configurations, documentation, artifacts, accounts, credentials, and operational procedures necessary for the long-term operation of the system.

ID	Description
NFR675	The Supplier must provide documentation regarding incident response procedures, including steps for diagnosis, escalation, remediation, service restoration, and reporting of the response outcome.
NFR676	The Provider must ensure that all technical deliverables are accessible to the Beneficiary's authorized personnel and are not contingent upon access to unapproved external platforms, accounts, or services.
NFR677	The provider must provide the necessary instructions for rebuilding, reinstalling, or restoring the system based on the delivered deliverables, including the sequence of operations, dependencies, and post-installation checks.
NFR678	The Supplier must include in the final acceptance documentation proof of handover of technical deliverables, access rights, credentials, documentation, tests, artifacts, and operating instructions.
NFR679	The supplier must ensure that failure to hand over control of essential technical deliverables may be treated as a major or critical nonconformity, depending on the impact on the system's operation, security, maintenance, or continuity.

Requirements for the Independent Deployment Test

ID	Description
NFR680	The supplier must perform an independent deployment test prior to final acceptance to demonstrate that the system can be installed and started up in a new environment based on the deliverables handed over to the Beneficiary.
NFR681	The independent deployment test must confirm that the system's installation does not depend on workstations, local directories, undelivered files, personal accounts, undocumented configurations, or uncontrolled manual interventions by the Supplier.
NFR682	The independent deployment test must be performed in an environment separate from the Supplier's development environment and, to the extent possible, separate from the environment previously used for the current system installation.
NFR683	The environment used for the independent deployment test must be set up in accordance with the approved technical requirements so as to allow for a practical verification of the system installation's reproducibility.
NFR684	The independent deployment procedure must be executable by the Beneficiary, the entity responsible for operation, or an authorized technical team, based on the instructions provided by the Supplier.
NFR685	The Supplier must provide a test scenario for independent deployment that describes the steps for preparation, installation, configuration, startup, verification, and validation of the system.

ID	Description
NFR686	The test scenario must include a list of the necessary technical prerequisites, including the target environment, required access, minimum resources, supporting components, and the sequence of installation operations.
NFR687	The independent deployment test must verify the ability to rebuild the application from the delivered source code, without using any components or resources that have not been declared and made available to the Beneficiary.
NFR688	The independent deployment test must verify the ability to install the delivered software artifacts and identify the installed version, so that the version being run can be correlated with the accepted version.
NFR689	The independent deployment test must verify the correct application of the configurations required for the system to function in the target environment, including application parameters, integration parameters, and relevant operational settings.
NFR690	The independent deployment test must verify the correct initialization of the database, the application of schema scripts, the application of migrations, and the availability of the data schemas required for the application to function.
NFR691	The independent deployment test must verify the startup of application components and the availability of critical services, including user interfaces, backend services, APIs, and necessary auxiliary processes.
NFR692	The independent deployment test must include post-installation checks regarding the status of components, internal connectivity, access to application services, the availability of interfaces, and the functioning of core operations.
NFR693	The independent deployment test must include verification of critical integrations in a controlled environment, using approved test environments, endpoints, or mechanisms, without affecting the production environment.
NFR694	The independent deployment test must confirm that all environment-dependent variables, keys, endpoints, parameters, and settings can be configured without modifying the source code.
NFR695	The independent deployment test must confirm that the installation can be repeated under similar conditions and produces the same functional result, using the same system version and the same approved configurations.
NFR696	The vendor must document the results of the independent deployment test, including the test date, the environment used, the installed version, the steps performed, the individuals involved, the results obtained, and any issues identified.
NFR697	The supplier must include in the independent deployment test report the list of post-installation checks performed and the result of each check: compliant, partially compliant, non-compliant, or not applicable.

ID	Description
NFR698	The supplier must resolve all nonconformities that prevent the installation, startup, configuration, or verification of the system during the independent deployment test.
NFR699	The independent deployment test must be repeated after rectifying any major or critical nonconformities identified during the installation and verification process.
NFR700	A successful independent deployment test must be a condition for final acceptance of the system, provided that the system falls within the category of projects for which this verification is applicable.
NFR701	If the independent deployment test cannot be performed in full for justified reasons, the Supplier must document the limitations, causes, untested components, resulting risks, and proposed mitigating measures.
NFR702	The Beneficiary must be able to verify, as part of the independent deployment test, that the installation procedure does not require tacit knowledge, undocumented steps, or manual interventions that are not described in the delivered documentation.
NFR703	The independent deployment test must verify that the installation procedure includes rollback or correction mechanisms in the event of an installation failure, without compromising the technical environment or existing data.
NFR704	The independent deployment test must include confirmation that the installed system can be administered by authorized personnel of the Beneficiary or the entity designated for operation.
NFR705	The independent deployment test must confirm that the installed system allows for the execution of basic administrative operations, including administrative authentication, parameter verification, service verification, and application status checks.
NFR706	The independent deployment test must include verification of the operation of a minimum set of critical functional flows, as determined by the Beneficiary, to confirm that the installed system is operational.
NFR707	The supplier must include the independent deployment test report in the final acceptance file, along with the Beneficiary's observations and the status of the remediation of the identified nonconformities.
NFR708	The inability to independently install the system in a new environment must be treated as a major or critical nonconformity, depending on the impact on the Beneficiary's operation, maintenance, continuity, and control over the system.
NFR709	Acceptance of the independent deployment test does not relieve the Supplier of the obligation to subsequently remedy installation, configuration, or operational errors identified during the warranty period, if these result from incomplete deliverables or insufficient documentation.

Requirements for Handling Nonconformities and Conditional Acceptance

ID	Description
NFR710	The system and delivery process must allow for the identification, documentation, classification, tracking, and correction of nonconformities identified during implementation, testing, technical acceptance, final acceptance, warranty, or maintenance.
NFR711	The supplier must maintain a nonconformity log that includes at least the following: the nonconformity identifier, description, date of identification, source of the finding, affected component, severity level, person responsible, correction deadline, and correction status.
NFR712	Nonconformities must be classified according to their impact on the system, using at least the following levels: critical, major, moderate, and minor.
NFR713	A critical nonconformity shall be considered any deviation that affects security, system operation, data integrity, service availability, the Beneficiary's control over deliverables, or the ability to accept the system.
NFR714	A major nonconformity shall be considered any deviation that affects important functionalities, interoperability, maintenance, essential documentation, system stability, or operational capability, but which can be remedied without a complete redesign of the solution.
NFR715	A moderate nonconformity is any deviation that partially affects the quality, documentation, usability, operation, or compliance of the system, without an immediate impact on critical operations.
NFR716	A minor nonconformity is any deviation with a limited impact that can be remedied at a later time without affecting safety, operation, interoperability, data integrity, or primary acceptance.
NFR717	For each identified nonconformity, the Supplier must propose corrective actions, a deadline for correction, the person responsible for correction, and the method for verifying the result.
NFR718	The Beneficiary must be able to request additional information, clarification, or reclassification of a nonconformity when its impact on the system, deliverables, operation, or acceptance is not sufficiently documented.
NFR719	Critical nonconformities must be corrected prior to technical acceptance or final acceptance, except in cases where the Beneficiary expressly approves a justified and documented compensatory measure.
NFR720	Major nonconformities must be corrected before final acceptance if they affect the system's functionality, interoperability, security, operation, maintenance, or the Beneficiary's control over the system.
NFR721	Minor nonconformities may be temporarily accepted if they do not affect the critical operation of the system and if there is a clear deadline for remediation, approved by the Beneficiary.

ID	Description
NFR722	Minor nonconformities may be accepted conditionally, with a remediation deadline established, provided they do not affect the security, functionality, interoperability, data integrity, or operational capability of the system.
NFR723	Conditional acceptance must include a complete list of remaining nonconformities, their criticality level, the deadline for remediation, the person responsible, the verification method, and the consequences of failing to meet the established deadline.
NFR724	Conditional acceptance must not be used to transfer to production a system that cannot be properly operated, secured, audited, monitored, restored, or maintained.
NFR725	Conditional acceptance must not be used to avoid addressing essential requirements regarding security, interoperability, critical functionality, data integrity, technical deliverables, or the Beneficiary's control over the system.
NFR726	The Supplier must remedy conditionally accepted nonconformities within the established timeframe, at no additional cost to the Beneficiary, if they result from noncompliance with contractual, technical, or acceptance requirements.
NFR727	The rectification of a nonconformity must be verified by objective evidence, such as retesting, a functional demonstration, updated documentation, a technical report, an installation confirmation, or another method agreed upon by the Beneficiary.
NFR728	A nonconformity may be closed only after the Beneficiary or the acceptance committee/group confirms that the corrective action has been implemented and properly verified.
NFR729	If the remediation of a nonconformity results in changes to other components, the Supplier must indicate the impact of the change and ensure that the affected areas are verified.
NFR730	The Supplier must document the cause of major and critical nonconformities, as well as the proposed measures to prevent their recurrence in subsequent deliveries.
NFR731	Repeated, unresolved, or reopened nonconformities must be highlighted separately in the nonconformity log, indicating their history, causes, and impact on acceptance.
NFR732	The beneficiary must be able to suspend acceptance of a delivery if the identified nonconformities prevent a complete verification of the system or create significant risks to operations.
NFR733	The supplier must include in the acceptance file an updated status of nonconformities, including those that have been corrected, those that remain open, those accepted conditionally, and those declared inapplicable.
NFR734	For nonconformities declared inapplicable, the Supplier must provide technical or functional justification, and the Beneficiary must be able to accept or reject this justification.

ID	Description
NFR735	Nonconformities that affect critical functionalities or key operational workflows must be analyzed as a priority and must not be deferred to the warranty period, except in cases expressly approved by the Beneficiary.
NFR736	In the case of conditional acceptance, the Supplier must submit a remediation plan that includes the activities, deadlines, necessary resources, risks, and the method for reporting progress.
NFR737	The Beneficiary must be able to periodically verify the progress of rectifying nonconformities accepted conditionally, based on the Supplier's reports and the technical evidence submitted.
NFR738	If the Supplier fails to remedy the conditionally accepted nonconformities within the established timeframe, the Beneficiary must be able to apply the contractual measures provided for, including refusal of final acceptance, suspension of payment, or a request for immediate remediation.
NFR739	The classification, handling, and closure of nonconformities must be reflected in the acceptance minutes, acceptance reports, compliance checklists, and delivery-related documentation.
NFR740	The supplier must ensure that the correction of nonconformities does not introduce functional regressions, performance issues, integration errors, or deviations from approved requirements.
NFR741	For nonconformities with a cross-cutting impact on multiple modules, the Supplier must document all affected components and ensure integrated verification of the remediation.
NFR742	The Beneficiary must be able to reject acceptance of a delivery if remaining nonconformities affect the system's ability to be used in a safe, stable, compliant, and sustainable manner.
NFR743	The Supplier must maintain a record of nonconformities identified during the project so that the quality of deliveries and the effectiveness of corrective actions can be analyzed.
NFR744	Nonconformities identified after final acceptance, during the warranty period, must be handled according to the same principles of classification, documentation, correction, and verification, if they result from the Supplier's deliverables.

Requirements Regarding Technological Restrictions and Approved Exceptions

ID	Description
NFR745	The proposed solution must comply with the technological restrictions applicable to government information systems, in accordance with the Government Technology Stack and technical regulations approved by the competent authorities.

ID	Description
NFR746	The bidder must not propose technologies that create an unjustified dependency on a single supplier, limit future migration, prevent independent maintenance, or restrict the development of the system by the Beneficiary or by another supplier.
NFR747	The bidder must not use technologies that lack active support, do not have a clear development roadmap, are at end-of-life, or for which security updates and critical fixes are not available within a reasonable timeframe.
NFR748	The bidder must not use technologies that are experimental, unstable, insufficiently documented, or that have not been validated for use in government information systems or in systems with high availability, security, and maintenance requirements.
NFR749	The bidder must not propose software components, platforms, or technologies that have a relevant history of unilateral licensing changes, sudden changes to the business model, or the introduction of unforeseen costs for existing users.
NFR750	The bidder must not use software components from unverifiable sources, unofficial repositories, insecure distributions, or channels that do not allow verification of the component's origin, version, and integrity.
NFR751	The bidder must not include technologies or software components reported to have recurring critical vulnerabilities, supply-chain risks, or security risks incompatible with use in government information systems.
NFR752	The bidder must not propose technologies for which there is insufficient availability of specialists, documentation, technical support, or companies capable of ensuring long-term maintenance under reasonable conditions for the Beneficiary.
NFR753	The bidder must not use technologies that impose technical conditions incompatible with the approved government infrastructure, applicable operational policies, or portability and independent operation requirements.
NFR754	The bidder must not use components that require an unjustified modification of the approved architecture, the introduction of unapproved external services, or the creation of mechanisms that run in parallel with existing government platforms.
NFR755	Any deviation from the Government Technology Stack must be documented and justified by the Bidder prior to the use of the respective technology in the solution.
NFR756	The justification for the deviation must include the technical or functional reason for the exception, the alternatives analyzed, the reason why compliant alternatives are insufficient, and the impact on the system.
NFR757	The justification for the deviation must describe the impact on security, interoperability, portability, operating costs, continuity, availability of specialists, and the Beneficiary's ability to operate the system.

ID	Description
NFR758	Deviations that affect security, interoperability, control over deliverables, portability, or operational continuity must be approved in advance by the Beneficiary and, where applicable, by the competent authorities in accordance with applicable procedures.
NFR759	The Bidder must present clear compensatory measures for each technological exception, including risk mitigation measures, dependency reduction measures, additional documentation, monitoring mechanisms, and a replacement plan, as applicable.
NFR760	Approved technological exceptions must be recorded in a deviation log, which must include the technology in question, the reason for the exception, the approval decision, the validity period, the accepted risks, and the compensatory measures.
NFR761	The bidder must indicate whether the exception is temporary or permanent and, for temporary exceptions, propose a timeframe and a strategy for returning to compliant technologies.
NFR762	The bidder must ensure that no technological exception is tacitly introduced into the system without the Beneficiary's knowledge, documentation, and approval.
NFR763	The Bidder must notify the Beneficiary prior to replacing, updating, or introducing any technology that may affect compliance with the Government Technology Stack or applicable technical regulations.
NFR764	The Beneficiary must be able to reject any proposed technology that does not comply with applicable technological restrictions or for which the justification for the deviation is incomplete, insufficient, or unacceptable.
NFR765	Technologies accepted as exceptions must not affect the Beneficiary's right to operate, manage, audit, migrate, update, or further develop the system.
NFR766	The bidder must ensure that the use of a technology accepted as an exception does not create technical barriers in the event of a change in supplier, system expansion, or migration to another compatible infrastructure.
NFR767	The Bidder must document the technical dependencies created by each technological exception, including the affected components, interfaces, data, configurations, and operational risks.
NFR768	For technologies accepted as exceptions, the Bidder must submit a maintenance plan that includes updates, support, vulnerability monitoring, remediation procedures, and clear responsibilities.
NFR769	For technologies accepted as exceptions, the Bidder must submit an exit or replacement plan when there is a risk of support termination, unjustified cost increases, incompatibility, or excessive dependency.

ID	Description
NFR770	The Bidder must ensure that technologies accepted as exceptions are documented in the system architecture, technical documentation, and acceptance file, with an indication of the risks and approved mitigating measures.
NFR771	The bidder must ensure that any technological component rejected by the Beneficiary is removed or replaced without impacting deadlines or costs, if it was proposed without proper justification or prior approval.
NFR772	The bidder must ensure that the use of technologies involving rare expertise is permitted only if there is technical justification, complete documentation, knowledge transfer, and guarantees regarding long-term maintenance.
NFR773	The bidder must avoid technologies that impose operational requirements disproportionate to the system's complexity, the Beneficiary's capacity, or the capacity of the entity designated to operate the system.
NFR774	The bidder must ensure that approved technological exceptions do not adversely affect integration with government systems, shared services, authentication mechanisms, logging, data exchange, or approved infrastructure.
NFR775	The bidder must include in the technical documentation a separate section on applicable technological restrictions and any approved exceptions, with references to the Beneficiary's decisions.
NFR776	The bidder must update the register of technological exceptions whenever changes occur regarding components, versions, risks, support, costs, or compensatory measures.
NFR777	The bidder must demonstrate, at the Beneficiary's request, that the technologies used do not violate the applicable technology restrictions and that any deviations have been approved in accordance with the established procedure.
NFR778	If a technology accepted as an exception subsequently becomes non-compliant, unsafe, unsupported, or incompatible, the Bidder must propose measures to remedy, replace, or mitigate the risks.
NFR779	The lack of justification for a technological deviation, the use of a prohibited technology, or the introduction of an unapproved technology must be treated as nonconformity in the acceptance process.

Requirements for Minimum Technical Deliverables

ID	Description
NFR780	The Supplier must provide the Beneficiary or the system owner with all minimum technical deliverables necessary for the acceptance, operation, maintenance, and further development of the system.

ID	Description
NFR781	Administrative accounts, keys, certificates, passwords, tokens, and other credentials necessary for system operation shall be managed in a controlled manner and handed over to the Beneficiary, the system owner, or the entity designated for operation. Upon final acceptance or termination of the contractual relationship, the Supplier’s access shall be reviewed, restricted, or revoked, as appropriate.
NFR782	Source code, configurations, scripts, documentation, tests, delivery artifacts, and other technical deliverables shall be handed over to the beneficiary in the form, media, and within the timeframes established by the contract. The supplier shall not retain exclusive control over the essential deliverables necessary for the operation, maintenance, auditing, or further development of the system.
NFR783	The Supplier must hand over the configurations of the application and the technical environments used for development, testing, staging, training, and production, as applicable.
NFR784	The Supplier must hand over the scripts and files necessary for building, testing, delivery, and deployment, so that the technical processes can be executed and verified by the Beneficiary or the designated entity.
NFR785	The Supplier must provide the published software artifacts and references to the delivered versions so that each installed version can be identified and correlated with the accepted delivery.
NFR786	The Supplier must deliver the system architecture documentation, including the components, the relationships between them, data flows, technical dependencies, and relevant architectural decisions.
NFR787	The supplier must provide API and integration documentation, including exposed or consumed services, endpoints, data models, security mechanisms, response codes, and error scenarios.
NFR788	The Supplier must provide documentation for the installation, configuration, and operation of the system, which must be sufficiently clear to allow for the installation and operation of the system without critical dependence on the Supplier.
NFR789	The Supplier must provide the necessary user and administration manuals for end users, functional administrators, and technical administrators, as applicable.
NFR790	The Supplier must provide the automated tests developed for the system and the related test reports, including instructions for running the tests and interpreting the results.
NFR791	The supplier must provide an inventory of the software components and dependencies used, including direct and transitive components, libraries, frameworks, packages, and relevant tools.
NFR792	The Supplier must deliver the security verification reports, if applicable, in accordance with the project requirements, the regulatory framework, the system classification, or the Beneficiary’s request.

ID	Description
NFR793	The supplier must provide the backup, recovery, and business continuity procedures necessary to protect the system’s critical data, documents, configurations, and components.
NFR794	The Supplier must provide a description of the logging and monitoring mechanisms, including event categories, monitored metrics, alerts, technical logs, and investigation mechanisms.
NFR795	The supplier must submit major architectural decisions, including the justification for technical choices, the alternatives analyzed, the impact on maintenance, and any operational constraints.
NFR796	The supplier must provide a list of the accesses, accounts, certificates, keys, passwords, tokens, and credentials required for the administration and operation of the system.
NFR797	The supplier must provide a list of identified nonconformities and their remediation status, including closed, open, conditionally accepted, or declared inapplicable nonconformities.
NFR798	Technical deliverables must be up-to-date, complete, accessible to authorized personnel, and consistent with the version of the system that was actually delivered and installed.
NFR799	Essential deliverables for the operation, security, maintenance, auditing, or further development of the system may not remain exclusively in the possession of the Supplier.
NFR800	The absence of essential technical deliverables may constitute a major or critical nonconformity, depending on the impact on the operation, security, maintenance, auditing, or handover of the system to the Beneficiary.

Requirements for Delivery Processes and CI/CD

ID	Description
NFR801	The supplier must ensure documented and reproducible processes for building, testing, scanning, packaging, publishing, and deploying system components.
NFR802	The delivery process must include the build phase, involving the compilation of source code and the generation of software artifacts ready for execution.
NFR803	The delivery process must include a testing phase, involving the execution of applicable tests and the generation of the corresponding test reports.
NFR804	The delivery process must include the inventory of software components, by generating and maintaining an inventory of the components and dependencies used.
NFR805	The delivery process must include scanning and verifying the code, dependencies, and artifacts for vulnerabilities, insecure configurations, and relevant technical risks.
NFR806	The delivery process must allow for the publication of compliant artifacts in a controlled technical environment, while maintaining a reference to the exact version delivered.

ID	Description
NFR807	The delivery process must include the deployment phase, involving the installation or update of the system in approved environments, using documented and reproducible mechanisms.
NFR808	The delivery process must include post-deployment checks to confirm the availability of services, connectivity, integrations, applied migrations, and critical functionalities.
NFR809	The vendor must provide the components necessary for the operation of the delivery process, including build files, tests, configurations, scripts, artifacts, and related technical deliverables.
NFR810	The entity responsible for operating the technical environments must be able to configure, operate, or validate the delivery process, in accordance with the responsibilities established by contract and applicable procedures.
NFR811	The beneficiary or system owner must be able to validate the critical functionalities and business flows relevant to acceptance after the delivery process has been executed.
NFR812	The description of the delivery process must include the pipeline stages, including build, testing, inventory, scanning, artifact publication, deployment, and post-deployment checks.
NFR813	The description of the delivery process must include the conditions for promotion between environments, including technical criteria, mandatory tests, required approvals, and post-deployment checks.
NFR814	The description of the delivery process must include the responsibilities of the parties involved in build, testing, validation, deployment, operation, rollback, and acceptance.
NFR815	The description of the delivery process must include the structure of software artifacts, as well as how they are packaged, labeled, versioned, published, and identified.
NFR816	The description of the delivery process must include the configurable parameters used in the installation and operation processes, including the differences between approved technical environments.
NFR817	The description of the delivery process must include how secrets are managed, including keys, tokens, passwords, certificates, and other technical credentials used in the delivery process.
NFR818	The description of the delivery process must include the rollback procedure applicable in the event of a delivery failure, service degradation, or the identification of critical errors after deployment.
NFR819	The description of the delivery process must include the actions to be taken in the event of a delivery failure, including halting the promotion, notifying the responsible parties, analyzing the cause, and resuming the process in a controlled manner.
NFR820	Manual deployment, uncontrolled file copying, undocumented local configurations, or reliance on the Provider’s equipment or accounts are not acceptable for staging and production environments, except in justified and approved situations.

Requirements for the AGE Compliance Matrix and Acceptance Checklist

ID	Description
NFR821	The Vendor must develop, complete, and submit to the Beneficiary the AGE compliance matrix, in accordance with the structure established in this document or as agreed upon with the Beneficiary, to verify the system's compliance with the Government Technology Stack, the AGE technical regulation, the contractual requirements, and the requirements of this document.
NFR822	The AGE compliance matrix must be used during the testing, verification, technical acceptance, and final acceptance of the system.
NFR823	The AGE compliance matrix must include at least the following fields: criterion code, compliance area or pillar, acceptance criterion, related NFR requirements, applicability, criticality, person responsible for verification, required evidence, result, and comments.
NFR824	For each acceptance criterion, the Supplier must identify the corresponding NFR requirements in this document to ensure traceability between requirements, verifications, evidence, and the acceptance result.
NFR825	The Supplier must include in the AGE compliance matrix the verification of compliance with the Government Technology Stack, including accepted programming languages, frameworks, databases, operating systems, web servers, containerization technologies, and delivery tools.
NFR826	The supplier must include in the AGE compliance matrix verification of the architecture, MCloud infrastructure, cloud-native requirements, container-first approach, portability, scalability, and the ability to operate within approved government infrastructure.
NFR827	The supplier must include in the AGE compliance matrix verification of the source code, repository, version control, branches, tags, releases, and the correlation of the source code with the delivered artifacts.
NFR828	The vendor must include in the AGE compliance matrix verification of the build, testing, scanning, artifact publishing, deployment, rollback, post-deployment checks, and reproducible delivery processes.
NFR829	The vendor must include in the AGE compliance matrix verification of the inventory of software components, direct and transitive dependencies, licenses, support status, security risks, and supply-chain risks.
NFR830	The vendor must include in the AGE compliance matrix verification of cybersecurity requirements, including security by design, access control, protection of personal data, vulnerability scans, penetration testing, vulnerability remediation, and related evidence.
NFR831	The supplier must include in the AGE compliance matrix verification of interoperability and integration with common government platforms, including MConnect, MPass, MSign, MLog, MNotify, MPay, MPower, MDelivery, and MDocs, to the extent that these are applicable to the system's workflows.

ID	Description
NFR832	The supplier must include in the AGE compliance matrix verification of functional testing, integration testing, performance testing, regression testing, UAT testing, operational piloting, and validation of critical workflows.
NFR833	The supplier must include in the AGE compliance matrix verification of the minimum technical deliverables, including source code, configurations, scripts, artifacts, API specifications, installation and operating instructions, manuals, tests, reports, and the list of access rights provided.
NFR834	The supplier must include in the AGE compliance matrix verification of usability, accessibility, compliance with the Unit Design Model, and adherence to WCAG 2.1 Level AA requirements for applicable interfaces.
NFR835	The supplier must include in the AGE compliance matrix verification of requirements regarding backup, restoration, operational continuity, monitoring, RTO, RPO, restoration testing, and the ability to recover in the event of an incident or disaster.
NFR836	The supplier must include in the AGE compliance matrix verification of the handover of accesses, administrative accounts, keys, certificates, passwords, tokens, credentials, and essential configurations required for system operation.
NFR837	The AGE compliance matrix must allow criteria to be marked as compliant, non-compliant, partially compliant, or not applicable.
NFR838	For criteria marked as not applicable, the Supplier must provide technical, functional, or contractual justification, and the Beneficiary must be able to accept or reject the justification.
NFR839	For criteria marked as non-compliant or partially compliant, the Supplier must indicate the associated non-compliance, its impact, the level of criticality, the corrective action, the person responsible, and the deadline for correction.
NFR840	The criticality level of the criteria in the AGE compliance matrix must be classified into at least the following levels: critical, major, medium, and minor, depending on the impact on the system's security, functionality, data integrity, interoperability, operation, maintenance, and acceptance.
NFR841	The supplier must update the AGE compliance matrix throughout implementation, at least upon major deliverables, upon completion of testing, prior to technical acceptance, and prior to final acceptance.
NFR842	The supplier must include the completed AGE compliance matrix in the acceptance dossier and in the final acceptance dossier, along with objective evidence for each verified criterion.
NFR843	The beneficiary, the acceptance committee, or the acceptance team must be able to use the AGE compliance matrix to reach a conclusion regarding the acceptance, conditional acceptance, or rejection of the delivery.

ID	Description
NFR844	The supplier must ensure that the AGE compliance matrix is cross-referenced with the list of nonconformities, test reports, security reports, technical deliverables, independent deployment test results, and acceptance reports.
NFR845	Criteria related to mobile applications shall be marked as not applicable if the project does not include the development of a native mobile application.
NFR846	The criteria related to the use of generative artificial intelligence are marked as inapplicable if the project does not involve the use of GenAI tools to generate code or other technical deliverables.

Requirements for the Describability and Identification of Digital Public Services

ID	Description
NFR847	The system must enable a clear, standardized, and identifiable description of the digital public services provided through the platform, in accordance with the applicable requirements regarding the digitization of public services and the governance of state information systems.
NFR848	For each digital public service available through the system, the Provider must ensure that the service name, purpose, beneficiaries, legal basis, service outcome, and responsible institution are defined.
NFR849	The system must allow each digital public service to be associated with a unique identifier or internal service code, enabling its tracking, administration, reporting, and integration with other components of the government ecosystem.
NFR850	The system must allow for the description of the main stages of digital public service delivery, including application initiation, data entry, eligibility verification, processing, approval/rejection, and communication of the result.
NFR851	The system must allow for the documentation of the channels through which the digital public service can be accessed, including a web interface, a personal account portal, an institutional service counter, integration with government platforms, or other approved channels.
NFR852	The system must allow for the specification of the categories of users who can access each digital public service, including individuals, employers, service providers, ANOFM/STOFM officials, institutional administrators, or other relevant actors.
NFR853	The system must allow for the description of eligibility requirements, required documents, mandatory data, and validation rules applicable to each digital public service.
NFR854	The system must allow for the identification of data that is manually entered by the user and data that is automatically retrieved from registries, government platforms, or other integrated systems.

ID	Description
NFR855	The system must clearly distinguish data automatically retrieved from official sources from data declared or manually entered by the user, while retaining the source and the time of retrieval.
NFR856	The system must allow for the documentation of the outcome of each digital public service, including any issued document, decision, status granted, notification, registration, payment, confirmation, or other applicable administrative outcome.
NFR857	The system must allow for the definition of service delivery deadlines, review deadlines, response deadlines, and operational deadlines for each digital public service, in accordance with the legal framework and approved procedures.
NFR858	The system must allow for the tracking of statuses associated with each digital public service, so that users and authorized personnel can monitor the status of a request, file, document, or operation.
NFR859	The statuses of digital public services must be clear, explicit, and aligned with the stages of the operational process, for example: initiated, in progress, submitted, under review, requires completion, approved, rejected, completed, or canceled.
NFR860	The system must allow for the description of each digital public service's interactions with other services, modules, registries, government platforms, external systems, or components of the eSocial ecosystem.
NFR861	The system must allow for the documentation of data flows associated with each digital public service, including requested data, data obtained through interoperability, generated data, transmitted data, and the purpose of their use.
NFR862	The system must allow for the association of digital public services with relevant nomenclatures, classifications, codings, and semantic assets to ensure data consistency and interoperability.
NFR863	The system must allow for the publication or display of descriptive information regarding digital public services in a clear, accessible, and easy-to-understand format for users.
NFR864	Descriptive information regarding digital public services must be available at least in the languages supported by the platform, in accordance with the localization and internationalization requirements applicable to the system.
NFR865	The system must allow for the controlled management and updating of descriptions of digital public services without modifying the source code, where this is functionally and technically justified.
NFR866	Changes to digital public service descriptions must be versioned or logged so that it is possible to identify who modified the information, when, and what changes were made.

ID	Description
NFR867	The system must allow for the integration of digital public services with the associated forms, workflows, documents, notifications, decisions, reports, and business rules.
NFR868	The system must allow for the description of the authentication, authorization, and signing requirements applicable to each digital public service, including the use of MPass, MSign, or MPower, as applicable.
NFR869	The system must allow for the description of the notification channels associated with each digital public service, including notifications via MNotify, email, personal account, or other approved channels.
NFR870	The system must allow for the definition of audit and traceability requirements for each digital public service, including events that must be logged locally or transmitted to MLog.
NFR871	The system must allow for the inclusion of information regarding digital public services in the acceptance dossier, including the list of implemented services, their descriptions, associated workflows, implementation status, and validation evidence.
NFR872	The provider must ensure that the implemented digital public services are traceable to the functional requirements, non-functional requirements, operational workflows, test scenarios, and acceptance results.
NFR873	The beneficiary must be able to verify, during the acceptance process, that each digital public service is properly described, identified, tested, and validated before going live.
NFR874	The lack of a description, identification, or traceability of a digital public service may be treated as nonconformity if it affects the use, interoperability, auditing, reporting, administration, or acceptance of that service.

Requirements for Testing, Technical Acceptance, and Final Acceptance

ID	Description
NFR875	The Provider must develop and submit to the Beneficiary a Testing and Acceptance Plan, prepared in accordance with the Technical Regulation on the Acceptance and Technology Governance Framework for State Information Systems and Resources, approved by the applicable Order.
NFR876	The Test and Acceptance Plan must include the applicable types of tests, the testing methodology, the responsibilities of the parties, the environments used, the test dates, the acceptance criteria, the execution schedule, the test deliverables, and the method for reporting the results.
NFR877	The supplier must ensure traceability between functional requirements, non-functional requirements, acceptance criteria, test cases, test results, identified nonconformities, and corrective actions.

ID	Description
NFR878	The supplier must develop test scenarios and test cases for all critical functional and operational workflows of the system, including positive, negative, exceptional, and error scenarios.
NFR879	The test scenarios and test cases must be submitted to the Beneficiary for review and approval prior to the initiation of formal testing, so that the acceptance process is verifiable and documented.
NFR880	The Supplier must perform functional testing of the system to verify that the delivered functionalities comply with the approved requirements, business rules, operational workflows, user roles, and acceptance criteria.
NFR881	Functional testing must cover at least digital forms, validations, statuses, workflow transitions, notifications, document generation, approvals, rejections, reports, dashboards, and relevant administrative operations.
NFR882	The provider must perform integration testing to verify data exchange between the system's internal modules, the eSocial ecosystem components, and integrated external systems.
NFR883	Integration testing must include verification of interactions with applicable common government platforms, including MConnect, MPass, MSign, MLog, MNotify, MPay, MPower, MDelivery, and MDocs, to the extent that they are used in the system's workflows.
NFR884	The vendor must perform regression testing after significant changes, major fixes, version updates, or incremental releases to confirm that existing functionalities have not been affected.
NFR885	The provider must perform performance, scalability, and stability tests based on estimated volumes of users, transactions, documents, reports, API requests, and integrations applicable to the system.
NFR886	Performance tests must include scenarios that closely resemble actual system usage, including routine operations, traffic spikes, searches, report generation, batch processing, and integration flows.
NFR887	The vendor must document the results of performance tests in technical reports that include the methodology, test environment, parameters used, metrics measured, benchmark thresholds, identified bottlenecks, and optimization recommendations.
NFR888	The supplier must perform security tests, including verification of authentication, authorization, access control, personal data protection, logging, insecure configurations, and known vulnerabilities.
NFR889	For systems that process personal data or have a significant impact on security, the Provider must ensure that security tests and, where applicable, penetration testing are performed prior to production deployment, in accordance with the requirements of the Order and the applicable regulatory framework.
NFR890	The Provider must ensure that the accessibility and usability of the applicable interfaces are tested, including compliance with WCAG 2.1 Level AA requirements and the Universal Design Model, where applicable to the system.
NFR891	The provider must use fictitious, anonymized, or pseudonymized test data in test, staging, training, and validation environments, without the unauthorized use of actual personal data.

ID	Description
NFR892	The Provider must make available to the Beneficiary the necessary test environments, test accounts, test data, user instructions, and technical support required to conduct testing and acceptance.
NFR893	The Beneficiary must be able to conduct user acceptance testing (UAT) based on representative scenarios prepared by the Supplier and approved in advance.
NFR894	UAT must allow the Beneficiary to verify operational workflows, roles, responsibilities, forms, notifications, reports, user interactions, and the results of the digital services.
NFR895	The results of UAT testing must be documented in reports, minutes, lists of observations, identified defects, corrections made, and conclusions regarding acceptance, conditional acceptance, or rejection of the delivery.
NFR896	The supplier must use a defect and nonconformity management mechanism to record, classify, prioritize, assign, track, correct, retest, and close them.
NFR897	Defects and nonconformities identified during the testing process must be classified at a minimum by severity, priority, affected component, type, status, person responsible for correction, correction deadline, and impact on acceptance.
NFR898	The supplier must ensure that resolved defects are retested and their status updated only after confirmation of resolution in the appropriate test, validation, or staging environment.
NFR899	The supplier must generate test reports for each test cycle, including the scenarios executed, the results obtained, the defects identified, their severity, the status of fixes, retests, and technical conclusions.
NFR900	The supplier must include the results of functional, integration, performance, security, regression, and UAT testing in the technical acceptance documentation and in the final acceptance documentation.
NFR901	Acceptance of deliveries must be based on acceptance criteria, test results, documentation, verification reports, completed checklists, the AGE compliance matrix, and other objective evidence.
NFR902	The supplier must complete the acceptance checklist and the AGE compliance matrix for the requirements related to testing, delivery, safety, interoperability, documentation, operation, and acceptance of the system.
NFR903	For each acceptance criterion, the Supplier must identify the associated objective evidence, including test reports, screenshots, logs, minutes, technical demonstrations, up-to-date documentation, or other verifiable deliverables.
NFR904	Technical acceptance must confirm that the delivery complies with the technical, functional, non-functional, security, interoperability, documentation, operation, and maintenance requirements applicable to the system.
NFR905	Technical acceptance must include verification of the delivered source code, technical documentation, configurations, scripts, artifacts, APIs, integrations, test reports, security deliverables, and access rights required for operation.
NFR906	The system may not be proposed for technical acceptance if there are any unresolved critical or major nonconformities that affect security, functionality, interoperability, data protection, essential documentation, or operational capability.

ID	Description
NFR907	Final acceptance must confirm that the applicable requirements for the complete system have been met, that testing has been completed, that critical and major nonconformities have been corrected, that technical deliverables have been handed over, and that the Beneficiary is capable of operating, auditing, and further developing the system.
NFR908	Final acceptance must be contingent upon the handover of the source code, configurations, scripts, artifacts, technical documentation, API documentation, manuals, tests, reports, compliance matrix, checklist, and access rights necessary for operation.
NFR909	The supplier must include in the final acceptance dossier all relevant evidence regarding testing, acceptance, defect remediation, performance validation, security validation, integration validation, and technical compliance.
NFR910	The acceptance committee or acceptance team must be able to review the deliverables, test results, compliance reports, checklists, the AGE matrix, nonconformities, and evidence of rectification before reaching an acceptance conclusion.
NFR911	The acceptance conclusion must be formulable as acceptance, conditional acceptance, or rejection of the delivery, depending on the level of compliance found and the impact of remaining nonconformities.
NFR912	Conditional acceptance may be used only for nonconformities that do not affect security, critical functionality, interoperability, data integrity, operation, maintenance, or the Beneficiary’s control over the system.
NFR913	Critical or major nonconformities that affect security, functionality, interoperability, data protection, or operational capability must be corrected prior to acceptance, unless the Beneficiary expressly approves a justified and documented compensatory measure.
NFR914	For nonconformities accepted conditionally, the Supplier must submit a corrective action plan that includes a description of the nonconformity, its impact, the corrective action, the person responsible, the deadline, the verification method, and the residual risks.
NFR915	The beneficiary must be able to reject technical or final acceptance if the delivery cannot be properly verified, operated, secured, audited, monitored, restored, or taken over.
NFR916	The supplier must ensure that the documentation, reports, AGE compliance matrix, and checklist are updated whenever defect corrections or technical changes affect their content.
NFR917	The supplier must ensure that the correction of defects and nonconformities does not introduce functional regressions, performance issues, vulnerabilities, integration errors, or deviations from approved requirements.
NFR918	The system may be released to production only after the completion of mandatory tests, the validation of critical workflows, the resolution of critical and major nonconformities, the approval of the results by the Beneficiary, and the existence of the final acceptance documentation.
NFR919	Final acceptance does not limit the Supplier’s obligations regarding the warranty, the rectification of latent defects, post-implementation support, the rectification of nonconformities that arise subsequently, and compliance with the contractual requirements undertaken.

Requirements Regarding the Warranty and Post-Implementation Support

The developer shall provide a warranty period of at least 24 (twenty-four) months for all solutions, components, and deliverables developed as part of the project / for the end user of the system.

The warranty period shall begin on the date of signing the final acceptance report and the official acceptance of the system by the Beneficiary

The warranty period shall cover all delivered components, including:

- software applications and modules;
- integrations and interoperability with government services;
- backend and frontend components;
- APIs and data exchange mechanisms;
- infrastructure scripts and configurations;
- deployment and operation mechanisms;
- components developed, configured, or customized as part of the project.

During the warranty period, the Developer shall ensure the proper, stable, and continuous operation of the system in accordance with:

- functional and technical specifications;
- security and interoperability requirements;
- performance and availability metrics;
- the terms and obligations assumed in the bid and contract.

During the warranty period, the Developer will provide technical support and, at no additional cost, remedy:

- defects and errors in the information system;
- security vulnerabilities;
- interoperability issues;
- operational incidents;
- nonconformities identified by the Beneficiary.

All incidents and issues reported by the Beneficiary will be:

- recorded and classified according to severity;
- analyzed and prioritized;
- resolved and retested until their resolution is confirmed.

The Developer shall comply with at least the following SLA metrics:

- a maximum of 4 business hours for response and temporary resolution of critical incidents affecting the operation of the system or essential services;
- a maximum of 2 business days for resolving incidents of medium or low severity.

During the warranty period, the Developer shall provide:

- operational technical support;
- assistance for designated administrators and users;

- monitoring of system operation;
- support for incident investigation;
- updates and technical adjustments necessary to maintain compatibility with the operational infrastructure and integrated government services.

The warranty period shall not limit the Beneficiary's right to request the rectification of identified nonconformities arising from defects in development, configuration, or implementation that existed prior to the final acceptance of the system.

12. DEVELOPER AND TEAM QUALIFICATIONS

12.1. Developer qualifications

The company selected to implement the project must meet the following minimum requirements:

Experience, Availability, and Technical Capability:

- At least 3 years of experience in developing complex information systems for public institutions;
- Demonstrated experience in implementing solutions based on microservices architecture and cloud computing;
- A portfolio with at least 2 successfully completed similar projects (public service platforms or beneficiary management systems);
- Experience integrating with government interoperability platforms (MConnect, MPass, MSign, MNotify, MLog) or equivalent international platforms;
- Experience in system integration, API design, and development using REST/SOAP;
- Relevant certifications in IT project management methodologies and Agile/Scrum development (e.g., Scrum Master, Product Owner, PMI-ACP, PRINCE2 Agile, etc.). Certifications for technical staff in the technologies, platforms, and tools used in the project. Existence of a quality management system compliant with international standards (e.g., ISO 9001:2015) and an information security management system compliant with relevant standards (e.g., ISO/IEC 27001:2022), etc.
- Demonstrated ability to work according to Agile/Scrum methodologies;
- Key team members (Project Manager, Solution Architect, Team Leads) must be assigned full-time for the duration of the project;
- The bidder must demonstrate team stability and minimize staff turnover;
- In the event of a team member replacement, the new specialist must have at least equivalent skills, and the replacement requires the Beneficiary's prior approval;
- Advanced proficiency in Romanian (for communication with stakeholders and documentation);
- Technical-level proficiency in English (for technical documentation and technologies);
- The team must be available for regular meetings with the Beneficiary (online or on-site);
- Willingness to conduct training and knowledge transfer activities at the ANOFM office located at 1 Vasile Alecsandri Street, Chișinău, Republic of Moldova (upon request);
- Willingness to provide technical support during business hours (Mon–Fri, 9:00 a.m.–6:00 p.m.);

- The developer will carry out the activities related to the assignment under the guidance of the UNDP Project Manager;
- The developer will work closely with the IT units within the MMPS, AGE, and STISC, as well as with other relevant institutions, to ensure the technical implementation of the project activities;
- The bidding company must demonstrate a minimum average annual turnover of -200,000 USD (or the equivalent in Moldovan lei/euros) for the last three (3) fiscal years. Proof of compliance with this requirement shall be provided by submitting audited financial statements or annual financial reports (balance sheet, income statement) for the corresponding years. In the case of consortia, the requirement regarding average annual turnover shall be considered if the cumulative turnover of the consortium members reaches the specified minimum threshold.

During the project implementation period, the developer is responsible for ensuring adequate working conditions for its staff, including workspaces for experts, office equipment and supplies, computer equipment, as well as the means of communication and logistics necessary to fulfill the contractual tasks.

Resources and infrastructure:

- A stable development team with at least 8–10 specialists;
- Appropriate technical infrastructure for development, testing, and deployment;
- Documented quality assurance and quality control procedures;
- Capacity for technical support, training, and post-implementation maintenance.

Legal compliance:

- A company legally registered and in compliance with applicable legislation;
- The end user retains full rights to the solution delivered by the developer and to the data created using it;
- The developer will grant the end user the right to run and use all delivered components without limitations on time, space, and/or functionality;
- Compliance with data protection requirements (GDPR and/or national legislation on the protection of personal data);
- Commitment to data confidentiality and security;
- The developer is not in a situation of actual, potential, or perceived conflict of interest in connection with the submission of the bid or the possible conclusion of the contract for the delivery of the services requested;
- Should a conflict of interest arise during the procurement process, the bidder undertakes to immediately inform the contracting authority through the designated contact person;
- The developer is not subject to any prohibition on participation in procurement procedures imposed by the United Nations, including, but not limited to, the sanctions set forth in the UN Security Council's Compendium of Sanctions Lists.
- Furthermore, it has not been suspended, excluded, sanctioned, or declared ineligible by any organization of the UN system, the World Bank, or any other international organization.

- It has not been declared bankrupt, is not subject to insolvency proceedings, judicial reorganization, or liquidation, and there are no pending court decisions or legal actions that could affect its operational or financial capacity during the term of the contract;
- Letters of recommendation, client testimonials, completed contracts, or references from similar previous projects.

12.2. Team qualifications

The implementation team must consist of qualified specialists with clearly defined roles and responsibilities. Roles shall not be combined. For the key experts proposed by the developer, their resumes must be submitted to demonstrate that they possess the minimum required qualifications listed below. The final beneficiary reserves the right to interview key team members. The minimum team configuration includes:

1. **Project Manager/Scrum Master** (1 full-time resource)
   - At least 5 years of experience in managing complex IT projects;
   - Preferably certified in project management;
   - Experience coordinating multidisciplinary software development teams;
   - Excellent communication, coordination, and reporting skills;
   - Experience managing projects developed using Agile/Scrum methodologies;
   - Experience in planning deliverables, risk management, change management, and monitoring project implementation;
   - Experience coordinating projects involving complex infrastructures, multiple integrations, and distributed technical teams;
   - Knowledge of the full software development life cycle (SDLC), DevOps, and delivery management;
   - Experience managing relationships with beneficiaries, public authorities, and stakeholders;
   - Experience using Agile project and activity management tools (Jira, Azure DevOps, Confluence, or equivalent);
   - Ability to coordinate analysis, development, testing, implementation, and post-implementation support activities;
   - Experience in preparing progress reports, implementation plans, and project management documentation;

2. **Business Analyst** (1 position, full-time)
   - At least 5 years of experience in requirements analysis for complex information systems;
   - Experience in documenting functional and non-functional requirements;
   - Experience in analyzing inter-institutional workflows and interoperability between information systems and national registries;

- Experience integrating information systems with government services in the Republic of Moldova, including MPass, MSign, MLog, MCloud, MPay, MNotify, MEvents, EVO, and MConnect;
- Experience in modeling operational processes and developing UML/BPMN diagrams, use cases, and functional flows;
- Experience in gathering, analyzing, and validating requirements together with beneficiaries and institutional stakeholders;
- Experience in developing functional specifications, user stories, acceptance criteria, and business documentation;
- Knowledge of information systems architecture, interoperability, and secure data exchange;
- Experience in defining business rules, approval workflows, and use cases;
- Experience in developing functional documentation, user guides, and training materials for end users;
- Experience in developing and presenting operational guides, user manuals, administrator guides, and functional documentation related to the information system;
- Ability to draft operational and functional documentation for administrators, operators, and non-technical users.

3. **Solution Architect/Technical Lead** (1 position, full-time)
   - At least 5 years of experience in the design and architecture of complex enterprise systems;
   - Proven experience with microservices architectures, API-first design, cloud-native applications, and scalable distributed systems;
   - Experience in designing .NET/ASP.NET-based architecture for enterprise applications and digital government services;
   - Advanced knowledge of application security, data protection, and Secure by Design principles;
   - Experience in defining and implementing mechanisms for authentication, authorization, auditability, and traceability;
   - Experience integrating with government platforms and shared e-services;
   - Experience in designing interoperability and integrations with external systems, state registries, and shared government services;
   - Experience in defining DevSecOps and CI/CD architectures and secure development standards;
   - Experience integrating information systems with government services in the Republic of Moldova, including MPass, MSign, MLog, MCloud, MPay, MNotify, MEvents, and MConnect;
   - Knowledge of AGE/STISC requirements regarding interoperability, cybersecurity, and the hosting of government information systems;

- Experience in designing architecture for systems with high availability, scalability, and operational continuity;
- Experience in data flow modeling, API integration, and standardizing secure data exchange;
- Knowledge of containers, orchestration, and modern infrastructures (Docker, Kubernetes, cloud environments);
- Skills in defining technical standards, coding standards, reference architectures, and best practices for development teams;
- Preferably, experience in complex IT projects for the public sector or information systems with national impact.

4. **Senior Backend Developer** (1 full-time position)
   - At least 5 years of experience in backend development using .NET, ASP.NET, and enterprise application technologies;
   - Experience with microservices, REST APIs, and message queuing;
   - Solid knowledge of relational databases (PostgreSQL, MySQL);
   - Experience with containerization (Docker, Kubernetes);
   - Experience implementing authentication and authorization mechanisms (OAuth2, JWT, SSO);
   - Experience in developing and documenting APIs using Swagger/OpenAPI;
   - Knowledge of Entity Framework, ORM, and optimizing database query performance;
   - Experience integrating with external systems via REST/SOAP APIs and interoperability services;
   - Experience implementing audit logging, monitoring, and error handling mechanisms;
   - Experience with Git, CI/CD pipelines, and modern version control and continuous delivery tools;
   - Experience working on Agile/Scrum projects;
   - Experience integrating information systems with government services in the Republic of Moldova, including MPass, MSign, MLog, MCloud, and MConnect;
   - Knowledge of AGE/STISC requirements regarding interoperability, cybersecurity, and the auditability of information systems;

5. **Middle Backend Developer (1 full-time position)**
   - At least 3 years of experience in backend development using .NET, ASP.NET, and Web API;
   - Experience in developing and maintaining backend applications;
   - Experience in developing REST APIs (CRUD, pagination, filtering);
   - Experience using OpenAPI/Swagger for API documentation;
   - Experience using asynchronous communication mechanisms (RabbitMQ, Kafka, or equivalent);
   - Experience working with relational databases (PostgreSQL and/or MySQL);

- Experience writing and optimizing database queries;
- Experience using Entity Framework (mapping, migrations);
- Experience with containerizing applications using Docker;
- Experience implementing authentication and authorization mechanisms (JWT, OAuth2/OpenID Connect);
- Experience integrating with external systems via REST API and/or SOAP;
- Experience using logging and error-handling mechanisms;
- Experience using Git (branching, pull requests, code review);
- Experience using CI/CD pipelines;
- Experience developing unit and/or integration tests;
- Application of SOLID principles, Clean Code, and Dependency Injection;
- Experience working with Agile/Scrum methodologies;
- Experience integrating with Moldovan government services (MPass, MSign, MLog, MCloud, MConnect, MNotify, NPay, MEvents);
- Knowledge of AGE/STISC requirements regarding application interoperability and security;
- Knowledge of application security (input validation, XSS prevention, CSRF);

6. **Senior Frontend Developers** (1 full-time position)
   - At least 4 years of professional experience in frontend application development using modern web technologies;
   - Advanced experience using modern front-end frameworks, such as React, Angular, or Vue.js, including component-based architecture and state management (Redux, NgRx, Vuex, or equivalent);
   - Solid and in-depth knowledge of HTML5, CSS3 (Flexbox, Grid, preprocessors such as SASS/LESS), and JavaScript/TypeScript (ES6+);
   - Experience in optimizing frontend application performance (lazy loading, code splitting, tree shaking, caching, bundle optimization);
   - Experience implementing and adhering to web accessibility standards (WCAG 2.1), including the use of ARIA and accessibility testing;
   - Experience developing modern UI/UX interfaces, collaborating with designers, and implementing design systems and component libraries;
   - Experience consuming and integrating REST and/or GraphQL APIs;
   - Experience managing authentication and authorization in frontend applications (JWT, OAuth2, OpenID Connect);
   - Experience using Git (branching strategies, pull requests, code review);
   - Experience implementing and using CI/CD pipelines for frontend applications;
   - Application of software development best practices: Clean Code, modularization, component reuse, separation of concerns;
   - Experience working with Agile/Scrum methodologies;

- Experience integrating frontend applications with external systems and government services in the Republic of Moldova (MPass, MSign, MLog, MCloud, MConnect) is a plus;
- Experience implementing the Republic of Moldova's Unitary Design Model, a model officially established by Government Decision No. 677/2025 and approved by Order No. 3005-094 of the AGE Director dated October 29, 2025;

7. **Middle Front-End Developer**
   - At least 4 years of experience in front-end development using a modern framework (React, Angular, or Vue.js);
   - Practical experience integrating with Moldovan government services: MPass, MSign, MLog, MConnect, MNotify, MPay, MEvents, MCloud;
   - Required experience in applying the guidelines and visual components of the Republic of Moldova's Unified Design Model;
   - Excellent command of the following technologies: JavaScript (ES6+), TypeScript, HTML5, and CSS3 / SCSS;
   - Solid knowledge of web accessibility standards (WCAG 2.1) for public portals;
   - Experience working with RESTful APIs and handling asynchronous data;
   - Experience with code version control systems (Git) and build tools;
   - Ability to create reusable, scalable, and responsive UI components;
   - Ability to collaborate effectively in Agile teams and ensure clear technical communication.

8. **Full Stack Developer**
   - At least 3 years of experience in full-stack web application development;
   - Solid experience in backend development using the .NET ecosystem, ASP.NET, and Web API;
   - Advanced experience in object-oriented programming (C#), using Entity Framework, and designing relational databases (SQL Server, PostgreSQL);
   - Advanced experience with modern front-end frameworks such as React, Angular, or Vue.js, including component-based architecture and state management;
   - Solid and in-depth knowledge of HTML5, CSS3 (Flexbox, Grid, preprocessors such as SASS/LESS), and JavaScript/TypeScript (ES6+);
   - Experience in designing, securing, and consuming web services and RESTful APIs (including authentication management via JWT, OAuth2, and OpenID Connect);
   - Practical experience integrating systems with Moldovan government services: MPass, MSign, MLog, MConnect, MNotify, MPay, MEvents, MCloud;
   - Experience in implementing the Republic of Moldova's Unitary Design Model, a model officially established by Government Decision No. 677/2025 and approved by Order No. 3005-094 of the AGE Director dated October 29, 2025;

- Experience in implementing and complying with web accessibility standards (WCAG 2.1), including the use of ARIA and accessibility testing;
- Experience in optimizing application performance on both the backend (caching, efficient SQL queries) and the frontend (lazy loading, bundle optimization);
- Best application of software development practices: Clean Code, Clean Architecture, SOLID, component modularization, and reuse;
- Experience using Git version control systems (branching, pull requests, code review) and configuring CI/CD pipelines;
- Experience working in multidisciplinary teams using Agile/Scrum methodologies.

9. DevOps Engineer

- At least 5 years of experience in a DevOps Engineer, SRE (Site Reliability Engineer), or systems administration role in complex production environments;
- Advanced experience in designing, implementing, and maintaining automated CI/CD pipelines (using tools such as GitLab CI, GitHub Actions, Jenkins, or Azure DevOps);
- Solid expertise in orchestration and containerization using Docker and Kubernetes (cluster management, ingress configuration, deployments, and automatic scaling);
- Advanced experience in infrastructure-as-code (IaC) automation, using tools such as Terraform, Ansible, OpenToFu, or CloudFormation;
- In-depth knowledge of Linux operating system administration (Ubuntu, RHEL, Rocky Linux) and their optimization for performance and security;
- Practical experience in integrating, configuring, and managing cloud infrastructures, including the MCloud government platform, as well as public cloud providers (AWS, Azure, or GCP);
- Experience integrating infrastructure-level solutions to ensure secure communication with Moldovan government services: MPass, MSign, MLog, MConnect, MNotify, MPay, and MEvents;
- Advanced experience in configuring monitoring, alerting, and logging systems (observability) using stacks such as Prometheus/Grafana, ELK/LGK (Elasticsearch/Logstash/Kibana, Loki), or Datadog;
- Solid knowledge of networking (TCP/IP, DNS, VPN, TLS/SSL, load balancing, reverse proxy—Nginx, HAProxy) and cybersecurity applied at the infrastructure level (SecOps, hardening);
- Experience in administering, replicating, and optimizing the performance of relational and non-relational databases (PostgreSQL, MS SQL Server);
- Experience implementing backup, disaster recovery, and high availability (HA) strategies for critical national or enterprise systems;
- Experience working in Agile/Scrum environments, strong technical documentation skills for infrastructure, and analytical thinking focused on resolving complex incidents (troubleshooting).

10. QA Engineer

- Professional experience in software quality assurance (QA) for web and mobile applications (minimum 3 years);
- Solid knowledge of software testing methodologies, processes, and tools (test plans, test cases, bug reports in Jira or Azure DevOps);
- Advanced experience in functional, regression, integration, and exploratory testing;
- Experience testing RESTful and SOAP APIs using tools such as Postman, Insomnia, or SoapUI;
- Practical experience in validating and testing end-to-end workflows involving integration with Moldovan government services: MPass, MSign, MLog, MConnect, MNotify, MPay, MEvents, MCloud (verification of authentication, the electronic signature process, logging, and alerts);
- Experience in rigorously verifying the compliance of graphical user interfaces with the Republic of Moldova's Unified Design Model (Government Decision No. 677/2025);
- Knowledge and practical experience in testing web accessibility according to WCAG 2.1 standards (use of screen readers, contrast validation tools, and keyboard accessibility tools);
- Experience using browser development tools (Browser DevTools) to inspect DOM elements, analyze network activity (Network tab), and identify front-end errors (Console);
- Experience testing cross-browser and cross-platform compatibility (desktop, tablets, mobile devices);
- Basic knowledge of database querying (to verify data consistency in tables).

11. Tester

- At least 3 years of experience in technical testing of complex IT systems (enterprise or public sector);
- Ability to design requirement traceability matrices (RTM) and test suites (Test Cases/Checklists);
- Advanced experience in testing APIs (REST/SOAP) using Postman, SoapUI, or code libraries, including verification of payloads (JSON/XML), HTTP status codes, and validation schemas;
- Technical experience in validating integrations and asynchronous/synchronous workflows with the MConnect government interoperability platform (verifying data transformations and error messages transmitted between systems);
- Skills in testing and validating security flows using the OAuth2/OIDC protocols employed by MPass (sessions, JWT tokens, roles, and access rights);
- Experience in the technical validation of electronic signature processes via MSign;
- Experience in testing audit and traceability mechanisms via MLog and message/event queue systems (MEvents), including verifying the persistence and integrity of logs;

- Experience in validating financial scenarios integrated with the MPay government electronic payment service;
- Rigorous automated and manual verification of UI/UX interface compliance with the Republic of Moldova’s Unified Design Model (Government Decision No. 677/2025);
- Advanced experience in web accessibility testing according to the **WCAG 2.1** standard **(Level AA)**, using screen readers (NVDA, JAWS), contrast validators, and audit tools (Axe, Lighthouse);
- Knowledge of query languages (PostgreSQL, MS SQL Server) for validating data directly in relational database management systems (RDBMS), running seeding scripts, and verifying integrity constraints;
- Knowledge of government delivery and deployment procedures within the **MCloud** infrastructure (verifying application behavior in staging and production environments);
- Experience working with version control systems (Git) and test management tools integrated into CI/CD pipelines (Jira, Azure DevOps, GitLab).

12. Data Engineer

- At least [number] years of experience in designing, developing, and maintaining enterprise data architectures (data warehouses, data lakes, ETL/ELT pipelines);
- Advanced experience with RDBMS, including optimizing complex queries, query tuning, execution plan analysis, partitioning, sharding, and programming in PostgreSQL, MS SQL Server, or Oracle;
- Hands-on experience integrating with MConnect, focused on designing data ingestion pipelines through the interoperability platform, using asynchronous/synchronous messaging, parsing, and validation against XSD and JSON Schema;
- Experience configuring storage within the MCloud infrastructure, including managing data replication, clustering, and implementing High Availability (HA) and Disaster Recovery strategies;
- Experience in applying data security techniques, including encryption *at rest* and *in transit* (SSL/TLS, TDE), as well as RBAC (Role-Based Access Control) and RLS (Row-Level Security);
- Experience in implementing Data Quality & Governance systems, with a focus on data cleansing and correlating government registries based on unique government identifiers (IDNP, IDNO

UI/UX Designer

- Experience in the technical implementation of the Republic of Moldova’s Unified Design Model (Government Decision No. 677/2025 and AGE Order No. 3005-094 of October 29, 2025), using the graphic structures, layout systems, and official visual components of e-Government platforms.

- Advanced experience with Figma at the design architecture configuration level: use of Design Tokens/Variables (themes, spacing, colors), Auto Layout 5.0, Nested Components, and Component Properties.
- Experience in designing and governing enterprise-level design systems based on Atomic Design methodologies, aligned with the technical tokens used in front-end frameworks.
- Experience in high-fidelity interactive prototyping in Figma, using Conditional Logic, Expressions, Smart Animate, and Variables to dynamically simulate complex government workflows (MPass authentication, MSign signing, MPay payment processes).
- Experience mapping and optimizing complex interaction processes by developing user flows, task flows, low-fi/high-fi wireframes, and information architecture (IA) diagrams for dense forms with conditional validations and branching structures.
- Experience in technical documentation for the Design Handoff phase, defining detailed spacing specifications, interaction states of interface elements (default, hover, focus, active, disabled, error), and adaptive behavior (responsive breakpoints).
- Experience auditing interfaces according to WCAG 2.1 / 2.2 web accessibility standards (Level AA/AAA), applying inclusive design techniques: minimum contrast ratios, explicit focus indicators, structural accessibility of forms, and visual optimization for screen readers.
- Experience leading the UX research and validation process by conducting usability tests based on quantitative and qualitative metrics, heuristic analyses (Nielsen), and accurately mapping friction points in the user journey.
- Experience using complementary design and analysis tools (Adobe Creative Suite, Miro, FigJam, Hotjar, Google Analytics) to extract behavioral data and model user behavior.

13. DELIVERABLES AND FINANCIAL ASPECTS

13.1. User Guides and Materials

The developer will prepare, deliver, and update the technical, functional, and user documentation related to the “Employment and Unemployment Insurance” Information Component, including the modules, digital services, integrations, and functionalities developed for the field of employment and for the processes managed by ANOFM and STOFM within the “eSocial” Integrated Information System.

The mandatory minimum set of documentation shall include:

- The system user manual (including chapters on deployment, redeployment, backup, and disaster recovery);
- Online guide/video tutorials for external users (job seekers, unemployed individuals, employers, and service providers);
- User guide for ANOFM/STOFM specialists;
- System Administrator Guide;

- Technical guide for integration and interoperability;
- Technical documentation related to APIs and integration mechanisms, as applicable.

The documentation must describe the implemented functionalities, operational workflows, user roles, configuration and administration mechanisms, as well as integration and data exchange processes.

The developer will prepare and publish online guides intended for external beneficiaries within the digital front office of the "Employment and Unemployment Insurance" Information Component and, where applicable, within the digital modules and services related to ANOFM. The guides will be presented in a clear, accessible, intuitive format tailored to different user categories.

The entire set of documents will be prepared in Romanian and delivered in both editable DOCX format and PDF format. The versions published online will be updated whenever relevant changes occur to the digital functionalities, processes, or services.

13.2.Training and Knowledge Transfer Requirements

The purpose of the training activities is to ensure the complete transfer of knowledge regarding the use of the new modules and features of the ANOFM integrated platform, both at the Central Office level and at the level of the territorial subdivisions (STOFM).

The developer is responsible for organizing training sessions for:

- System administrators;
- ANOFM/STOFM specialists.

The estimated total number of people to be trained is **approximately 220 specialists**, as follows:

- ANOFM staff (Central Office): approximately **20–25 people**;
- STOFM staff (regional offices): approximately **195 people**.

The training sessions will be held in person at the ANOFM headquarters located at 1 Vasile Alecsandri Street, Chișinău, Moldova—**in groups of approximately 20–30 people each**—to ensure interactivity, individual assistance, and practical application (ANOFM will provide the conference room and one laptop for each participant).

The professional training program will consist of approximately **10 sessions**, covering the training of an estimated total of **220 people**, including staff from ANOFM's Central Office and specialists from the territorial subdivisions (STOFM).

Each **training session will last one day** to ensure an effective, interactive learning process that is applicable to daily activities. User training sessions must be structured to meet the training needs of all participants.

The training programs, instructional materials, and agendas for each user category must be provided in digital format, in their final version, to the Beneficiary at least 2 weeks before the start of the training sessions. Training materials: The developer is responsible for providing the documentation necessary for training, including user guides, manuals, videos, etc.

All training resources must be provided in Romanian.

13.3. *Technical Deliverables and Architecture Documents*

The developer shall prepare and deliver the complete technical documentation for the Information System, which will serve as the technical and operational basis for the system's analysis, development, integration, testing, implementation, administration, and acceptance activities.

The technical documentation must be prepared in accordance with the best international practices in the field of software development and information systems architecture and shall include, but not be limited to:

- Software Requirements Specification (SRS);
- Software Design Document (SDD);
- system architectural and operational documentation;
- technical documentation related to integrations and APIs;
- technical administration and operation documentation.

The mandatory minimum set of technical documents shall include:

- **Detailed technical specifications for the information system**, including:
    - a description of the application, logical, physical, and integration architectures;
    - a description of the front-office, back-office, and backend service components;
    - the necessary UML models (Use Case, Activity, Sequence, Component, Deployment, BPMN, etc.);
    - a description of the functional flows and business rules;
    - conceptual, logical, and physical data models;
    - user interface specifications;
    - a description of interoperability and integration mechanisms;
    - functional and non-functional requirements;
    - authentication, authorization, audit, and security mechanisms;
    - test scenarios and acceptance criteria.
- **Test strategy**, which will include:
    - the testing methodology and levels;
    - test scenarios and plans;
    - functional, integration, performance, and security testing;
    - validation and acceptance procedures;
    - defect management and remediation mechanisms.
- **Complete and documented source code** for all components developed as part of the project, including:
    - backend and frontend applications;
    - integration components;
    - configuration and deployment scripts;
    - unit and integration tests;
    - technical documentation related to the source code.
- **The technical administration and operation manual**, which will include:
    - the ICT infrastructure architecture;
    - hardware and software requirements;
    - configurations of platforms and hosting environments;

- installation, configuration, and update procedures;
- backup and restore procedures;
- monitoring and logging mechanisms;
- database structures;
- operational security policies and mechanisms.

The developer will develop and document technical recommendations regarding the hosting infrastructure and the configuration of cloud resources necessary for the system's operation, including performance, availability, scalability, and security parameters.

The configurations of the infrastructure, servers, middleware components, databases, and installed applications will be documented in coordination with the Beneficiary and the hosting infrastructure administrators.

The installation or use on the production infrastructure of applications, software components, or utilities that are unauthorized, not inventoried, or not necessary for the system's operation is prohibited.

All technical documentation will be prepared and delivered in Romanian, in an editable and reusable format (DOCX, XLSX, VSDX/UML, PDF, and other relevant open formats).

13.4. Deliverables and Payment Terms

- Each sprint concludes with a work product (or set of work products) that will be presented to the Beneficiary for testing and acceptance on the last day (or days) of the sprint;

- The deliverables will be considered accepted upon signing the acceptance report, issued following verification of compliance with the DoD and project requirements;

- Payments will be made after each sprint, based on the delivery and acceptance of the deliverables, in accordance with the schedule established for the sprints. Each sprint will constitute a distinct unit of work, with clearly defined objectives, outcomes, and deadlines;

- If the deliverables contain defects not attributable to the Beneficiary, the company is obligated to remedy them at no additional cost and without impacting the delivery schedule;

13.5. Adjustments and Limitations

- The company will not include in the financial proposal the costs associated with subscriptions for software or services to be purchased separately for the delivery of this project;

- All costs related to the company's internal resources (staff, equipment, workspace, communications, etc.) will be included in the total quoted price;

- If additional requirements are identified during the maintenance period, they may be implemented in additional iterations (additional sprints), within the limits of the available budget and only with the beneficiary’s prior approval.