

Annex : Invitation to Due Diligence Proposals – Questionnaire

Companies submitting Proposals in respect of providing due diligence services for applicants under the Citizenship by Investment Program of Moldova are asked to answer the questions set out in the questionnaire below, in accordance with the following guidance notes:

- For “yes/no” questions, provide a description, or additional information wherever possible;
- As applicable, specify any limitations to the services or functionality available;
- As applicable, specify any associated software or third party that is required to provide services, including dependency on any service or module offered by the Company;
- If the answer is “no”, no further description is required; however, Companies may wish to include additional information;
- As applicable, specify any limitations to the availability of the functionalities (future release, etc.); and
- Companies are welcome to provide media demonstrating examples of systems.

No	Requirement	Response
Company Information, Experience, and Expertise		
1.	If the Company is legally associated with, owned or controlled by a larger or distinct organization, specify the organisation’s legal name, jurisdiction, and describe the nature of the legal relationship.	
2.	Does the Company perform specific security-related activities, such as background checks, before hiring new employees? Describe these services as well as the process, and explain the types and depth of background checks performed, if any.	
3.	Are there any third parties who have access, or receive information contained in the reports? If yes, please specify whom.	
4.	Where is the head office located?	
5.	Where are the support offices located?	
6.	How many investigative reports does the Company approximately produce (annually or monthly)?	
7.	Provide three other companies/institutions (or otherwise) as references (include contact name, telephone number, and brief description of the services rendered to these customers).	
8.	How many years has the Company been offering similar Services?	
9.	Describe the size, credentials, and responsibilities of the investigative team(s), including a headcount by location and skills in applicant’s native language(s).	
10.	Describe any financial or contractual relationships between the Company and any third-party companies/service providers, and state whether such third parties would be used by the Company as a subcontractor or as an entity contracted directly for Services.	
11.	Disclose any known or perceived conflicts of interest the Company or its leadership may have that would impact on the Services.	

12.	Does the Company have sufficient resources to assign a dedicated account manager to clients?	
13.	Describe the Company's relationship/account management, status reporting, performance review meetings, contract management, audits, quality assurance, planning, and handling of service requests.	
Services Description: General Services, Volume, Time Frames For Delivery, and Costs separated by geographic location		
1.	Are Services available in respect of special exigencies?	
2.	Indicate whether the Program Office, Commission, or otherwise requires an agreement with any provider of security, databases, sources, tools, or other technology that can be used in providing the Services.	
3.	Indicate time frames for delivery of investigative services, providing examples where times vary.	
4.	Are the primary investigative tools developed internally by the Company? If so, describe the resources of the team responsible.	
5.	What resources are available to the Company to ensure the ability meet mid-to-high volume requests? <i>[mid volume defined as 20 – 40 cases monthly, high volume as 40 – 80 cases monthly]</i>	
6.	Indicate whether preliminary or draft output of investigative research is available, and if so, describe.	
7.	Describe any additional services and/or systems available on a no-fee basis, that could be of interest.	
8.	Describe the proposed method of implementation and delivery of report.	
9.	Describe the report costs, separated by geographic location if applicable. Outline any situations which would affect the price.	
Process: Methodology for Critical Evaluation, Tools, Validation, Verification		
1.	Explain the ongoing process of validating sources, information, data and analyses involved in investigative research, describing any possible triggers known to raise concern in terms of reliability, validity and accuracy.	
2.	Describe regulatory searches available, resources, tools and technology used, sources of data and other information, as well as search/research techniques, including categorization, comparison and relevance filtering of research output/results.	
3.	For civil and criminal records research, describe search/research techniques, sources of data and other information, resources, tools and technology used as well as categories of output. Describe where public record searches are performed as well as if and how local court records or non-electronic records are researched. Describe where private record searches are performed, if applicable.	
4.	For bankruptcies/liens research by jurisdiction, describe search/research techniques, sources of data and other information, resources, tools and technology used.	

5.	Explain how news and social media information is collected, describing resources, tools and technology used, sources of data and other information gathered, as well as search/research techniques, including categorization, comparison, redundancy and relevance filtering of output/results. If applicable, list any scientific models used.	
6.	Describe how CV verifications are performed including verifications of academic history, professional designations/credentials and work history.	
7.	Describe how professional designations are verified in major developed markets and emerging markets, if applicable.	
8.	Are interviews of references conducted in the context of any Services offered? If so, describe the process.	
9.	Where a reference is not supplied by an individual, are verifications performed? If so, describe.	
10.	Describe how red flags are identified, investigated and reported.	
11.	Provide examples or comment on past or ongoing correlational studies/methods that the Company has conducted (e.g., methods leading to discovery of CV misrepresentations, tendency to bad acts, and so on).	
12.	Provide annual metrics, if available, on the Company's number of engagements, searches or other areas of activity relevant to the Services proposed.	
13.	Provide some insights (if any) on trends in reputational due diligence and any initiatives completed or in progress to address current or projected trends.	
Security		
1.	What measures are taken to ensure that the Company is informed of and incorporates current security needs, as well as technological developments in security, hardware and software technology used for investigative and other Services?	
2.	Does the Company make use of any third-party IT or security entity? If so, what are the functions carried out by the entity?	
3.	Has the Company ever been the target of a data breach or cybersecurity incident? If so, how were these dealt with and what were the outcomes?	
4.	Describe and name, where relevant, any resources pertaining to operational, hardware and software systems in place to ensure that the Company remains current on regulatory IT and security needs, as well as measures taken to ensure privacy, strong encryption and the confidentiality of restricted, classified or otherwise controlled data handled by the Company.	
Data Protection		
1.	What measures does the Company have in place to ensure compliance by the Company and the Program with the obligations set out in applicable data protection laws, including, without limitation, the Privacy Act (Canada) and the EU General Data Protection Regulation?	