

TECHNICAL REQUIREMENTS

regarding the provision of adaptive and corrective maintenance services for the Automated Information System (AIS) “Control of Trade in Strategic Goods” (AIS STRATLINK)

1. General Information

The Automated Information System “Control of Trade in Strategic Goods” (AIS STRATLINK) (hereinafter AIS CTSG) is intended for the registration of authorizations for trade in strategic goods and related documents, in accordance with the provisions of the normative acts in the field of control of trade in strategic goods. AIS CTSG ensures the issuance, delivery, and registration of authorizations for trade in strategic goods and related documents. AIS CTSG allows the submission of applications both at the counter and online by citizens.

The unavailability of this system, even for a short period, halts the service delivery process by the National Commission for the Control of Trade in Strategic Goods during the examination of applications, issuance of authorizations, and other related documents for trade in strategic goods. This document contains a concise description of AIS CTSG, as well as the conditions, general premises, and requirements for system maintenance.

2. References

The operation and updating of AIS CTSG are regulated by the following normative acts:

- 1) Constitution of the Republic of Moldova;
- 2) Law no. 358/2004 regarding the implementation of the Convention on the Prohibition of the Development, Production, Stockpiling and Use of Chemical Weapons and their Destruction;
- 3) Law no. 133/2011 on the Protection of Personal Data;
- 4) Law no. 160/2011 on the Regulation by Authorization of Entrepreneurial Activity;
- 5) Law no. 161/2011 on the Implementation of the Single Window in Entrepreneurial Activity;
- 6) Law no. 132/2012 on the Safe Conduct of Nuclear and Radiological Activities;
- 7) Law no. 172/2014 approving the Combined Nomenclature of Goods;
- 8) Law no. 100/2017 on Normative Acts;
- 9) Law no. 195/2024 on the Protection of Personal Data (effective from 23.08.2026);
- 10) Law no. 213/2024 on the Control of Trade in Strategic Goods;
- 11) Government Decision no. 1392/2005 approving the Methodological Norms regarding the Technical Procedures for Implementing the Provisions of Law no. 358-XV of November 5, 2004, on the Implementation of the Convention on the Prohibition of the Development, Production, Stockpiling and Use of Chemical Weapons and their Destruction;
- 12) Government Decision no. 727/2014 approving the Regulation on the Authorization of Nuclear and Radiological Activities;
- 13) Government Decision no. 314/2017 regarding the Establishment of the Public Services Agency;
- 14) Government Decision no. 966/2020 regarding Services Provided by the Public Services Agency;
- 15) Government Decision no. 24/2025 regarding the National Control System of Trade in Strategic Goods in the Republic of Moldova;
- 16) Law no. 467/2003 on Informatization and State Information Resources;
- 17) Law no. 142/2018 on Data Exchange and Interoperability;
- 18) Law no. 124/2022 on Electronic Identification and Trust Services;
- 19) Law no. 148/2023 on Access to Public Interest Information;

- 20) Government Decision no. 562/2006 on the Creation of State Automated Information Systems and Resources;
- 21) Government Decision no. 1090/2013 on the Government Electronic Service for Authentication and Access Control (MPass);
- 22) Government Decision no. 128/2014 on the Common Government Technology Platform (MCloud);
- 23) Government Decision no. 405/2014 on the Integrated Government Electronic Service of Electronic Signature (MSign);
- 24) Government Decision no. 201/2017 approving the Minimum Mandatory Cybersecurity Requirements;
- 25) Government Decision no. 414/2018 on Measures to Strengthen Data Centers in the Public Sector and Rationalize the Administration of State Information Systems;
- 26) Government Decision no. 375/2020 approving the Concept of the Automated Information System “Registry of Powers of Representation Based on Electronic Signature” (MPower) and the Regulation on the Manner of Keeping the Registry of Powers of Representation Based on Electronic Signature;
- 27) Order of the Minister of Information Development no. 78/2006 approving the Technical Regulation “Software Life Cycle Processes” RT 38370656-002:2006;
- 28) Republic of Moldova Standard SM ISO/IEC 12207:2014 “Systems and Software Engineering — Software Life Cycle Processes”;
- 29) Republic of Moldova Standard SM ISO/IEC/IEEE 15288:2015 “Systems and Software Engineering — System Life Cycle Processes”;
- 30) Republic of Moldova Standard SM ISO/IEC 27002:2017 “Information Technology — Security Techniques — Code of Practice for Information Security Management.”

3. Objective of the Document

The technical requirements refer to the subject of describing the general premises, as well as the adaptive maintenance actions aimed at ensuring the proper functioning of the system. Specifically, this document contains the following components:

Project composition	Maintenance activity
Corrective maintenance and support for SIA CTSG	The services will be provided until 24.12.2026, based on the actual time spent.
Adaptive maintenance for the AIS CTSG	The services will be provided until 24.12.2026, based on the actual time spent.

4. Purpose of the System

4.1 Objective

The Automated Information System CTSG is designed to ensure the creation of a unique information resource regarding authorizations for trade in strategic goods and related documents.

4.2 Integration of SIA CTSG with Other Systems and Services

SIA CTSG is integrated with government systems and services (MPass, MSign și MPower).

5. List of Roles within the SIA CTSG

The roles within the system are as follows:

- Administrator;
- Issuing Authority "ASP Commission Secretary";
- Issuing Authority "ASP Specialist";
- Approval Authority "SIS Commission Member";
- Approval Authority "MA Commission Vice-Chairperson";
- Approval Authority "MAE Commission Member";
- Approval Authority "MAI Commission Member";
- Approval Authority "SV Commission Member";
- Approval Authority "PCSB Commission Member";
- Approval Authority "MDED Commission Chairperson";
- Security Specialist;
- Auditor;
- Process configuration specialist;
- Public page management specialist;
- Restrictions/bans/sanctions management specialist.

6. Business Processes within SIA CTSG

6.1 Public Component (Online)

- The applicant authenticates on the portal using the government's electronic authentication and access control service (MPass).
- From the displayed options, the applicant selects the required application type, if necessary, use the power of attorney service based on electronic signature (MPower),fills in the data, uploads documents, sign the application using the integrated government electronic signature service (MSign), and submits it for examination to the responsible authority.
- On the portal, the applicant can search for submitted applications and view their status.
- The public portal provides the possibility to check control lists and download document templates.

6.2 Counter Component (Ghişeu)

- Authentication is ensured by using the government electronic authentication and access control service (MPass).
- Access to functionalities is granted based on assigned role sets.
- ASP employees have options to search and add applications according to the services provided, generate system documents and reports, manage workflows, and classifiers.
- Employees of the approval authorities can view applications and attached documents, as well as provide approvals for issuing authorizations and related documents.
- Within the system, during application examination, there are options to refuse or approve applications with issuing decisions, as well as the possibility to suspend applications, for certain reasons, with or without generating authorizations and related documents.
- Signing of documents generated in the system is ensured through the integrated government electronic service of electronic signature (MSign).

7. Databases and Technologies Used

The Automated Information System "Control of Trade with Strategic Goods" is hosted on the common government platform MCloud and is based on:

Technologies and Platforms:

- PHP-FPM
- PostgreSQL
- Apache

8. Security and Protection

To guarantee security at the level of the technical-technological infrastructure, active information security auditing is implemented, which ensures:

- completeness of detected attacks and privilege abuse;
- minimization of false alert counts;
- display of information in various formats;
- access to audit data analysis for system administrators;
- guarantee of protection against unauthorized changes to registration information.

The audit subsystem provides the following services:

- network activity analysis;
- system activity analysis;
- application activity analysis;
- user activity analysis.

System security is ensured through the use of:

- authentication and authorization means;
- system audit tools.

9. Method of providing corrective maintenance and support services

Corrective maintenance and support services will be provided based on the beneficiary's requests, will be managed and accepted according to the communication channel agreed upon by the parties.

10. Method of Providing Adaptive Maintenance Services

Adaptive maintenance services will be provided based on the beneficiary's requests and will be managed and accepted according to the communication channel agreed upon by the parties.

CPV code	Services name	Specification of services	Deliverables	Deadline
1	2	3	4	5
72510 000-3	Integration with the Bank Accounts Registry	- Development of the functionality; - Testing of the functionality; -Adjustment of documentations	- Updated source code; - Updated technical project (procedure description); -Adjusted guidelines	30.08.2026
	Extension of logging parameters	- Development of the module; - Testing of the module; -Adjustment of documentations		30.06.2026
	Development of audit and security reports	- Development of reports; - Testing of reports; -Adjustment of documentations		30.09.2026
	Development / updating of functionalities to ensure compliance with the provisions of changes in regulatory acts	- Development / updating of the functionalities; - Testing of the functionalities; -Adjustment of		15.12.2026

		documentations		
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Note: The technical requirements and detailed breakdown of the work will be provided separately by the ASP team during their approval process.

For the entire contractual period, the Beneficiary shall ensure for the Provider the operation of an electronic system for recording support and maintenance requests.

The Contractor shall provide the services for the development of additional functionalities, based on generally recognized and accepted procedures and standards agreed upon by the Beneficiary. Prior to delivery to the Beneficiary, the Contractor shall ensure that the additional functionalities are tested in accordance with the requirements and conditions set by the Beneficiary, which will be recorded in a handover protocol. The Beneficiary has the right to verify (test) the additional functionalities of the system delivered by the Contractor.

The Contractor shall submit the final invoice by **December 24, 2026**, accompanied by the versioned deliverables that comply with the requirements of **Order no. 78 of 01.06.2006** regarding the approval of the technical regulation "*Software Life Cycle Processes*" RT 38370656 - 002:2006.

These deliverables shall be submitted exclusively with the final Invoice and are not required for intermediate phases:

- Updated installation guide;
- Updated technical system design documentation;
- Updated system administrator guide;
- Updated user manual;
- Updated source code with all necessary libraries and tools required to compile the system components;
- Qualification testing protocol signed by both Parties.

The Beneficiary and the Contractor are obliged to inform each other of any changes made to the system, including additional functionalities integrated or other changes such as system administration (server hosting, allocated hardware resources, etc.). This information shall be shared in order to avoid communication gaps that could jeopardize the proper functioning of the system.

Based on operational needs, the Beneficiary may request consultancy services from the Contractor in the form of written responses to questions regarding the SIACTSG.

Moldova Public Service Agency retains the same ownership rights, with same limitations agreed on the Deed of Transfer Act over AISCTSG, including improvements made under this Contract.

11. Terms and conditions of delivery/performance: The services shall be provided from the date of signing the Contract until **December 24, 2026**.