



National  
Bank of Moldova

35<sup>years</sup>

Transformation of business processes and  
modernization of the banking information system of  
the National Bank of Moldova

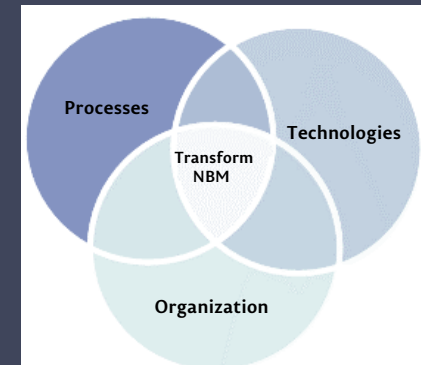
# „Transform NBM”

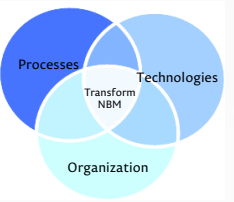
Public tender: [ocds-b3wdp1-MD-1771242899805](#)

Procurement object: Implementation services of IT solutions for banking operations and enterprise resource management (licenses, implementation services, and warranty services) - REPEATED tender procedure



Chişinau

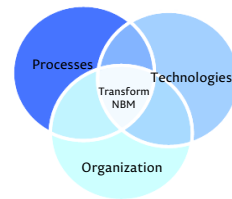




# Submission of Tenders

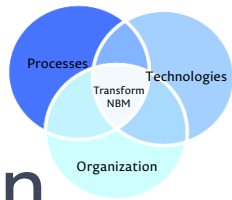


1. Mandatory aspects for tender submission
2. Requests for Clarification of the Award Documentation
3. Submission of tenders by non-residents
4. Methods of tender submission by non-residents
5. Qualification criteria and selection documents
6. Eligibility requirements
7. Confidential information or commercially sensitive data
8. Submission of Joint tenders (Consortium Submissions)



# Mandatory aspects for Tender Submission

1. Tenders must be submitted **exclusively** through the [MTender Public Portal](#).
2. The deadline for tender submission is May 15, 2026, at 10:00 AM (EET, local time).
3. The tender **must** include the following documents (*items 1–6 of Section 16 of the Participation Notice*):
  - a) Technical Specification
  - b) Price Specification
  - c) ESPD (In case of association to be submitted by each partner) – **mandatory for all Tenders**
  - d) Tender guarantee (1% of the offer value, excluding VAT), two options:
    - transfer to the account of the contracting authority; or (The transfer will be made exclusively via [SWIFT](#). Transfers via other payment systems are not accepted. Any commission applied for the transfer of the tender guarantee, charged by the intermediary banks will be borne by the tenderer. The tenderer will ensure the transfer of the full amount of the tender guarantee to the NBM account.)
    - bank guarantee letter – **!!!Attention**: period of validity of the tender guarantee must cover a period that exceed the period of validity of the tender by 20 calendar days.
  - e) Detailed financial tender for implementation services - [Annex 3 to „The Specifications”](#)
  - f) Total Cost of Ownership (TCO) – [Annex 4 to „The Specifications”](#)
4. All the tender’s documents must be signed by the administrator or authorized representative, confirmed by electronic signature.



# Requests for Clarification of the Award Documentation

- Economic operators may address clarification questions to the contracting authority regarding the tender documentation or the preparation of their tender (offer) exclusively in written format through the MTender e-procurement platform.

**Link:** <https://achizitii.md/en/public/tender/21567046/questions>

**!!!Attention:** To be able to submit questions, participants must be registered on the platform.

- Consequently, the Contracting Authority will respond to clarification questions also in writing through the MTender e-procurement platform.
- All clarification questions, as well as the Contracting Authority's responses, will be published in the MTender e-procurement system and will be visible to all registered participants, without disclosing the identity of those who submitted the questions.



# Requests for Clarification of the Award Documentation



<https://achizitii.md/en/public/tender/21567046/questions>

Achiziții

+373 22 003 999  
info@achizitii.md

[Cabinet](#)

[Back to the procurement list](#)

Commercial procurement 21567046

**Servicii de implementare a soluțiilor informatice de operațiuni bancare și de gestionare a resurselor corporative (licențe, servicii de implementare și servicii de garanție) - REPETAT**

☆

ENQUIRY PERIOD      BIDDING PERIOD      AUCTION      EVALUATION      CONTRACT

1

13 days left

with 16.02.2026 16:48  
to 15.04.2026 10:00

2

with 15.04.2026 10:00  
to 15.05.2026 10:00

3

will not be used

4

5

Description
Clarifications (0)

**Question's name**

**Question**

[Ask a question on procurement](#)

Only authorized platform users may ask questions during the clarification period.

Status

Enquiry period

Estimated value without VAT

79 998 333, 33 MDL

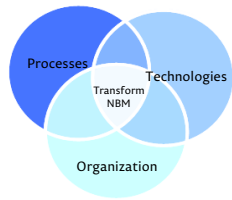
**Period of clarifications:**  
16 Feb 2026, 16:48 - 15 Apr 2026, 10:00

**Submission of proposals:**  
15 Apr 2026, 10:00 - 15 May 2026, 10:00

Supplier technical support:  
(+373) 79999801

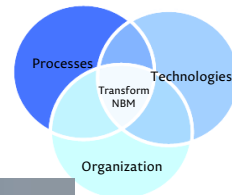
!

This procedure is carried out without auction. Your offer is final



# Submission of Tenders by Non-Residents (ref. Participation Notice, point. 39.1)

1. To submit electronic tenders, economic operators must register on one of the platforms: <https://achizitii.md> or <https://mtender.gov.md>.
2. For registration details, contact the platform support teams:
  - Tel: [+373 22 003 999](tel:+37322003999), Email: [info@achizitii.md](mailto:info@achizitii.md) or Administrator: Lidia Demeaniuc, [+373 79999 801](tel:+37379999801)
  - Tel: [\(+373\) 22 822 038](tel:+37322822038), Email: [asistenta@ctif.gov.md](mailto:asistenta@ctif.gov.md)
3. The steps for registration are provided at:  
<https://support.achizitii.md/support-achizitii/1-inregistrarea-pe-platforma-achizitii-md-furnizor/>
4. The platform <https://mtender.gov.md> accepts tenders from non-residents signed with a qualified EU electronic/digital signature recognized at the European level.



# Instructions on registering as a Supplier/Tenderer



To facilitate the bidding process on the MTender platform, a Supplier (Tenderer) Guide has been translated and will be sent to participants.



## 1. Instrucțiune privind înregistrarea în calitate de Furnizor

Prezenta instrucțiune se adresează operatorilor economici, persoanelor fizice și reprezentanților societății civile interesați să urmărească și să participe la procedurile de achiziții publice din Republica Moldova, desfășurate prin intermediul SIA RSAP MTender.

Pentru utilizarea funcționalităților platformei, este necesară autentificarea și înregistrarea prealabilă a organizației sau a persoanei fizice în sistem.

Utilizatorii autentificați, au posibilitatea de a adresa întrebări de clarificare aferente procedurilor publicate, de a depune oferte și de a participa la licitații electronice.

Categoriile eligibile pentru înregistrare și participare la tendere:

- o Persoane juridice rezidente;
- o Persoane fizice;
- o Persoane juridice nerezidente.

!!!The registration process and obtaining a user profile may take up to two weeks

### 1. Contul de utilizator

Pentru a începe lucrul cu platforma achizitii.md, utilizatorul trebuie să fie autentificat utilizând numele de utilizator și parola. Sistemul de autentificare este comun cu alte proiecte, precum 999.md, point.md și afisha.md, astfel puteți utiliza aceleași date de

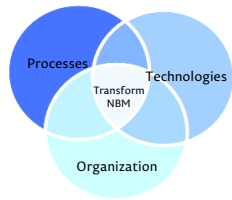
### Ajutor

**LEGISLAȚIE**  
LEGEA PRIVIND ACHIZIȚIILE PUBLICE

**CODURI CPV**  
LISTA CODURILOR CPV

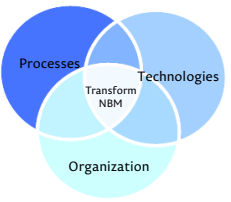
**LISTA DE INTERDICȚIE**  
LISTA DE INTERDICȚIE A OPERATORILOR ECONOMICI

**Ghid tehnic pentru Furnizori ( Operatori Economici )**



# Methods for Submission of Tenders by Non-Residents

1. If the non-resident economic operator does not hold a qualified electronic signature recognized at the European level, the national authorities suggest the following options:
  - a) Submitting the tender through an authorized national (local) representative (potential partner)
  - b) Participating in the public procurement procedure through an association
  - c) Independently submitting the electronically signed tender after obtaining a legally binding public key certificate
2. To obtain the legally binding certificate, the non-resident must:
  - a) Contact one of the Public Key Certification Centers
  - b) Obtain a State Identification Number (IDNP) from the Public Services Agency, valid in the Republic of Moldova

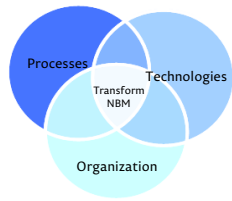


# Qualification criteria and Selection Documents

1. Qualification criteria and selection documents (**listed under items 7–33 of Section 16 in the Participation notice**) may be submitted together with the tender (*recommended*), or will be presented upon request by the tenderers who qualify based on the initial documents constituting the tender.
2. Original or copy of the qualification and selection documents must be signed electronically by the administrator or authorized person.
3. **!!!**If the tender and supporting documents are signed by an authorized person, a valid power of attorney must be provided at the time of signing.

To facilitate the bidding process, the Contracting Authority has included Annex No. 17, “TENDER STRUCTURAL VALIDATION CHECKLIST,” to the Participation Notice.

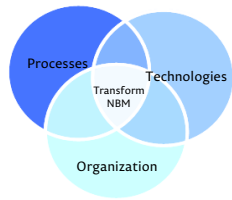
**!!!Important:** This list is intended to guide the tenderer in the process of preparing the tender, but it is not opposable and not exhaustive.



# Eligibility Requirements

according to the Public Procurement Law No. 131/2015

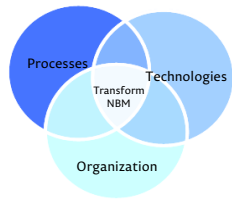
1. The tenderer, including any associates, must meet the eligibility criteria specified in Article 19 of the Public Procurement Law No. 131/2015 (*also found in Chapter III of the ESPD*), and must qualify as a responsible employer and taxpayer.
2. Operators are not allowed to participate if they are:
  - a) Registered, residing, or conducting main economic activities in jurisdictions or autonomous regions that do not implement international transparency standards
  - b) Legal entities with founders, shareholders, administrators, or beneficial owners directly or indirectly based in such jurisdictions (per Article 16(6) of Law No. 131/2015)



# Confidential or Commercially Sensitive Information

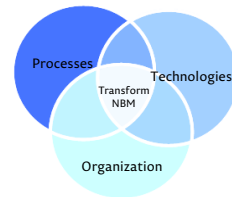
All information submitted by the tenderer in the SIA RSAP M-Tender is public.

1. The documents of the tender containing confidential and/or trade secret information - to protect intellectual property or personal data - must be sent password-protected to the contracting authority via email:  
To: [achizitii.contracte@bnm.md](mailto:achizitii.contracte@bnm.md), Cc: [Transform\\_BNM@bnm.md](mailto:Transform_BNM@bnm.md), before the tender submission deadline. The password should be sent in a separate email after the submission deadline.
2. Due to the public nature of the procurement procedure, the following forms must remain public and cannot be classified as confidential or trade secrets: Technical Specifications, Price Specifications, ESPD, Tender Guarantee. Failure to comply with this requirement will result in tender rejection.



## Submission of Joint Tenders

1. Economic operators have the right to associate for the purpose of submitting tenders and/or to act as joint tenderers.
2. Each member of the association must submit a separate ESPD (European Single Procurement Document).
3. The association is required to obtain a specific legal form of organization if such transformation is necessary for the proper performance of the contract, and only after the contract has been awarded.



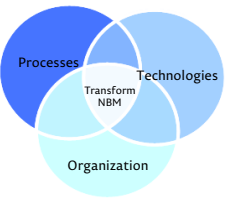
## Aspects to be considered during the tender preparation

- Thorough study of Annex No. 6 to „The Specifications, “Contract – Model”. Specifically, it is recommended to review carefully the contractual clauses related to: payment method (payment installments); penalties (sanctions for delay and non-performance); clauses on limited liability; etc.



**!!! Attention:** Please note that the contract template is governed by the regulatory framework on public procurement in the Republic of Moldova; therefore, the contract template cannot be subject to substantial modifications.

- In order for the bid to be considered for evaluation, it must meet the qualification criteria. **Please pay attentions**, with the most important being listed in the **Annex no. 8** to the Participation Notice, namely under the points: 3,4,5 together with rest of the requirements.



# Thank you for your attention

