

Technical Proposal for Adaptive Maintenance Services of AIS “CTSG”

1. Introduction

This Technical Proposal is submitted as part of the procurement documentation for the provision of adaptive maintenance services for the Automated Information System “Control of Trade with Strategic Goods” (AIS CTSG). The proposal defines the scope, objectives, technical requirements, deliverables, and conditions under which the Contractor will perform the services, ensuring compliance with applicable standards and the Moldova Public Service Agency’s operational needs.

2. Objective of the document

The objective of this document is to describe the premises and actions required to ensure the proper functioning of AIS CTSG through adaptive maintenance.

3. Purpose of the system and integrations

The AIS CTSG is designed to ensure the establishment of a unified and centralized information resource concerning authorizations for the trade in strategic goods and associated documents.

AIS CTSG is integrated with Moldovan government systems and services (MPass, MSign and MPower).

4. Roles within the AIS CTSG

The system provides functionalities based on defined user roles, including but not limited to:

- Administrator;
- Issuing Authority representatives (ASP Commission Secretary, ASP Specialist);
- Approval Authorities (SIS, MA, MAE, MAI, SV, PCSB, MDED);
- Security Specialist;
- Auditor.

5. Business Processes

5.1 Public Portal

- Applicant authentication using approved credentials;
- Submission of applications with digital signing and document upload;
- Tracking of application status;
- Access to control lists and document templates.

5.2 System Side

- Role-based access for ASP staff and approval authorities;
- Management of applications, workflows, system documents, and reports;

- Decision-making functionalities (approval, refusal, suspension of applications);
- Secure handling of authorization issuance.

6. Technologies and hosting

The AIS CCMS is hosted on the governmental **MCloud** platform and utilizes:

- PHP-FPM;
- PostgreSQL;
- Apache.

7. Security and protection measures

To ensure operational security, the system incorporates:

- Information security auditing of network, system, application, and user activity;
- Detection of privilege abuse and attack attempts;
- False alert minimization and flexible reporting formats;
- Authentication and authorization mechanisms;
- Protection against unauthorized modifications.

8. Method of providing adaptive maintenance services

8.1 Service Delivery

Corrective and adaptive maintenance services will be performed upon the Moldova Public Service Agency's request and managed via communication channels agreed by both Parties. Services will comply with recognized standards, ensuring system stability, performance, and security.

8.2 Services include

Project composition

Corrective maintenance and support for AIS CTSG

Adaptive maintenance for the AIS CTSG

Maintenance activity

The services will be provided until 24.12.2026, based on the beneficiary's request and based on the actual time spent.

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Adaptive maintenance services will be provided based on the beneficiary's requests:

- Integration with the Bank Accounts Registry
- Extension of logging parameters
- Development of audit and security reports
- Development / updating of functionalities to ensure compliance with the provisions of changes in regulatory acts

Note: Technical requirements and detailed tasks will be confirmed by ASP prior to execution.

9. Deliverables

The Contractor will provide the following final deliverables by **24.12.2026**, together with the final invoice:

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

Intermediate deliverables are not required unless specifically requested by the Moldova Public Service Agency.

10. Compliance with Standards

All activities will comply with **Order No. 78 of 01.06.2006** approving the technical regulation “*Software Life Cycle Processes*” RT 38370656-002:2006.

11. Responsibilities

- The Contractor will test all functionalities prior to delivery and provide documentation to the Moldova Public Service Agency.
- Moldova Public Service Agency may verify and validate functionalities before acceptance.
- Both Parties shall notify each other of system changes (administration, integrations, hosting, resources, etc.) to avoid operational risks.
- Moldova Public Service Agency retains the same ownership rights, with same limitations agreed on the Deed of Transfer Act over AIS CTSG, including improvements made under this Contract.

12. Terms and Conditions of Performance

- Services will commence upon contract signing and continue until **24 December 2026**.
- The Contractor will ensure service continuity, security, and timely execution in accordance with agreed requests and procurement conditions.

