

Minute of the 2nd familiarization meeting from April 03, 2026

Cod CPV: 48422000-2; 72000000-5

April 03, 2026

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The presenters at the meeting:

No.	Surname, Name	Position	Topic of the presentation
1.	[REDACTED]	[REDACTED]	Introductory remarks
2.	[REDACTED]	[REDACTED]	Key aspects and qualification requirements to focus on, during bid preparation. Procurement procedure, specific aspects of submission of tenders
3.	[REDACTED]	[REDACTED]	Concluding remarks. Q&A
4.	[REDACTED]	[REDACTED]	

Other representatives of the NBM subdivisions attended the meeting.

The National Bank of Moldova (NBM) confirmed 10 (ten) registered participants (economic operators) to the 2nd familiarization meeting.

Meeting Agenda:

1. Opening of the Familiarization meeting. Foreword. Introductory remarks.
2. Key aspects and qualification requirements to focus on, during bid preparation.
3. Procurement procedure, specific aspect of submission of tenders.
4. Registration of Economic Operators on the MTender Electronic Platform. Supplier User Guide.
5. Questions and answers. Concluding remarks.
6. The end of the meeting.

1. Opening of the Familiarization Meeting. Foreword

Speaker: [REDACTED]
[REDACTED]
[REDACTED]

Was presented:

- Greeting message for all the Participants attending the meeting. Introductory remarks.

2. Key requirements for bid preparation, tender submission procedures, and supplier registration on the MTender platform.

Speaker: [REDACTED]
[REDACTED]
[REDACTED]

Were presented:

- Key aspects and qualification requirements to focus on, during bid preparation;
- Procurement procedure, specific aspect of tenders submission;
- Registration of Economic Operators on the MTender Electronic Platform. Supplier User Guide;
- Questions and answers.

Questions and Answers:

1. **Question: Is it possible to replace the required bank guarantee with a guarantee issued by an insurance company? In public procurement practice, there are often several options available. An insurance guarantee could serve as an alternative, where the participant pays an one-time insurance premium and the insurer issues a policy of equivalent value, covering the risk of non-performance. Can this model be accepted within this procedure?**

Answer: Unfortunately, the documentation provides only two acceptable forms for establishing the guarantee: either in the form of a bank guarantee or through the transfer of funds to the contracting authority's account. The use of a guarantee issued by an insurance company is not permitted.

2. **Question: In the event that a participant does not win the tender, when will the submitted guarantee be returned, and how long does this process take?**

Answer: The guarantee is returned after the decision has been made and the results of the tender procedure have been officially published.

3. **Question: A question regarding the bid security guarantee: You provided a template stating that it must not be changed. However, in standard European guarantees, banks usually include some additional text that appears in all their guarantees. Is it possible for us to add such additional information?**

Answer: Yes, you may include additional standard text from the bank, if it does not change the substance or scope of the guarantee. It is important that the guaranteed amount and the required terms remain exactly as specified in the original template.

4. **Question: Is guidance available on how to register on the M-Tender portal, and are there any specific requirements for the electronic signature for tenderers?**

Answer: Guidance on registration will be provided after the meeting, including the presentation and a step-by-step guide for creating a profile on the platform. Information regarding the electronic signature will also be shared during the process. If any issues arise, support can be requested either through the contacts indicated on the platform or by notifying the contracting authority, which will liaise with the platform provider. It is important to note that this process may take some time, so early initiation is recommended. Additionally, a qualified European electronic signature is accepted for this procedure. If such a signature is already available, it can be used and will simplify the submission process.

5. **Question: The MTender platform indicates that tender documents can be submitted in Russian or Romanian, while the participation notice specifies Romanian or English. Can it be confirmed that submitting documents in English is acceptable?**

Answer: According to the tender documentation, submissions are allowed in Romanian or English. Therefore, English is fully acceptable, and bidders may choose their option.

6. **Question: Is it correct that the go-live dates for Lot 1 and Lot 2 will be the same, meaning there will be no need to integrate first with the current ERP system and then later with the new ERP system?**

Answer: The intention is to synchronize the two projects. During the planning stage, all dependencies will be reviewed to ensure proper coordination. The go-live phases of both systems are expected to be aligned as much as possible in order to ensure a smooth implementation.

7. **Question: Can you confirm that in the first round, up to the submission deadline in M-Tender, only Annexes 1–4, the ESPD, and the tender guarantee must be submitted, and that the remaining documents marked “on request” in the participation notice will be submitted later upon request (but no later than 15 May)?**

Answer: The tender package must include at least six mandatory elements: technical specification, price specification, ESPD, tender guarantee, detailed financial offer for implementation (Annex 3), and

Total Cost of Ownership (Annex 4). It is recommended to submit the full set of documents at the initial stage. However, if this is not possible, the mandatory six components must still be submitted by the deadline, and the remaining documents will be provided later upon request.

Additionally, the six mandatory documents must not be marked as trade secrets or be password-protected, as they are considered public. Other supporting documents may be password-protected to ensure confidentiality and may be submitted securely.

8. **Question: Is it acceptable to confirm project references without formal signed recommendation letters, for example by providing client contact details so that the contracting authority (National Bank of Moldova) can verify the information directly? One of the partners is not allowed by policy to issue recommendation letters.**

Answer: According to the procurement requirements, a minimum of two recommendation letters is mandatory. Therefore, the required number of reference letters must be respected to avoid any risk of bid rejection.

The recommendation letters do not need to contain qualitative assessments of performance. They should simply confirm that the contract was concluded/completed, including basic reference details.

In addition, bidders may also include supporting documents such as copies of contracts or acceptance reports (where no confidential information is disclosed, or could be blurred), as these can help support the evaluation. However, the minimum requirement of two recommendation letters remains obligatory.

9. **Question: Is a separate registration required for the other website (used for submitting questions/clarifications), or is it the same as the MTender platform registration? Also, do foreign tenderers need an electronic signature for registration and participation?**

Answer: No separate registration on another website is necessary. Clarification requests and questions can be submitted through the same portal that the economic operator used to register on MTender platform. An electronic signature is required only for the registration process. After registration, further clarifications and questions regarding the procedure can be submitted through the portal. Or if any questions or difficulties arise, they can be addressed by contacting the portal administrator directly. A detailed user guide explaining the registration steps and required actions will be provided. The provided guide is applicable for Achizitii.md

10. **Question: Is it required to submit the contract model with review comments, along with documents such as the SLA, maintenance and support agreement, licensing agreement, and product warranty templates in the first submission round? What is the process for providing comments or suggestions on the contract and its annexes?**

Answer: The contract model is considered a fixed document and its core clauses, which represent minimum requirements derived from procurement law, cannot be modified. However, additional clauses or agreements may be proposed, if they do not contradict the existing provisions.

There is no requirement to submit review comments or proposed changes to the contract model. Instead, bidders may build on top of the contract by adding complementary elements, while respecting the mandatory baseline conditions. Also, the bidder submits, together with the Contract, additional supporting documents such as the Service Level Agreement (SLA), maintenance and support agreement, licensing agreement, and product warranty templates, these documents being considered annexes to the contract.

11. **Question: If there are constraints related to the contract rules or requirements, is it possible to request changes or clarifications during the procedure?**

Answer: Yes, any constraints or concerns can be raised as clarification questions during the procedure. These will be reviewed by the evaluation working group, which may consider whether adjustments are justified. However, submitting such requests does not guarantee that the provisions will be changed; it only ensures that the concerns are considered for examination.

12. **Question: Is there an estimated timeline for the demo sessions after the submission deadline, and will the demos be conducted online or in person?**

Answer: The exact timing of the demo sessions cannot be determined in advance, as it depends on the number of bids received and the time required for their evaluation after the submission deadline. The

contracting authority will inform bidders in advance during the evaluation phase, to allow sufficient preparation time.

Regarding the format, demo sessions may be conducted remotely, although both remote and in-person options remain possible depending on the bidder’s preference.

13. **Question: Is it acceptable for the role of instructor (key expert) to be fulfilled by personnel who do not have a formal “instructor” position in the company, and can this role be combined with other roles or shared among multiple team members?**

Answer: Yes, it is acceptable as long as the proposed person(s) meets the qualification criteria specified in the tender documents, including relevant experience (e.g., training delivery). The role does not need to be a formally titled position within the company.

There is also flexibility in team composition: roles may be combined (one person performing multiple roles) or shared (multiple people contributing to one role), provided that all minimum requirements for key experts are fully met. Supporting CVs and documents demonstrating the required qualifications must be submitted.

14. **Question: Regarding certification requirements for certain key expert roles, is there flexibility in accepting different types of certifications, including less well-known or vendor-specific ones?**

Answer: Yes, there may be some flexibility depending on the specific role and certification required. In certain cases, vendor-issued certifications confirming that a person is qualified to work with or provide training on a specific solution may be accepted. Each case will depend on the relevance of the certification to the role and the requirements outlined in the tender documents.

15. **Question: Is there a deadline for submitting clarification questions during the tender procedure?**


Answer: Yes, the deadline for submitting clarification questions is 15 April, as indicated on the platform.

16. **Question: In the ESPD, some requirements are marked as “on request.” Does this mean the contracting authority will request these documents later if needed, or should they be submitted in advance, possibly as password-protected files?**

Answer: If a document is marked as “on request,” it means it is not mandatory to be submitted at the initial stage. The contracting authority will request these documents later during the evaluation process, and bidders will then be required to provide them.

However, it is also allowed to submit them in advance as part of the tender, for example in a password-protected format, if needed, in case of confidential information.

3. Concluding remarks.

Speaker: 

Guidelines and recommendations for the bidders:

It is important to reiterate that bidders must strictly comply with the minimum set of required documents previously specified. Failure to submit even one mandatory document will lead to rejection of the bid. All required documents must be properly completed and signed, as unsigned submissions will also be disqualified.

Attention should also be paid to the bid guarantee, in particular the correct amount and validity period. When making payments or transfers (**only SWIFT transfers are allowed, NOT SEPA**), bidders must ensure that all bank charges are covered so that the full required amount is received by the contracting authority, without any deductions.

Furthermore, all submitted documents must strictly follow the original templates provided in the tender documentation. No modifications to the format are allowed. All tables and fields included in the RFP are

mandatory and must be fully completed as specified. While additional tables may be added if necessary to present information, the original structure and required fields must be preserved and properly filled in.

All tenders must be submitted exclusively via the MTender platform. Therefore, bidders are strongly advised to complete their registration in advance and ensure they have valid access credentials before the submission deadline.

It is essential that all submission steps are properly completed so that the tender is successfully submitted before the deadline of 15 May (or other later deadline, if it will be extended – please follow information published on the MTender platform). Submissions can be made at any time before the deadline, including the day before or earlier. Once submitted, the system will register the tender, but it will remain inaccessible and hidden until the official opening date and time specified in the tender documents.

Bidders are encouraged not to wait until the last moment, as technical issues could arise close to the deadline. Early submission ensures that there is sufficient time to solve any potential problems.

The platform ensures confidentiality: submitted tenders cannot be viewed by the contracting authority or other participants until the official opening time. All submissions become visible only after the deadline has expired, in accordance with the system's automatic opening procedure.