

PROCUREMENT NOTICE

**concerning the procurement of Technical
support services for EJBCA software product
through the procedure of request for price quotations**

1. **Name of the contracting authority:** Public Services Agency (PSA)
2. **IDNO:** 1002600024700
3. **Address:** 42, A. Puskin street, Chisinau municipality, Republic of Moldova,
4. **Telephone / fax number:** tel.: 022 504021, 022 504654; fax: 022 212259
5. **E-mail and internet address of the contracting authority:** asp@asp.gov.md;
www.asp.gov.md
6. **E-mail or internet address where the access to the procurement documentation can be obtained:** *the procurement documentation is attached to the SIA RSAP procedure or can be accessed at web site www.asp.gov.md*
7. **Type of contracting authority and the main object of activity (where applicable, the reference that the contracting authority is a central procurement authority or that the procurement involves another form of joint procurement):** *Public institution with financial autonomy.*
8. **The procedure was included in the public procurement plan of the contracting authority (Yes / No):** *Yes*; **Link to the published public procurement plan:** *according to the Plan of Public Procurements for 2025:*
<https://www.asp.gov.md/sites/default/files/transparenta/achizitii/plan-anual/2025/Planul-de-achizitii-publice-pentru-anul-2025.pdf>
9. **The Buyer invites the interested economic operators that can satisfy its needs, to participate at the procurement procedure for the delivery/supply of the following goods/services:**

Nr.	CPV code	Name: of goods/ services	Mea su rement unit	Quan tity	The full technical specification required, reference standards	Estimated value in MDL without VAT, (indicated for each lot separately)
1	72250000-2	Technical support services for EJBCA software product	services	--/--	<p>1. The requirements for the Provider of Technical support services for EJBCA software product: <i>The service Provider shall have the source code of the EJBCA software installed in the Republic of Moldova and shall be able to update it.</i></p> <p>2. The requirements for support services:</p>	758 670,00

					<p>2.1 Support service type: software support (Enterprise level);</p> <p>2.2 Software downloads, including patches;</p> <p>2.3 Online access to technical documentation;</p> <p>2.4 Access to the assistance portal;</p> <p>2.5 Private portal project;</p> <p>2.6 Number of incidents: unlimited;</p> <p>2.7 Security and critical patch notifications;</p> <p>2.8 Best practice advice;</p> <p>2.9 Hotfix and emergency patches;</p> <p>2.10 Installation with consultations during the process;</p> <p>2.11 Assistance: remote;</p> <p>2.12 Product expert advisory and help;</p> <p>2.13 Raise support case via phone: 8h x 5d (Mon-Fri, non-holidays);</p> <p>2.14 Raise support case via web and e-mail;</p> <p>2.15 Guaranteed response time, max: next business day;</p> <p>2.16 Issue tracker.</p>	
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Note: In accordance with the provisions of the legislation in force, the bids whose price exceed by 30% the estimated amount of the contracting authority will not be accepted.

- 10. In case of pre-selection procedures, the minimum number of candidates and, where appropriate, their maximum number shall be indicated:** *not applicable.*
- 11. In case the contract is divided into lots, an economic operator can bid (will be selected):** *not applicable.*
- 12. Admission or prohibition of alternative bids:** *not allowed.*
- 13. Terms and conditions of delivery/supply requested:** *the Services shall be performed by the Provider upon the Beneficiary's request, remotely, via telephone and e-mail/Internet, for the period January - December 2025, according to the requirements specified in the Procurement Notice.*
- 14. The validity of the contract:** *December 31, 2025*
- 15. Procurement contract reserved for protected workshops or it can only be executed in the framework of protected employment programs (where applicable):** *not applicable.*
- 16. For a particular profession, the service is provided based on documents with legal power or certain administrative documents (where applicable):** *not applicable.*
- 17. Brief description of criteria regarding eligibility of economic operators that can determine their elimination and of selection/pre-selection criteria; the minimum level (s) of requirements eventually imposed; mention the required information (ESPD/DUAE, documentation):**

No.	Qualification and selection criteria (description of the criterion/requirement)	Way of demonstrating the fulfilment of the criterion/requirement	Minimum level/Obligation
1.	<p>ESPD <i>(in case if the economic operator participates in the public procurement procedure together with other economic operators, all the participants must complete ESPD separately)</i></p>	<p>European Single Procurement Document, completed in accordance with the template approved by the Order of the Minister of Finance no. 72 as of June 30, 2020 (Amended by the Order of the Minister of Finance no. 146 of November 24, 2020) - Electronic copy of the hand-signed paper document without the application of the electronic signature or the document confirmed by electronic signature of the economic operator <i>(electronic signature recognized on the territory of the Republic of Moldova)</i></p>	Mandatory
2.	Technical specifications	<p>Technical specifications, completed in accordance with Annex no. 22 to the Standard documentation approved by the Order of the Minister of Finance no. 115 as of September 15, 2021 - Electronic copy of the hand-signed paper document without the application of the electronic signature or the document confirmed by electronic signature of the economic operator <i>(electronic signature recognized on the territory of the Republic of Moldova)</i></p>	Mandatory
3.	Price specifications	<p>Price specifications, completed in accordance with Annex no. 23 to the Standard documentation approved by the Order of the Minister of Finance no. 115 as of September 15, 2021 - Electronic copy of the hand-signed paper document without the application of the electronic signature or the document confirmed by electronic signature of the economic operator <i>(electronic signature recognized on the territory of the Republic of Moldova)</i></p>	Mandatory
4.	Confirmation of identities of effective beneficiaries and the absence of condemnation for participation in criminal activities or criminal	<p>Declaration provided by the winning bidder to the contracting authority and Public Procurement Agency, <u>within 5 days after the date the</u></p>	Mandatory

	communities or organizations, corruption, frauds and/or money laundering.	<u>results of public procurement procedure are announced</u> - Electronic copy of the hand-signed paper document without the application of the electronic signature or the document confirmed by electronic signature of the economic operator <i>(electronic signature recognized on the territory of the Republic of Moldova)</i>	
5.	Request for participation in the procurement procedure	Request for participation completed in accordance with Annex no. 7 to the Standard documentation approved by the Order of the Minister of Finance no. 115 as of September 15, 2021 - Electronic copy of the hand-signed paper document without the application of the electronic signature or the document confirmed by electronic signature of the economic operator <i>(electronic signature recognized on the territory of the Republic of Moldova)</i>	Mandatory
6.	Maintain the validity of the bid for a duration of 70 days <i>(the bid validity is calculated from the submission deadline date)</i>	Statement on the validity of the bid, completed in accordance with Annex no. 8 to the Standard documentation approved by the Order of the Minister of Finance no. 115 as of September 15, 2021 - Electronic copy of the hand-signed paper document without the application of the electronic signature or the document confirmed by electronic signature of the economic operator <i>(electronic signature recognized on the territory of the Republic of Moldova)</i>	Mandatory
7.	Confirmation of the right offered by the software product developer to provide technical support services	Confirmatory document issued by software product developer (accompanied by the translation in Romanian language with the signature and stamp of the authorized translator) - electronic copy of the hand-signed paper document without the application of the electronic signature or the document confirmed by electronic signature of the economic operator <i>(electronic signature recognized on the territory of the</i>	Mandatory

		<p><i>Republic of Moldova)</i> or copy of the contract that confirms the contractual relations with the software product developer (accompanied by the translation in Romanian language with the signature and stamp of the authorized translator) - electronic copy of the hand-signed paper document without the application of the electronic signature or the document confirmed by electronic signature of the economic operator <i>(electronic signature recognized on the territory of the Republic of Moldova)</i></p>	
8.	Confirmation of registration of the economic operator in the country of origin	<p>Confirmatory document, issued by the competent body, any document considered edifying, in the country of origin or the country the bidder is established in, or other equivalent documents issued by the competent authorities of that country - electronic copy of the hand-signed paper documents without the application of the electronic signature or the documents confirmed by electronic signature of the economic operator <i>(electronic signature recognized on the territory of the Republic of Moldova)</i></p> <p>In case, the requested documents are not issued in the country of origin or in the country where the bidder is based in, the contracting authority shall accept a declaration on own responsibility, or, if there are no legal provisions in that country related to the on own responsibility, an authentic declaration made before a notary, an administrative or judicial authority or a professional association with competences in this respect (p. 27 of the Standard documentation for public procurement of goods and services approved by the Order of the Ministry of Finance no. 115 of September 15, 2021).</p>	*Mandatory <i>(on request)</i>

		<p>Electronic copy of the hand-signed paper document without the application of the electronic signature or the document confirmed by electronic signature of the economic operator. <i>(electronic signature recognized on the territory of the Republic of Moldova)</i></p>	
9.	Data from the Registry of forensic and criminological information in the country of origin	<p>Confirmatory document issued by the competent body, any document considered edifying, in the country of origin or the country the bidder is established in, or other equivalent documents issued by the competent authorities of that country - electronic copy of the hand-signed paper documents without the application of the electronic signature or the documents confirmed by electronic signature of the economic operator <i>(electronic signature recognized on the territory of the Republic of Moldova)</i></p> <p>In case, the requested documents are not issued in the country of origin or in the country where the bidder is based in, the contracting authority shall accept a declaration on own responsibility, or, if there are no legal provisions in that country related to the declaration on own responsibility, an authentic declaration made before a notary, an administrative or judicial authority or a professional association with competences in this respect (p. 27 of the Standard documentation for public procurement of goods and services approved by the Order of the Ministry of Finance no. 115 of September 15, 2021).</p> <p>Electronic copy of the hand-signed paper document without the application of the electronic signature or the document confirmed by electronic signature of the economic operator <i>(electronic signature recognized on the territory of the Republic of Moldova)</i></p>	*Mandatory

10.	Confirmation that the economic operator has fulfilled the obligation of paying taxes, fees and social security contributions in accordance with the legal provisions in force in the country where it is based in	<p>Confirmatory document issued by the competent body, any document considered edifying, in the country of origin or the country the bidder is established in, or other equivalent documents issued by the competent authorities of that country.</p> <p>In case, the requested documents are not issued in the country of origin or in the country where the bidder is based in, the contracting authority shall accept a declaration on own responsibility or, if there are no legal provisions in that country related to the declaration on own responsibility, an authentic declaration made before a notary, an administrative or judicial authority or a professional association with competences in this respect (p. 27 of the Standard documentation for public procurement of goods and services approved by the Order of the Ministry of Finance no. 115 of September 15, 2021).</p> <p>Electronic copy of the hand-signed paper document without the application of the electronic signature or the document confirmed by electronic signature of the economic operator (<i>electronic signature recognized on the territory of the Republic of Moldova</i>)</p>	*Mandatory (<i>on request</i>)
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**In case PSA, under the provisions of art. 20 para. (8) Law no. 131/2015 on public procurement, will require to provide certain supporting documents, the economic operator is obliged to submit them within a period of up to 7 calendar days, according to the provisions ESPD/DUAE and the normative framework in force. In case of failure to submit the supporting documents within the deadline set, the economic operator will be disqualified.*

In case of a non-resident economic operator participating at the public procurement procedure, it is obliged to provide the supporting documents recognized on the territory of the Republic of Moldova according to the regulatory framework in force (apostilled, legalized, etc., as the case maybe).

If the Bid is not signed by the company's administrator indicated in the Extract from the State Register of Legal Entities, a Power of Attorney/ any other authorizing document empowering the person delegated or empowered to sign the Bid should be attached to the Bid.

In case of discrepancy between the unit price and the total amount (which is obtained by multiplying the unit price with the total quantity), the unit price is considered and the total price is corrected accordingly. If the tenderer does not accept to correct these errors, its bid shall be deemed as inappropriate and, accordingly, rejected by the working group.

18. Bid security: *not applicable.*

19. Performance security of the contract: *not applicable.*

- 20. Reason for proceeding to the expedited procedure (in the case of open, restricted auction and of negotiated procedure), where appropriate:** *not applicable.*
- 21. Specific awarding techniques and tools (where appropriate specify whether the framework agreement, dynamic procurement system or electronic auction will be used):** *electronic auction – 3 rounds. The minimum auction step is MDL 7 586,70 (1%).*
- 22. Special conditions on which the implementation of the contract depends (indicate as appropriate):**
- *The place of provision of Services: remotely, for the software product installed at the address: 42, Aleksandr Pushkin street, Chisinau municipality;*
 - *In order to apply the provisions of international treaties regarding the avoidance of double taxation on non-residents, the Provider shall present the „Certificate of residence” issued by the competent authority in its state of residence, otherwise, the Beneficiary will withhold the income tax in the amount of 12% from the amount to be paid, according to the provisions of the Tax Code of the Republic of Moldova. The Certificate of residence issued in a foreign language shall be presented with the translation into the Romanian language, except for the one issued in English.*
- 23. The bids shall be submitted in currency:** *MDL or EURO (in the case of submission of the electronic offer in EURO, on SIA RSAP the offer will be indicated in MDL according to the official EURO/MDL exchange rate established by the National Bank of Moldova on the date of submission of the offer. In case of the bids submitted in different currencies for the evaluation and comparison there will be applied the official EURO/MDL exchange rate established by the National Bank of Moldova on the bid opening date).*
- 24. Assessment criterion applied for the award of the contract:** *the lowest price*
- 25. Factors for assessing the most economically advantageous bids, as well as their weights:** *not applicable.*
- 26. Deadline for submission/opening of bids:**
- **up to:** *Information can be found in SIA RSAP (MTender)*
 - **at:** *Information can be found in SIA RSAP (MTender)*
- 27. Address where the bids or requests to participate are to be submitted:** *The bids or requests of participation shall be submitted electronically through SIA RSAP (MTender).*
- 28. Term of validity of bids:** *70 days*
- 29. Place of opening the bids:** *SIA RSAP (MTender). Late bids shall be rejected.*
- 30. Persons authorised to assist at the opening of bids:** *Bidders or their representatives shall be entitled to participate at the opening of bids, except where bids have been submitted through the RSAP SIA.*
- 31. The language or languages in which the bids or requests of participation are to be drawn up:** *Romanian or English*
- 32. That contract shall refer to a project and/or programme financed by European Union funds:** *not applicable.*
- 33. Name and address of the competent agency for the settlement of complaints:**
Official name: National Agency for the Settlement of Complaints
Address: Chisinau Mun., 124, (4th floor) Stefan cel Mare, blvd.
Tel./ Fax / email: 022 820652, 022 820651, contestatii@ansc.md
- 34. Data and reference (s) of previous publications in the Official Journal of the European Union on the contract (s) that notice refers to (if applicable):** *not applicable.*

35. In case of periodic procurement, the estimated schedule for publishing the future announcements: *not applicable*.

36. Date of publication of the Notice of intent or, where applicable, indication that no such notice has been published:

BAP: https://tender.gov.md/ro/system/files/bap/2014/bap_nr_93.pdf of November 22, 2024

JOUE: <https://ted.europa.eu/ro/notice/-/detail/718925-2024> of November 26, 2024 (rom)

<https://ted.europa.eu/en/notice/-/detail/721740-2024> of November 26, 2024 (eng)

37. Date of submission of the Procurement Notice for publication: January 24, 2025

38. In the public procurement procedure the following will be used/accepted:

Name of the electronic instrument	Will be used/accepted or not
Electronic submission of bids or requests of participation	<i>accepted</i>
Electronic order system	<i>not accepted</i>
Electronic invoicing	<i>accepted</i>
Electronic payments	<i>not accepted</i>

39. The contract is signed within the Agreement on governmental procurement of the World Trade Organisation (only in the case of procurement notices submitted for publication in the Official Journal of the European Union): *yes*

40. Other relevant information:

40.1 The method and conditions of payment: *in advance, within 20 (twenty) working days after the presentation of the Invoice/Tax Invoice issued through the SIA "e-Invoice", accepted without objection by the Beneficiary. The original of the Invoice/Tax Invoice shall be presented to the Beneficiary after the signing of the Contract. The Act of provision of Services shall be presented after the full execution of the Contract.*

40.2 The deadline for signing and presenting the contract to the contracting authority - 10 days from the date of submission for signature.

Chairman of the Working group
for public procurement

Radu CHERDIVARĂ