

Declarație privind garanția

Subsemnatul, Cioban Alexei reprezentant împuternicit al IT-LAB GRUP SRL, în calitate de ofertant, la licitația achiziționarea: Echipament IT (Sistem de securitate), organizată de Secretariatul Parlamentului Republicii Moldova, garantează:

1. Soluție de tip Next Generation Firewall (NGFW):
 - Perioada de garanție: 36 luni, acordată de producător, care să includă:
 - Înlocuirea echipamentului în caz de defect hardware;
 - Diagnosticare și remediere defecțiuni;
 - Furnizarea pieselor de schimb necesare;
 - Suport tehnic non-stop (24x7x365) direct din partea producătorului;
 - Actualizări de firmware/software, atât pentru versiuni minore, cât și majore;
 - Actualizări automate ale semnăturilor de securitate, necesare pentru îndeplinirea tuturor funcționalităților solicitate;
 - Suport tehnic local din partea ofertantului: 12 luni, disponibil 24x7x365, cu alocarea a 15 ore/lună;
 - Perioada de End-of-Support și End-of-Life a echipamentului nu mai devreme de anul 2030;
 - Garanția și suportul se acordă indiferent de păstrarea ambalajului original.
2. Soluție de tip Web Application Firewall (WAF)
 - Perioada de garanție: 36 luni, acordată de producător, care să includă:
 - Diagnosticare și remediere defecțiuni;
 - Suport tehnic non-stop (24x7x365) direct din partea producătorului;
 - Actualizări de software, atât pentru versiuni minore, cât și majore;
 - Actualizări automate ale semnăturilor de securitate, necesare pentru îndeplinirea tuturor funcționalităților solicitate;
 - Suport tehnic local din partea ofertantului: 12 luni, disponibil 24x7x365, cu alocarea a 15 ore/lună;
 - Perioada de End-of-Support și End-of-Life a echipamentului nu mai devreme de anul 2030;
3. Soluție Mail Security Gateway
 - Perioada de garanție: 36 luni, acordată de producător, care să includă:
 - Diagnosticare și remediere defecțiuni;
 - Suport tehnic non-stop (24x7x365) direct din partea producătorului;
 - Actualizări de software, atât pentru versiuni minore, cât și majore;
 - Actualizări automate ale semnăturilor de securitate, necesare pentru îndeplinirea tuturor funcționalităților solicitate;
 - Suport tehnic local din partea ofertantului: 12 luni, disponibil 24x7x365, cu alocarea a 15 ore/lună;
 - Perioada de End-of-Support și End-of-Life a echipamentului nu mai devreme de anul 2030;
4. Soluție Zero Trust Network Access (ZTNA)
 - Perioada de garanție: 36 luni, acordată de producător, care să includă:
 - Diagnosticare și remediere defecțiuni;
 - Suport tehnic non-stop (24x7x365) direct din partea producătorului;
 - Actualizări de software, atât pentru versiuni minore, cât și majore;
 - Actualizări automate ale semnăturilor de securitate, necesare pentru îndeplinirea tuturor funcționalităților solicitate;
 - Suport tehnic local din partea ofertantului: 12 luni, disponibil 24x7x365, cu alocarea a 15 ore/lună;
 - Perioada de End-of-Support și End-of-Life a echipamentului nu mai devreme de anul 2030;
5. Soluție de gestiune a autorizării în rețeaua securizată
 - Perioada de garanție: 36 luni, acordată de producător, care să includă:

- Diagnosticare și remediere defecțiuni;
- Suport tehnic non-stop (24x7x365) direct din partea producătorului;
- Actualizări de software, atât pentru versiuni minore, cât și majore;
- Actualizări automate ale semnăturilor de securitate, necesare pentru îndeplinirea tuturor funcționalităților solicitate;
- Suport tehnic local din partea ofertantului: 12 luni, disponibil 24x7x365, cu alocarea a 15 ore/lună;
- Perioada de End-of-Support și End-of-Life a echipamentului nu mai devreme de anul 2030;

6. Soluție de Sandboxing

- Perioada de garanție: 36 luni, acordată de producător, care să includă:
- Diagnosticare și remediere defecțiuni;
- Suport tehnic non-stop (24x7x365) direct din partea producătorului;
- Actualizări de software, atât pentru versiuni minore, cât și majore;
- Actualizări automate ale semnăturilor de securitate, necesare pentru îndeplinirea tuturor funcționalităților solicitate;
- Suport tehnic local din partea ofertantului: 12 luni, disponibil 24x7x365, cu alocarea a 15 ore/lună;
- Perioada de End-of-Support și End-of-Life a echipamentului nu mai devreme de anul 2030;

7. Produsele și soluțiile oferite beneficiază de garanție oficială acordată direct de producător, indicată pe site-ul oficial al producătorului la livrarea bunurilor.

Nume: Cioban Alexei

Funcția în cadrul companiei: Director

Denumirea companiei: IT-LAB GRUP SRL

Semnat:



Fortinet Product Lifecycle Policy

1. About

For Fortinet to continue to provide innovative solutions, products are periodically upgraded, replaced and on occasion, discontinued. This lifecycle policy provides customers with the required information to ensure a seamless migration to next-generation Fortinet solutions.

For the purpose of this policy a product is defined as:

- **Hardware**
All hardware products and the associated appliance service contracts such as FortiCare and FortiGuard.
- **Software**
Any, and all software, produced and/or sold by Fortinet, such as hardware operating systems firmware, for example FortiOS, VMs, containers and applications installed on customer owned systems, for example FortiClient.
- **Cloud Services**
Cloud based solutions, made available by Fortinet, in the form of Software as a Service (SaaS), Infrastructure as a Service (IaaS) or Network as a Service (NaaS).
- **Supporting Services**
Functionality or services provided by Fortinet, including FortiGuard branded subscription service contracts, and which can be run on authorized devices and/or software clients.
- **Stand-alone Services**
All other service contracts which are linked to a specific set of described deliverables, an example would be Advanced Support.

2. End-of-Life Notifications

As a product approaches the end of its active selling phase, Fortinet will publicly communicate the End of Life ('EOL'). This will be in the form of a notification and will in general indicate how and when the product is to be withdrawn from sale and support. EOL notifications may also contain other information such as the recommended replacement product(s).

End of Life information is posted to the support web site located at;
<https://support.fortinet.com/support/#/lifecycle>.

3. Lifecycle Milestones and Terminology

The lifecycle events covered in this policy generally follow the milestones outlined below:

Milestone	Definition	Timing
General Availability Date (GA)	The date at which a product is made generally available to the public and service contracts are available for purchase.	Product Launch
End of Life Notification (EOLN)	An EOLN contains information regarding the end of support and the last order date.	For hardware this is usually communicated via the Fortinet support portal one (1) quarter before the planned End of Order date.

		For firmware, the EOL notification is normally available on the GA date.
End of Order Date (EOO)	The EOO date is the last date on which a product may be ordered. After this date the product is no longer available for sale.	Fortinet will provide a minimum of ninety (90) days advance notice of the relevant EOO date by publishing an EOL notification. For standalone services the EOO is the Last Service Extension Date.
Last Service Extension Date (LSED)	The last date at which a service extension will be accepted for an existing service contract, for a hardware or software product, that is no longer available for purchase. For software and hardware products no service contracts may be extended past the End of Support date.	The last service extension date (LSED) is twelve (12) months before the End of Support date for the relevant product. For a stand-alone service the last service extension date is ninety (90) days after the EOL notification during which a maximum twelve (12) months extension is permitted.
End of Engineering Support for Software (EOES)	The date beyond which Fortinet is no longer committed to providing engineering support for software. After this date the software enters an Urgent Fix support phase, during which maintenance builds will only be produced for industry wide critical issues, medium, high and critical severity PSIRT vulnerabilities as defined by Fortinet PSIRT Policy.	The standard EOES period generally begins thirty six (36) months after the GA date and extends to End of Support.
End of Support Date (EOS)	The final milestone in the lifecycle is the End of Support date. After this date Fortinet, will not sell, manufacture or improve the product and is under no obligation to provide support services.	In general, the EOS takes place as follows: <ul style="list-style-type: none"> • Hardware - 60 months after the EOO Date. • Software - 54 months after the GA date. • SaaS, IaaS or Stand-Alone Services – on the service contract termination date.
Extended End of Support Date (EEOS)*	Selected product firmware designated as Long Term Supported Firmware, will benefit from an extension of the Urgent Fix phase beyond End of Support and up to the Extended End of Support date.	EEOS expands the lifespan of these designated firmware releases by extending the Urgent Fix phase by an additional eighteen (18) months.

Additional Lifecycle Terminology

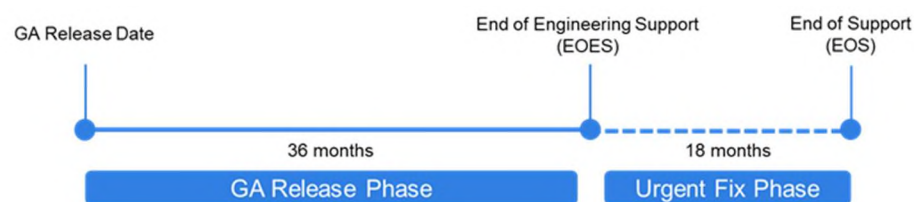
Defined Terms	Definition	Timing
Long Term Supported Firmware (LTS)*	Selected product firmware, typically the final Minor Release in the Major Release train may be designated at the discretion of Fortinet to be a Long Term Supported (LTS) release.	Long Term Supported releases extend the general availability of the firmware to seventy two (72) months, of which an additional eighteen (18) months of Urgent Fix phase until the Extended End of Support (EEOS).
Final Firmware Release (FFR)	The last release of firmware operationally supported on a specific hardware product.	The FFR remains in an urgent-fix support phase until the EOS date of the applicable hardware product.

*Access to Long Term Supported firmware, and its support, during the Extended End of Support period is granted only with the prior purchase, and registration, of FortiCare Elite Service Contracts.

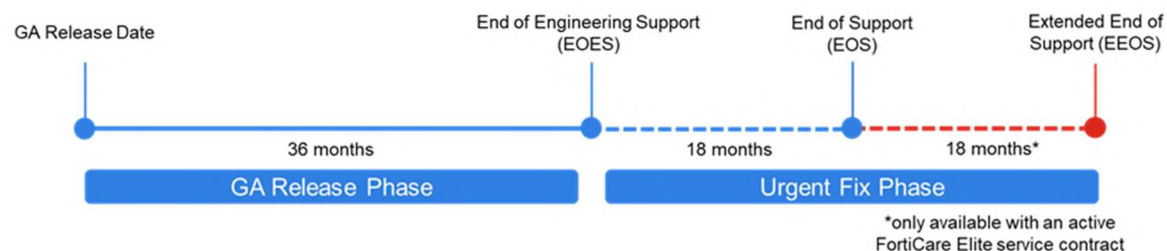
Engineering Fix Phases

Phase	Definition
GA Release Phase	During the GA Release Phase, the firmware or software may be subject to feature enhancements, bug fixes, and all severity PSIRT fixes subject to the PSIRT policy.
Urgent Fix Phase	Once End of Engineering Support (EOES) is reached, the product enters Urgent Fix Phase whereby maintenance builds will only be produced for industry wide critical issues, medium, high and critical severity PSIRT vulnerabilities as defined by Fortinet PSIRT Policy.

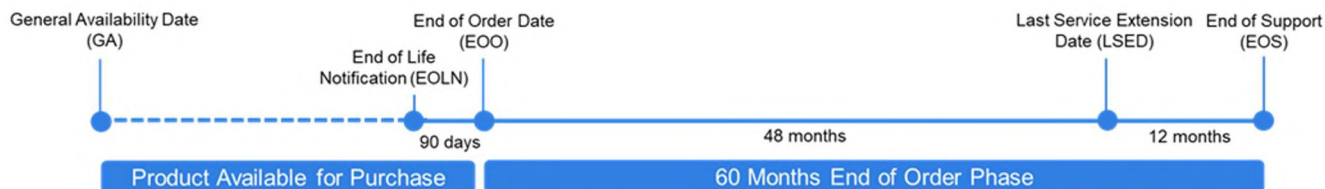
4. Software & Firmware Lifecycle



5. Long Term Support (LTS) Firmware Lifecycle



6. Hardware and FortiCare Service Contract Lifecycle



7. Stand-Alone Service Contract Lifecycle



8. FortiGuard™ Subscription Service Guidelines

For Subscription Services the following guidelines should be noted;

- Future enhancements may require a firmware update, and where products have already entered the EOO or EOS phase, Fortinet reserves the right to introduce new capabilities only in conjunction with a firmware update.
- Fortinet provides updates, for supported firmware releases only.

9. Policy Amendment Guidelines and Conditions

This policy is subject to the following conditions:

- Fortinet may continue to make services available beyond the standard periods outlined above and reserves the right to charge additional fees for continuing support services on any discontinued products or services.
- Fortinet reserves the right to amend support service offerings available for renewal under this policy at any time at its sole discretion, with or without notice.
- For solutions or products where there is a reliance on third-party vendors, such as operating systems, hypervisors or other underlying platforms: Fortinet's ability to offer those solutions and maintain the support and fixes outlined in this policy is contingent upon those third-party components being fully supported by their relevant vendor. That is, if those third-party vendors discontinue support or maintenance of their platform, it may impact Fortinet's ability to provide full or continued support for the solution.

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