

Extension of the deadline for the submission of offers for the purchase through the request for price offer of maintenance services in the post-warranty period for DWDM equipment Cisco15454

Buyer:

Moldtelecom J.S.C,

Postal address:

10, Ștefan cel Mare și Sfânt Ave., Chisinau, MD-2001, Republic of Moldova

Purchase object:

The post-warranty technical support services for Cisco15454 DWDM equipment, according to the technical specification in annex no. 1, for DWDM equipment Cisco 15454 M6 – 25 pcs.

1. The offer must include and comply with the following parameters:
 - The price for post-warranty technical support services monthly/annually (in EUR, VAT including);
 - The price for post-warranty support per intervention (on request) (in EUR, VAT including, per intervention);
 - The price for software update services (in EUR, VAT including);
 - The price for repair or replacement services (in EUR, VAT including);
 - Confirmation of payment terms- 60 calendar days from the date of Act of Acceptance and invoice issuance;
 - Confirmation of warranty period for the services-minimum 12 months;
2. Conditions for presenting of the offer:
 - The offer shall be submitted in a sealed/closed envelope at the address: 10, Ștefan cel Mare și Sfânt Ave., Chisinau city, MD-2001, Republic of Moldova (central office, reception), indicating the name and address of the tenderer, the name and object of the tender.
 - The offer shall be submitted until 12.03.2024, 12.00 pm.
 - After the expiration of the deadline for the offer submission, it not be accepted.
 - The opening of the offers will take place in the premises of S.A. "Moldtelecom" (Chisinau city, bd. Ștefan cel Mare și Sfânt, 10) on 12.03.2024 at 15.00.
3. To confirm the ability and qualification of the Bidder to execute contract procurement, the following set of document is mandatory required:
 - a) The certified copy of the Certificate on entity registration as a VAT payer (resident legal entities).
 - b) The certified copy of company's registration extras. Non-resident legal person shall submit documents proving the home registration form.
 - c) Copy of the financial report confirmed by the signature and stamp of the Bidder.

- d) Information about the Bidder that will contain the minimum basic data, information on objects of the fields (in accordance with the provisions of the statute), the main market turnover, turnover for the last 3 years.
- e) Confirmation of the availability of qualified specialists to perform the task;
- f) Declaration on own responsibility according to Annex No.2.
- g) List of customers for which such services were provided.
- h) At least one reference letter, other than S.A. "Moldtelecom", from the client for whom the services were delivered (from the Republic of Moldova or abroad).

Contact person for additional information:

A. Popovici – mob: 067199720 ; fix: 022570526.
andrei.popovici@moldtelecom.md

Contact person responsible for receiving offers:

A. Spoiala – mob: 067199381; fix: 022570366.

Annex no. 1

Service	Support	Commercial offers
Availability period for emergency support service	24 hours x 7 day a week	
Availability period for ordinary support service	8 hours x 5 day a week	
Availability of on-site support service	8 hours x 5 day a week or 24 hours x 7 day a week	
Intervention on request	8 hours x 5 day a week or 24 hours x 7 day a week	

	Trouble ticket classification		
	Critical	Major	Minor
Availability of service	Emergency support service / Ordinary support service	Emergency support service / Ordinary support service	Ordinary support service
Answer time	15 minutes during ordinary support service period 30 min in all other cases	max. of 30 minutes	Less than 1 hour
Intervention time	max. of 8 hours	In case when a temporary solution is necessary: max. 2 days	In case when a temporary solution is necessary: max. 10 working days
Full recovery time	max. 30 days	max. 2 month	max. 15 weeks or next version release

Declaration on own responsibility

1.I hereby confirm that the company _____ SRL (SA):

- It is not bankrupt, it is not in the process of liquidation or insolvency, the assets are not seized, the business activity is not suspended.

Notes:

signature

- It has no overdue debts to financial institutions.

Notes :

signature

- SRL ”_____”, the company executives, during the last 3 years, were not involved in fraudulent and corrupt practices.

Notes:

signature

- There have been no administrative or criminal sanctions, during the last 3 years, against SRL ”_____”, the company executives in connection with their professional activity or with the presentation of erroneous data for the purpose of concluding the public procurement contract .

Notes:

signature

The effective final beneficiary of the company is _____.

Administrator _____

Date _____