

TECHNICAL SPECIFICATIONS

Tender number: [ocds-b3wdp1-MD-1759819095800](#) from **November 20, 2025**

Tender name: **The software solution for managing business processes**

Name of goods / services	The name of the model of the good/services	Country of origin	The producer of the good/services	Technical complete required specification	Technical complete offered specification	Standard reference
1	2	3	4	5	6	7
Lot: The software solution for managing business processes						
1. Licenses for the IT solution for process management, including one year of support from the manufacturer	ARIS licenses	Germany	Software GmbH	In accordance with the detailed technical conditions which are described in Annex no. 4 of this Specifications (Requirements).	ARIS enterprise -server- 1 (server) ARIS enterprise - admin – 2 (named users) ARIS enterprise-designer- 7 (named users) ARIS enterprise- viewer pack - 1 (10 concurrent users)	ARIS Enterprise on-premise. 12 month subscription
2. Installation and configuration services for the software solution for managing business processes	ARIS intalationa and cofiguaration	Romania	Dainovaro S.R.L		ARIS installation on a Windows system using Derby as the database (DBMS is included by default)	
3. Training services related to software solution for managing business processes	ARIS traning	Romania	Dainovaro S.R.L		Training based on educational programs	

Name of goods / services	The name of the model of the good/services	Country of origin	The producer of the good/services	Technical complete required specification	Technical complete offered specification	Standard reference
1	2	3	4	5	6	7
4. Services for configurations/developments based on change requests	ARIS services on request	Romania	Dainovaro S.R.L		A maximum of 50 man-hours	

Signed: _____ Name: Andrei Mirza Position: General Manager

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TECHNICAL OFFER

THE SOFTWARE SOLUTION FOR MANAGING BUSINESS PROCESSES

DAINOVA RO S.R.L.

20.11.2025

1. EXECUTIVE SUMMARY

The proposed solution – ARIS (Architecture of Integrated Information Systems) – is a comprehensive platform for modeling, analyzing, and optimizing business processes, supporting the full lifecycle of enterprise business architecture management – from strategic planning to process implementation and monitoring.

The proposed solution is a ready-made commercial off-the-shelf product by SAG ARIS GmbH and does not require development from scratch. The solution will be deployed on the Buyer's on-premises infrastructure, ensuring full control over data. All work will be performed within the standard functionality without modifying the platform's source code.

1.1. Key capabilities of the solution

- **Unified business process repository**
 - Centralized storage of all organizational business process models;
 - Consolidated view of processes across the enterprise;
 - Hierarchical structure of models for easy navigation between levels of detail;
 - Ensures consistency and integrity of process models;
 - Links models to documents;
 - Provides reliable database backup and restoration, along with management of process versions via built-in mechanisms;
 - Allows process visualization through a web browser via a portal.
- **Process modeling and visualization**
 - Support for BPMN 2.0 notation;
 - English-language user interface, including dashboards, methodology, reports and help materials;
 - Unicode support;
 - Intuitive interface with drag-and-drop functionality;
 - Multi-user collaboration on the same diagram, including commenting and diagram sharing to facilitate team communication and alignment;
 - Import of process diagrams from ARIS Express via .adf format conversion;
 - Export of process diagrams to PDF, PNG, and JPEG formats (JPEG available only in the desktop client);
 - Integration with Microsoft Office through built-in file export/import functions, including the generation of reports in .docx and .xlsx formats based on templates;
 - Automatic generation of RACI matrices and process documentation;
- **Analytics and performance monitoring**
 - ARIS offers several predefined default dashboards. The predefined dashboards contain charts or tables that show the results of various visual analyses;
 - Dashboards displaying key performance indicators (KPIs);
 - Interactive charts and graphs for process performance analysis;
 - Reports on process execution;
 - Data filtering by role, department and process.

- **Integration capabilities**
 - Support for LDAP/Active Directory for user authentication and synchronization;
 - SMTP support for email integration;
 - Database integration capabilities;
 - Support for Web Services and APIs for interaction with external systems;
 - Import and export of data in XML format (e.g., XPDL) for process model exchange;
 - Integration with Microsoft Office for report generation and file exchange;
 - Use of scripts for custom import/export to other systems.

- **ARIS Document storage**
 - Document storage and versioning – centralized repository with version control, tracking document changes and maintaining historical versions.
 - Access rights management – configurable permissions at document, folder, or user group level, supporting role-based access control.
 - Metadata management – ability to define and manage document metadata, enabling structured organization and search.
 - Document linking – linking documents to processes, models, or other objects in ARIS for contextual reference.
 - Search and retrieval – advanced search capabilities by metadata, content, tags, or document properties.
 - Reporting and monitoring – built-in reports and views on document usage, access rights, and history.
 - Integration capabilities – APIs for integration with third-party systems and Microsoft Office for import/export and report generation.
 - User interface – intuitive web and desktop interfaces with drag-and-drop functionality for document management.
 - Audit and history tracking – complete audit trail of document actions, including creation, modification, and deletion.

- **User and user group management in ARIS**
 - User accounts management – create, edit, deactivate, and delete user accounts.
 - User groups – organize users into groups for easier administration and role assignment.
 - Roles and functional privileges – assign roles to users or groups to define access to specific functionalities of the system.
 - Access rights management – configure permissions at multiple levels: functionality, repository folders, documents, and reports.
 - LDAP/Active Directory integration – import and synchronize users and groups from LDAP/AD for centralized authentication and provisioning.
 - Delegation of rights – enable temporary delegation of administrative or functional privileges to other users.
 - License assignment – assign and manage ARIS licenses for users and groups (Designer, Admin, Viewer, etc.).
 - Monitoring and auditing – track user activities, logins, and changes to access rights.
 - Customizable reports – generate views and reports filtered by user, group, role, business entity, or allowed operations.

1.2. Ensuring achievement of objectives

The proposed ARIS solution ensures the achievement of the Buyer's objectives through the following capabilities:

- A unified ARIS repository provides visibility of all business processes and their interrelationships;
- Reduction of time spent searching for process information;
- Implementation of standardized modeling templates and BPMN 2.0 notation;
- Built-in version comparison and change analysis mechanisms;
- Reduction of time required for report preparation;
- Support for collaborative work: multiple users can work on processes simultaneously, share comments, and coordinate changes;
- Automatic generation of process documentation, including RACI matrices and textual process descriptions;
- ARIS includes more than 50 standard reports with capabilities for data filtering, creation of methodological filters and templates, as well as the generation of ad-hoc analyses, tables and queries with various search criteria;
- Monitoring of process performance and KPIs via dashboards and interactive reports;
- Integration with external systems via APIs, LDAP, SMTP, and support for data import/export;
- User access and security management: configuration of user and group privileges, control of access to models and documents;
- Unicode support and an english-language interface for multilingual teams;
- Intuitive interfaces with drag-and-drop functionality for easier modeling and navigation;
- Change history: tracking user actions to ensure transparency and compliance with control requirements.

Advantages of the proposed solution:

- Reduced implementation time due to the use of a ready-made platform;
- Flexibility to scale according to the Buyer's growing needs;
- Compliance with international standards (ISO);
- Centralization of information on processes and enterprise architecture;
- Reduced time for analysis and coordination of changes;
- Improved efficiency of cross-departmental collaboration.

2. FUNCTIONAL ARCHITECTURE OF THE SOLUTION

The functional architecture of ARIS includes the following key functional modules:

№	Product	Functional Modules	Application	Module Purpose
1	ARIS Enterpr. – Server	ARIS Connect Server	Server software	Server platform enabling collaborative access to ARIS process content, supporting process modeling, analysis and sharing across the organization
		ARIS Connect Server Alfabet Interoperab.		Server extension enabling interoperability between ARIS Connect and Alfabet, allowing synchronization of process and IT architecture data

№	Product	Functional Modules	Application	Module Purpose
		ARIS Server EP Aware Base		Server extension providing dashboard and monitoring capabilities for ARIS, enabling real-time visualization of process and system data
2	ARIS Enterpr. – Admin	ARIS Architect	Thick client	Desktop application for designing, modeling, and analyzing business processes, providing advanced process management capabilities
		ARIS Architect EP Access		Enables integration of the ARIS repository with external data sources through an exchange interface based on the XML standard
		ARIS Architect EP Business Strategy		Enables calculation and comparison of actual and target KPI values, and allows creating the structure of a balanced scorecard system
		ARIS Architect EP EAM		User extension providing for modeling, analyzing, and managing enterprise architecture, providing a comprehensive view of business processes, IT landscape, and their interrelationships
		ARIS Enterprise – Web Admin		Web interface for administering the ARIS system, allowing management of users, licenses, repositories, and environment settings without using the thick client
		ARIS Risk CM Contribute User		User extension providing access to ARIS Risk & Compliance for contributing, entering, and updating risk and compliance data
		ARIS Connect Designer	Thin client	A browser-based application for the design, modeling and analysis of business processes in ARIS, supporting collaborative process management
		ARIS Connect Designer EP Aware		Client extension for ARIS Connect Designer, designed for creating and viewing dynamic analytical diagrams
3	ARIS Enterpr. - Designer	ARIS Designer	Thick client	Desktop application for designing, modeling, and analyzing business processes
		ARIS Designer EP Access		Enables integration of the ARIS repository with external data sources through an exchange interface based on the XML standard

№	Product	Functional Modules	Application	Module Purpose
		ARIS Designer EP Business Strategy		Enables calculation and comparison of actual and target KPI values, and allows creating the structure of a balanced scorecard system
		ARIS Architect EP EAM		User extension providing for modeling, analyzing, and managing enterprise architecture, providing a comprehensive view of business processes, IT landscape, and their interrelationships
		ARIS Connect Designer	Thin client	A browser-based application for the design, modeling and analysis of business processes in ARIS, supporting collaborative process management
		ARIS Connect Designer EP Aware		Client extension for ARIS Connect Designer, designed for creating and viewing dynamic analytical diagrams
4	ARIS Enterpr. - Viewer	ARIS Connect Viewer	Thin client	Thin-client application for viewing, navigating, and commenting on web portal process models and content, without editing capabilities

3. TECHNICAL ARCHITECTURE OF THE SOLUTION

ARIS is a client–server platform.

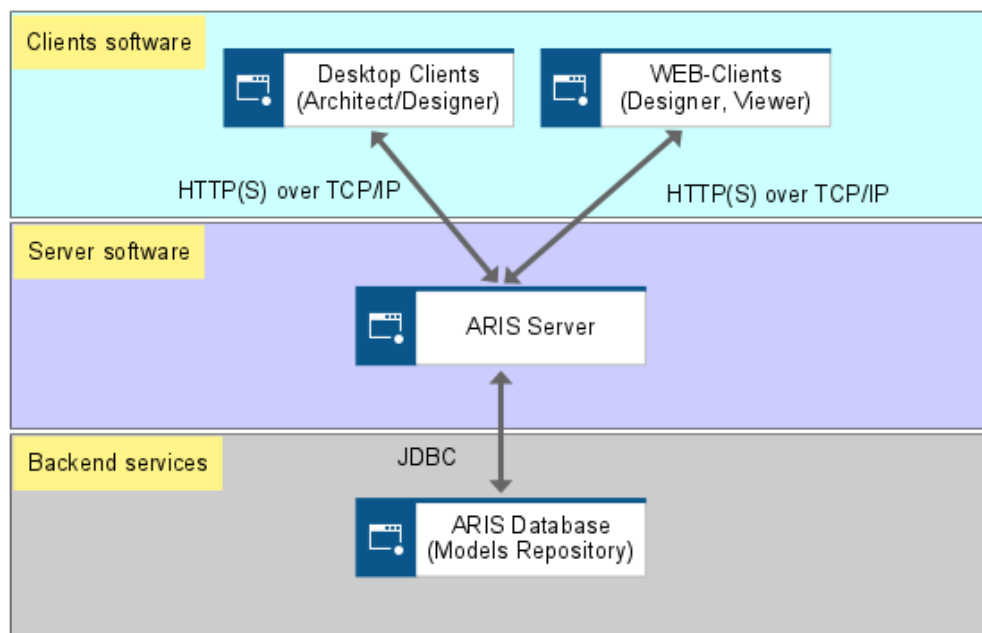


Figure 1 — Technical architecture

3.1. Main components of the technical architecture

Level	Components	Purpose
Client Layer	ARIS Clients	Modeling, analysis, user collaboration, administration
Application Layer	ARIS Server	Data management, request processing, integration with external system
Data Layer	ARIS Database	Centralized repository of models, data, and metadata
Integration Layer	APIs, SMTP, data import/export	Integration with other enterprise systems
Security Layer	LDAP/Active Directory, HTTP(S), Single Sign-On	Authentication, authorization, access rights management

3.2. Technical requirements for ARIS

The infrastructure requirements are described in detail in the document, available at the following link: <https://docs.aris.com/latest/yay-system-requirements-guide/en/System-Requirements.pdf>

3.3. Description of the proposed technology

ARIS employs a unified repository technology, in which all architecture elements — processes, roles, documents, systems, risks and KPIs — are stored centrally and interlinked. This ensures data integrity, minimizes duplication and enables comprehensive impact analysis of changes.

Key technological features:

- ARIS metamodel — a configurable data model adaptable to the Customer's requirements;
- Support for multi-user collaboration with processes;
- Versioning and change management mechanisms;
- Publication of processes on a web portal, report generation and dashboarding.

4. PROPOSED LICENSING POLICY

4.1. Licensing model

The following licensing scheme is proposed:

№	License	License Type	Quantity	Purpose
1	ARIS Enterprise - Server	Tenant	1 license	Ensuring proper functioning of the ARIS system
2	ARIS Enterprise - Admin	Named User	2 licenses	Creating and editing business architecture models, performing analyses, generating dashboards, and system administration
3	ARIS Enterprise - Designer	Named User	7 licenses	Creating and editing business architecture models, access to reports
4	ARIS Enterprise - Viewer	Concurrent User	1 package (containing 10 licenses)	Access to published models and reports, with the ability to add comments

The proposed model is optimal, as it precisely aligns with the Client's role-based model, eliminating unnecessary costs for redundant functionality and providing all users with the tools required to perform their tasks.

4.2. Comparative table of licensing models

Two licensing models are presented for comparison purposes.

Parameter / Feature	12-month license	36-month license
Fixed price	The license prices are fixed for the duration of the contract	The license prices are fixed for the duration of the contract
Payment terms	Payment must be made within 15 days after the contract is signed	Payment for each 12-month license period shall be made within 15 days after signing the contract, purchase order, or addendum
License specification changes	The license specification may be revised in either direction upon the expiration of the contract	The license specification for each new 12-month period shall not be less than that of the previous period and may only be revised upward. Upon the expiration of the contract, the license specification may be revised in either direction
Technical Support	Included in the license cost	Included in the license cost

4.3. Advantages of the proposed model

- **Alignment with customer role model:** the licensing structure precisely matches the Customer's organizational roles, ensuring that each user has the tools necessary for their tasks without overpaying for unused functionality.
- **Scalable architecture:** the solution supports an increasing number of users and can be expanded as organizational needs grow.
- **Always up-to-date solution:** licenses ensure access to the latest version of ARIS without additional upgrade costs.
- **Centralized license management:** simplified control and monitoring of all licenses within the Customer's infrastructure.
- **Integration with Active Directory:** seamless user authentication and role management using corporate identity services.
- **Role and access rights management:** flexible configuration of user permissions according to organizational requirements.
- **Integration with corporate systems:** supports API-based integration with other enterprise applications.
- **Extensible functionality:** additional features can be enabled via licensed modules without impacting existing infrastructure or workflow.

4.4. Technical support and maintenance

The proposed solution includes standard maintenance and technical support services provided by the software manufacturer (SAG ARIS GmbH). The offer includes manufacturer support for the first 12 months.

The Standard Support Services include the following:

- Phone/Web support during regular business hours for your company's support hub;
- Product updates and Fixes;
- Product documentation, the Software Download Center, Product Version Availability information, early product announcements, and product upgrades;
- Contact Support section: Includes eService, offering the ability to submit new Support Incidents, attach diagnostic information, and check the status of existing requests;
- Seven (7) Authorized Technical Contacts (ATCs);
- An Escalation Path, should you need to discuss issues that may not be product related, or request additional priority or resources be allocated to your Support Incident(s).

The current service description for Standard Support is available in Annex 1.

4.5. Restrictions and conditions of use

- Licenses are provided solely for use within the Client's corporate infrastructure.
- Named licenses are assigned to specific users; user replacement within the allocated pool is permitted.
- Transfer of licenses to third parties is prohibited.
- Licenses may only be used in accordance with the intended purpose and functional capabilities of the purchased product.
- The Client is responsible for data backup and compliance with internal security regulations.

5. KNOWLEDGE TRANSFER & TRAINING

5.1. Training objectives

The objective of the training is to provide employees and system administrators with the necessary knowledge and practical skills for effective use of the ARIS platform in the context of modeling, analyzing, and administering the organization's business processes.

The training aims to:

- Master the principles of working with the model repository;
- Learn the capabilities of business process modeling (BPMN, VAD);
- Develop skills in process analysis (creating versions, comparing models, creating RACI charts, generating reports);
- Prepare system administrators for the configuration, maintenance and support of ARIS.

5.2. Categories of trainees

- Group 1: business process management and optimization experts (6–8 participants).
- Group 2: ARIS system administrators (2 participants).

5.3. Training plans

Duration	Topic
Trainee session for business process management and optimization experts	
00:30	Introduction to the Process Approach and ARIS Methodology Basics of process management in an organization. ARIS methodology: layers, model types, and architectural principles

Duration	Topic
00:30	ARIS Interface Overview Overview of the ARIS interface: navigation, settings, functional windows, and the model creation canvas.
04:30	Modeling in ARIS Creation of models for describing the organizational structure, a high-level process map using the VAD notation, and business process descriptions in BPMN notation. Creating connections between processes and process hierarchy. Working with objects, attributes, and relationships. Creating model versions. Practical exercises.
1:00	Model Documentation and Script Usage in ARIS Running standard ARIS reports and scripts for generating textual documents and process regulations. Exporting graphical representations of models. Comparing model versions using report-based comparison tools. Practical exercises.
1:00	Working with ARIS Portal Publishing models to the ARIS Portal. Viewing, commenting, and editing models in the portal environment.
00:30	Questions & Answers Answers to participants' questions.
Trainee session for administrators	
00:30	Introduction to ARIS Administration Overview of ARIS architecture and components; login procedures; overview of the administrative interface.
1:00	User, privilege, and license management Creation, modification, and deletion of users; role assignment; managing access rights; integration with LDAP/Active Directory; configuration settings related to user management
1:30	Repository and Document management Working with databases; ARIS database structure; folder access rights; database backup and restore procedures; ARIS metamodel, filters, and templates configuration; export/import; DMS
00:30	Monitoring and maintenance System health checks; log review; performance monitoring
00:30	Questions & Answers Answering participants' questions; providing additional materials and documentation references.

5.4. Training format

- **Training duration:** 8 hours for experts, 4 hours for administrators.
- **Training format:** remote.
- **Training methods:**
 - Theoretical presentations with demonstrations in ARIS;
 - Practical exercises;
 - Questions&Answers/feedback sessions.
- **Documentation:** during the training sessions, the participants will be guided using the official vendor documentation. The complete set of technical, operational and user

documentation for the ARIS Enterprise solution will be provided through the official resources of SAG ARIS GmbH.

5.5. Training outcomes

Upon completion of the course, participants will:

- Acquire practical skills in process modeling and analysis using ARIS;
- Be able to view models and descriptions, create RACI charts and generate reports;
- System administrators will be able to perform installation, configuration and technical maintenance of the system;
- A formal protocol will be signed at the conclusion of the training.

6. IMPLEMENTATION APPROACH

6.1. Objective and principles

The objective is the deployment and preparation of the ARIS solution for production use, including installation, configuration, testing and go-live. The approach is based on a phased implementation, ensuring transparency, manageability and quality control of all tasks.

6.2. Phases and scope of work

№	Phase	Key Activities	Deliverables	Estimated duration ¹
1	Preparation phase	- Analysis of Customer requirements and infrastructure - Verification of the technical requirements - Architecture validation and approval	Prepared infrastructure for ARIS installation	3-5 business days
2	Installation and initial configuration	- Installation of ARIS Server - Installation of 1 client application - User and role configuration - LDAP integration setup	- Installed and operational ARIS test environment - Initial configuration of users and roles	5-8 business days
3	Functionality configuration	- Creation of test database - Setup of access rights to database folders, installation of standard templates and filters for testing - Import of 1 test model from ARIS Express - Publication of test database on the web portal	- Functional ARIS environment with published test database	5-8 business days
4	Testing and solution acceptance	- Functional testing considering configured roles using the test database - Verification of license allocation and privileges	- Acceptance Test Protocol - Software Acceptance Report - Final configuration	2-5 business days

¹ The timelines are indicative and may be refined during the course of the project.

№	Phase	Key Activities	Deliverables	Estimated duration ¹
		- Correction of identified issues - Preparation of test protocol and acceptance report		
5	Go-live and solution handover	- System deployment to production - Handover of resource links	- ARIS system in production - Links to the operational documentation delivered	1-2 business days

Installation and implementation approach:

- A standardized ARIS implementation methodology based on best practices is applied on the Windows operating system.
- According to the ARIS sizing matrix and the declared number of users, the recommended and planned configuration is ARIS with the built-in database.
- The implementation is carried out jointly with the Customer's specialists to ensure effective knowledge transfer and sustainable ownership of the solution.
- Quality control is performed at each stage.

6.3. Acceptance testing approach

The Offeror proposes the following approach to the acceptance testing process:

1. Testing vision and objectives

The acceptance testing process is designed to verify the full compliance with all functional, technical and performance requirements defined in the Specification and the submitted Offer. The testing will confirm compliance, stability, completeness and readiness of the solution for production use.

2. Testing methodology

The Offeror will apply a methodology, including:

- requirements-based testing;
- functional and non-functional testing (the development of test cases will be performed as part of the project);
- regression testing after corrective actions;

Upon completion of acceptance testing, an Acceptance Test Protocol and a Software Acceptance Report shall be prepared and signed by the authorized representatives of both parties.

3. Testing tools and instruments

The Offeror will use a combination of built-in platform testing tools, as well as standard methods for verification, and documentation of results.

4. Corrective actions

In the event that deviations or defects are identified, the Offeror commits to performing corrective measures within the standard functionality of the solution at no additional cost to the Customer. Any enhancements or developments outside the standard capabilities will require separate approval.

6.4. Final installation results

Upon completion of the work, the Customer will receive:

- An installed and operational ARIS environment;
- Configured users and roles according to the agreed model;
- A prepared test database;
- Publication of the test database on the web portal;
- An Acceptance Test Protocol and an Acceptance Report;
- A formal report on training and knowledge transfer;
- The complete set of technical, operational, and user documentation for the ARIS Enterprise solution, provided via the official SAG Aris GmbH resources;
- A fully production-ready ARIS system.

Any new functionalities or developments outside the scope of the specifications will be implemented only based on Buyer's approved change requests. Such requests will be managed in accordance with the mutually agreed change management procedure and within the limit of 50 man-hours allocated for this purpose during the implementation period.

7. COMPLIANCE MATRIX

7.1. Licensing requirements

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CL.1	The Tenderer must include in the offer price all costs associated with the licenses for the solution according to the Buyer's requirements described in this Specification.	Mandatory	The requirement is fully met	Our offer includes: 1. The full cost of all licenses required to meet the mandatory requirements of the Specification; 2. One year of technical support and updates from the manufacturer. Additional licenses can be provided upon request under a separate agreement.	see reference 4
CL.2	All delivered licenses will include one year of support and maintenance, provided by the license manufacturer. The level of support and maintenance services for the solution's licenses must meet the requirements outlined in section 3.6 „Post-implementation maintenance and support requirements”	Mandatory	The requirement is fully met	All delivered ARIS licenses include standard annual support and maintenance from the manufacturer, fully complying with the terms outlined in Section 3.6 of the Specification. This service includes: 1. Access to the Incident Management Portal, where you can submit inquiries, receive consultations, and get assistance in resolving issues. 2. The right to install all new versions and releases of the product released during this year. 3. Access to security patches and bug fixes.	see reference Annex 1
CL.3	The Tenderer shall describe the proposed licensing model, justifying why the proposed	Mandatory	The requirement is fully met	The proposed ARIS licensing model is optimal for the Buyer, as it ensures alignment with the Buyer's role-based	see reference 4.2, 4.3.

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	model is the best for the NBM, and presenting a comparative diagram with the licensing models commonly offered by the Tenderer in such tenders			model and minimizes the total cost of ownership by eliminating redundant licensing.	
CL.4	In order to correctly determine the license requirements for the tendered solution, the following needs of the NBM will be taken into consideration: 7 users with rights to describe, analyze and report business processes - are the experts responsible for managing and optimizing business processes; 10 concurrent users with the right to view - NBM employees; 2 users with solution administration rights at the technical level - are the administrators of the solution with extended rights to	Mandatory	The requirement is fully met	The proposed ARIS licensing model meets the stated needs of NBM. Based on the specified requirements, our offer includes: 7 ARIS Enterprise – Designer licenses — providing capabilities for modeling, business process analysis, and report creation, fully meeting the needs of Process Management Experts. 10 ARIS Enterprise – Viewer Pack licenses — providing simultaneous access to view diagrams, reports, and dashboards for the designated NBM personnel without editing rights. 2 ARIS Enterprise – Admin licenses — providing full system administration functionality, including user management and configuration of content settings. <i>Refer to the documentation (from page 12):</i>	see reference 4.1.

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	manage, configure the solution.			https://docs.aris.com/10.0.27.0/yay-product-feature-matrix-guide/en/Product-Feature-Matrix.pdf	
CL.5	Any potential request for additional information necessary to define the number of licenses shall be sent by the Tenderer to the NBM address during the question and answer period and will be processed according to the provisions of the standard documentation.	Mandatory	The requirement is fully met	This licensing proposal has been prepared based on a detailed analysis of the requirements of the Specification. Any additional questions that arose were submitted in a timely manner during the application review process.	
CL.6	The licenses for the solution will be delivered according to the implementation needs, but no later than the final acceptance of the solution. The licenses for the solution will be delivered to the Buyer in accordance with the policies established by their manufacturers.	Mandatory	The requirement is fully met	According to official confirmation from SAG ARIS GmbH, there are two possible delivery options for software licenses: • Delivery on the agreed date – the exact calendar date of license key delivery will be specified in the Order Form signed between SAG ARIS GmbH and the Partner. The agreement must be signed at least 3 working days in advance. • Delivery after the agreement is fully signed – SAG ARIS GmbH delivers license keys within 7	

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
				working days from the date the Order is signed by both parties. <i>See demo session.</i> ²	
CL.7	The offered licenses will be either perpetual or subscription-based. Offering a perpetual license will constitute an advantage.	Mandatory	The requirement is fully met	The manufacturer provides subscription-based licenses for ARIS Enterprise. While these licenses are subscription-based rather than perpetual, they include full functionality, annual updates, and standard support services as part of the subscription.	see reference 4.2.
CL.8	The solution must allow for the subsequent expansion of the number of users at the request of the Buyer.	Mandatory	The requirement is fully met	The proposed licensing model allows for easy scaling of the number of users. Additional licenses can be purchased at any time as needed. The cost of additional licenses will be calculated based on the manufacturer's prices in effect at the time of expansion.	see reference 4.2.

7.2. Functional requirements

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CF.1.	The IT solution for business process management must be	Mandatory	The solution meets the	The proposed solution is a ready-made commercial off-the-shelf (COTS) product from SAG ARIS GmbH and does not	see reference 1

² All demonstration materials are available at the following link: <https://dainovaro.com/files/NBM/>
Authorization is required: login – nbm@dainovaro.com, password – Nbm@dainovaro.2025

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	commercial off the shelf (COTS). No development in this sense is accepted, only configuration or customization of the software product offered. The operating mode of the solution must be On Premises.		requirement natively	require development from scratch, meaning no custom software development is needed. The solution will be deployed on the Buyer's on-premises infrastructure, ensuring full control over the data. All work will be carried out using standard out-of-the-box features without modifying the platform's source code. https://aris.com/aris-enterprise/	
CF.2.	The solution must allow integration with Active Directory for user synchronization and authentication within the system.	Mandatory	The solution meets the requirement natively	The proposed solution supports integration with Active Directory for centralized user authentication and automatic synchronization of user accounts, providing Single Sign-On (SSO) capabilities. <i>Refer to the documentation:</i> https://docs.aris.com/latest/yay-technical-help/en/#/home/404312/en/1	see reference 1.1
CF.3.	The solution will have English language interfaces for solution users.	Mandatory	The solution meets the requirement natively	The solution provides an English-language user interface, including dashboards, methodology, reports, and help documentation. <i>See demo session.</i>	see reference 1.1

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CF.4.	The solution must offer the possibility of process mapping/design in BPMN - Business Process Model and Notation.	Mandatory	The solution meets the requirement natively	The solution supports the BPMN 2.0 standard, providing an intuitive editor for designing business processes using graphical notation elements. <i>See demo session.</i>	see reference 1.1
CF.5.	The solution must allow the integration, mapping all the processes carried out within the Authority, ensuring their complete and correct representation as component parts of the system, in order to facilitate a unified and coherent view. The solution must act as a repository of all processes within the authority.	Mandatory	The solution meets the requirement natively	The solution functions as a unified process repository, providing a consolidated view of all business processes within the organization. The solution supports: • Centralized storage of all process models; • Hierarchical representation of processes. The solution architecture ensures the integrity and consistency of the process model, providing access to all its elements. <i>See demo session.</i>	see reference 1.1
CF.6.	The solution must allow the import of process descriptions (process diagrams) from the current business process description/mapping software solution used by BNM - Aris Express (.adf format), which	Mandatory	The solution meets the requirement natively	The solution supports importing process diagrams from ARIS Express through conversion of the .adf file format. <i>See demo session.</i>	see reference 1.1

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	is a typical business process modeling solution.				
CF.7.	The solution must be able to export process descriptions (process diagrams) in commonly used formats: PDF/images.	Mandatory	The solution meets the requirement natively	The solution provides the ability to export process diagrams in PDF, PNG, and JPEG formats. The JPEG export option is available only in the desktop (thick) client. <i>See demo session.</i>	see reference 1.1
CF.8.	The solution will allow the automatic generation of the Responsibility Allocation Matrix (RACI) and other textual documents detailing the essential elements of the process, such as: input data, output data, process events (start, intermediate, stop), information systems used, etc. The generated documents and the RACI matrix will be editable, allowing the addition of additional information and adjustments as needed.	Mandatory	The solution meets the requirement natively	The solution supports automated generation of Responsibility Assignment (RACI) matrices on the ARIS web portal and in ARIS Architect/Designer clients. Both interfaces provide: • Export of RACI matrices to XLSX files; • Generation of textual process descriptions (DOCX, PDF, XLSX) using reporting scripts; • Subsequent editing of the generated documents in external applications. <i>See demo session.</i>	see reference 1.1
CF.9.	The solution will provide functionality for establishing connections between	Mandatory	The solution meets the	The solution allows modeling and visualizing interdependencies between	see reference 1.1

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	processes, enabling the identification and specification of relationships and dependencies between them. The system will enable a clear visualization of interdependencies, thus facilitating a thorough understanding and efficient management of integrated processes.		requirement natively	processes through the following key functionalities: • At the highest level of detail (process map), visible hierarchical links and sequence execution relationships between processes are established; • Hierarchical links are formed by detailing objects into more detailed diagrams, showing specific process steps; • Alignment of processes at lower levels of detail is achieved through input/output objects and message flows, providing a clear representation of dependencies between data and activities across different process levels. <i>See demo session.</i>	
CF.10.	The solution must allow integration with the internal Document Management System (DMS), which is an enterprise document management system, with the	Mandatory	Requires additional developments/customizations	By default, solution provides direct integration with Microsoft SharePoint (available through a separately licensed component).	see reference 1.1

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	possibility of easy transfer of data and information between applications (import/export) via APIs, for centralized storage of all documents of the organization.			In addition, data exchange with other systems can be implemented through custom import/export scripts. <i>Refer to the documentation:</i> https://docs.aris.com/latest/yay-ads-api-guide/en/Document-Storage-API---Technical-Introduction.pdf	
CF.11.	The solution will enable the generation of detailed reports/dashboards based on existing primary data in the system and additional data input, providing various forms of visual presentation such as graphs, infographics, charts, tables. These dashboards will facilitate detailed analysis and support decision making within the organization.	Mandatory	The solution meets the requirement natively	The solution provides extensive reporting and dashboard generation capabilities. Dashboards are visualized using interactive panels with charts and graphs. Data sources can include information from the process repository or external data in the form of Excel files. <i>See demo session.</i> <i>Refer to the documentation:</i> http://95.165.24.177:3000/static/help/en/handling/connect/ca/#/home/237461/en/1	see reference 1.1
CF.12.	The generated dashboards will be customizable and will have user interactive elements such as filters, selections and adjustment options to allow a	Mandatory	The solution meets the requirement natively	Dashboards support interactive controls, including filters by processes and roles, data grouping parameters, and visualization settings, allowing users to tailor the analysis to specific business requirements without modifying the underlying process models.	see reference 1.1

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	detailed analysis tailored to specific needs.			<i>See demo session.</i>	
CF.13.	The solution must facilitate the efficient import of Excel files containing KPIs, providing advanced functionality for automatically uploading and integrating data into the platform. Imported data must be properly processed and mapped to be immediately available for detailed analysis and report generation.	Mandatory	The solution meets the requirement natively	The solution supports importing data from Excel as a data source for creating dashboards. <i>Refer to the documentation:</i> http://95.165.24.177:3000/static/help/en/handling/connect/ca/#/home/392340/en/1	see reference 1.1
CF.14.	The solution will enable the generation of dashboards based on business process KPIs, providing a clear and relevant visualization of performance.	Mandatory	The solution meets the requirement natively	The solution provides tools for creating dashboards with visualization in the form of interactive charts and graphs. <i>Refer to the documentation:</i> http://95.165.24.177:3000/static/help/en/handling/connect/ca/#/home/240265/en/1	see reference 1.1
CF.15.	The solution will generate alerts and notifications when KPIs set at system level reach or exceed set limits, to	Recommended	The solution does not meet the requirement	The proposed solution does not include functionality for generating alerts and notifications when system-level KPIs reach or exceed predefined limits.	

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	facilitate rapid and corrective intervention				
CF.16.	The solution will allow the preservation and access to all process versions, offering the possibility to compare and analyze previous versions by reflecting the evolution of changes and improvements made to the processes.	Mandatory	The solution meets the requirement natively	The solution supports process versioning with change history retention, allowing comparison of model versions using the built-in version comparison tool. <i>See demo session.</i>	see reference 1.1
CF.17.	The solution will enable the possibility of integration with real-time process monitoring systems (e.g. event monitoring and log monitoring) to detect and manage problems and deviations in a timely manner.	Mandatory	The solution meets the requirement natively	ARIS includes its own health monitoring subsystem. Each ARIS component is open for connection via JMX. The system maintains logs using Log4j2. By default, logs are stored in a file on the server. It is also possible to configure new appenders to forward logs to a dedicated log server (e.g., syslog). <i>See demo session.</i>	see reference 1.1
CF.18.	The solution will enable multiple users to work on the same process description/map, facilitating communication and	Mandatory	The solution meets the requirement natively	The solution provides multi-user process editing. It implements an exclusive model-locking mechanism at the start of editing, preventing simultaneous modifications of	see reference 1.1

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	information sharing between team members.			the diagram by other users until the first editor saves and closes their session. On the web portal, users can utilize comments to coordinate team collaboration on models. <i>See demo session.</i>	
CF.19.	The solution must have risk management functionalities by business process.	Recommended	The solution meets the requirement natively	The solution provides the ability to identify, assess, and track risks directly within the context of process models through linked objects with configurable attributes.	
CF.20.	The solution will enable the capture of user actions on the computer, such as clicks, keystrokes and navigations on web pages or in desktop applications, for possible documentation of actions in the process.	Recommended	The solution does not meet the requirement	The solution does not include user activity recording functionality.	
CF.21.	The solution allows self-documentation of processes in graphical/narrative form, based on the captures.	Recommended	The solution does not meet the requirement	The proposed solution does not provide self-documentation of processes in graphical or narrative form based on recorded capture.	
CF.22.	The solution will allow for the integration of Artificial Intelligence (AI) technologies	Recommended	The solution does not meet the requirement	The proposed solution does not include functionalities for integrating Artificial Intelligence (AI) technologies, such as data	

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	(data analysis, graphical description of processes based on narrative description, proposals for improvement) into the functionalities of the information system.			analysis, graphical process generation based on narrative descriptions, or automated improvement proposals.	

7.3. Non-functional requirements

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CNF.1.	The proposed solution should be intuitive and simple to configure, operate and manage.	Mandatory	The requirement is fully met	The solution provides an intuitive interface with step-by-step configuration wizards (e.g., for setting up the metamodel, methodological filters, etc.), allowing the system to be easily adapted and administered without deep technical knowledge. <i>See demo session.</i>	see reference 1.1
CNF.2.	The solution must support creating, modifying, processing, storing and accessing textual data in Unicode.	Mandatory	The requirement is fully met	The solution supports the Unicode standard. <i>See demo session.</i>	see reference 1.1

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CNF.3.	The solution will enable integration with local document storage and sharing services, making it easy to access and collaborate on documents and processes in a secure environment, using NBM'S infrastructure.	Mandatory	The requirement is fully met	If it refers to the Buyer's external system, ARIS allows placing links to external resources. Direct interaction with these external resources (documents, files, etc.) is not provided by ARIS by default. If the requirement refers to the document storage within the proposed solution, it supports integration via API. <i>Refer to the documentation:</i> https://docs.aris.com/latest/yay-ads-api-guide/en/Document-Storage-API---Technical-Introduction.pdf https://docs.aris.com/latest/yay-repository-api-guide/en/Repository-API---Technical-Introduction.pdf	see reference 1.1
CNF.4.	The solution will support integration with Microsoft Office (Word, Excel etc).	Mandatory	The requirement is fully met	The solution provides integration with Microsoft Office through built-in file export/import functions, including the generation of reports in .docx and .xlsx formats based on templates. <i>See demo session.</i>	see reference 1.1
CNF.5.	User authentication within the application will be based on authenticated sessions at AD	Recommended	The requirement is fully met	The solution supports user authentication based on Active Directory. <i>See demo session.</i>	see reference 1.1

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	(Single Sign-on/Kerberos/SAML).				
CNF.6.	The solution must have native pre-integrations, or have built-in functionalities/tools for integration with third party systems. The solution must support at least the following integration modalities: Web Services, LDAP, SMTP/IMAP, File (XML, TXT), command line, databases, etc. In this respect, the Provider shall present and describe the exhaustive list of functionalities and tools concerned.	Mandatory	The requirement is fully met	The solution supports a broad range of integration modalities with third-party systems. Specifically, it supports LDAP (for user administration and authentication), SMTP (for e-mail integration), database substitution instead of internal default database, command-line tools for automation, XML-based import/export (e.g., XPDL/XML) and Web Service integration. Further configurations may require additional setup or scripting. <i>See demo session.</i> <i>Refer to the documentation:</i> https://docs.aris.com/latest/yay-technical-help/en/#/home/350768/en/1 https://docs.aris.com/latest/yay-configure-administrate/en/#/home/220006/en/1 https://docs.aris.com/latest/yay-configure-administrate/en/#/home/244987/en/1 https://docs.aris.com/latest/yay-configure-administrate/en/#/home/239859/en/1	see reference 1.1

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
				https://docs.aris.com/latest/yay-configure-administrate/en/#/home/521298/en/1	
CNF.7.	The solution will allow export of the described processes in Word, Excel, Portable Document Format (.PDF), Portable Network Graphics (.PNG), Joint Photographic Experts Group (.JPEG).	Mandatory	The requirement is fully met	The solution supports exporting process diagrams in all specified formats through built-in reporting and graphic export mechanisms. <i>See the demo session for requirements SF.7 and SF.8.</i>	see reference 1.1
CNF.8.	The solution will allow the definition of user groups and roles within the solution, and the association of users within the solution to these groups and roles.	Mandatory	The requirement is fully met	The solution provides a built-in user management system that allows the creation of user groups. Users assigned to these groups automatically inherit the privileges of the assigned groups. <i>See demo session.</i>	see reference 1.1
CNF.9.	It should be possible to define access rights for each user at the functionality level of the solution (depending on the assigned role) or at the document level (depending on the user groups they belong to	Mandatory	The requirement is fully met	The solution provides user privilege management through a flexible system of roles and groups. The following settings are available for users and user groups: • License privileges – define access to solution features; • Functional privileges – define access to solution functions;	see reference 1.1

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	and the security policies granting rights to those groups).			Access rights – define access to models and objects, assigned to specific repository folders. <i>See demo session.</i>	
CNF.10.	The solution will hold views and reports on the access rights existing in the solution. These will be parameterizable according to at least the following parameters: user group / role within the solution, user ID, business entity, business entity property, allowed operations.	Mandatory	The requirement is fully met	The solution supports configuration of access rights for users and user groups. Administrators can define who can perform which actions within the system through functional privileges, and configure access rights to repository folders and reports. <i>See demo session.</i>	see reference 1.1
CNF.11.	The solution will have the functionality to manage and monitor authorized users (authentication and authorization, user account management, access level management, activity logging, delegation of rights, etc.).	Mandatory	The requirement is fully met	The solution includes full functionality for user management and monitoring: authentication and authorization, user account management, access-level management, and delegation of rights. ARIS Administration provides centralized management of users, user groups, licenses, and function privileges across tenants. <i>See demo session.</i>	see reference 1.1

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CNF.12.	The solution will feature a wide range of formatting styles (font styles, sizes, colors) and predefined/customizable templates.	Recommended	The requirement is fully met	The solution provides a wide range of formatting styles (fonts, sizes, colors) and supports the use of both built-in and customizable templates to ensure consistent process design. <i>See demo session.</i>	
CNF.13.	The solution must be able to automatically enforce a set of security rules, upon ingestion of documents into the solution and thereafter, based on document metadata/approval steps. This set of rules shall be definable and modifiable by the solution administrator.	Mandatory	Requirement partially met	The solution does not provide automatic enforcement of security rules. However, it includes built-in tools for managing document metadata, versions, history, access rights, and associated models/objects, which can be used by administrators to control document access and track changes. <i>See demo session.</i>	see reference 1.1
CNF.14.	The solution must allow the exposure of its interfaces to third-party systems through properly documented APIs made available to the Buyer.	Mandatory	The requirement is fully met	The solution allows the exposure of its interfaces to third-party systems through properly documented APIs, which are made available to the Buyer. <i>Refer to the documentation:</i> https://docs.aris.com/latest/yay-repository-api-guide/en/Repository-API---Technical-Introduction.pdf	see reference 1.1

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CNF.15.	The application user interfaces will be friendly, intuitive and convenient to use.	Mandatory	The requirement is fully met	The solution provides intuitive and user-friendly interfaces, including drag-and-drop functionality, ensuring easy navigation and efficient operation for users with varying levels of expertise.	see reference 1.1
CNF.16.	At the document initiation stage, the possibility to attach different information by the initiator, e.g. visualization and inclusion of documents and regulations (laws, procedures, instructions) relevant to the business processes, providing the possibility to access and consult documents directly from the system interface.	Mandatory	The requirement is fully met	During the document initiation stage in ARIS, the author can attach files (documents, regulations, instructions) and links to processes through attributes. Users can view and access related materials directly from the system interface; documents are opened in their respective external applications, such as Microsoft Word, Excel, or PDF viewers, without requiring manual navigation outside the workflow. <i>See demo session.</i>	see reference 1.1
CNF.17.	The solution must ensure a complete history of actions taken and documents produced, including changes made.	Mandatory	The requirement is fully met	The solution supports versioning of models, objects, and their attributes, ensuring the full history of changes is maintained. Each time an edit is made, a new version of the process must be created, allowing all modifications to be tracked. Documents linked to processes via attributes are also preserved in the corresponding versions, providing full	see reference 1.1

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
				traceability of actions, changes, and released documentation. <i>See demo session.</i>	
CNF.18.	The solution must ensure the archiving of information of different types, according to certain criteria, deadlines, predefined at system level.	Recommended	The requirement is fully met	The solution provides built-in functionality for archiving different types of information. This includes database backups, user/group accounts with assigned licenses and access rights, report scripts, and methodology. Archiving can be performed either individually for each component or collectively at the tenant level, according to predefined system criteria and schedules.	
CNF.19.	The solution will be providing real-time collaboration functionalities between users involved in process description and management, possibility to review/comment process models.	Recommended	The requirement is fully met	The solution provides real-time collaboration capabilities for users involved in process modeling and management. Users can work simultaneously on the same process models, review changes, leave comments, and share diagrams, facilitating efficient communication, coordination, and approval within teams. <i>See demo session.</i>	see reference 1.1

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CNF.20.	The solution must offer flexible possibilities for sorting, searching, selecting, tagging information in order to streamline the work.	Mandatory	The requirement is fully met	The solution provides flexible tools for working with information: • Sorting data in tables and lists; • Advanced search by names, content, and metadata, including filters by object types, tags, etc.; • Tagging — assigning custom labels to processes and documents on the web portal. <i>See demo session.</i>	see reference 1.1
CNF.21.	The solution will provide the ability to automatically and periodically save users' work progress, so that loss of information in the event of system failures or unexpected errors will not be tolerated.	Mandatory	Requirement partially met	The solution includes a built-in data recovery functionality in case of network interruptions or unexpected errors. Additionally, auto-save functionality can be implemented through customization using macros to periodically save users' work and minimize the risk of data loss.	
CNF.22.	The solution will have the functionality to create backups of the described processes with the possibility to save/restore previous versions of them in	Mandatory	The requirement is fully met	The solution provides reliable database backup and restoration, along with management of process versions via built-in mechanisms. <i>See demo session.</i>	see reference 1.1

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	case of need or unexpected system errors.				
CNF.23.	The solution must allow process visualization through a web browser.	Recommended	The requirement is fully met	The solution allows process visualization through a web browser via a portal that provides an intuitive interface for viewing models and navigating process interrelationships. <i>See demo session.</i>	see reference 1.1

7.4. Training requirements

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
Training services					
CT.1.	As part of the project, the Tenderer will organize training and knowledge transfer sessions for the Buyer's designated team (experts responsible for process management and optimization, and solution administrators) in order to build the necessary knowledge and skill set to enable	Mandatory	The requirement is fully met	Within the scope of the project, training will be organized for: - experts responsible for process management and optimization (7 participants); - solution administrators (2 participants). Training format: remote.	see reference 5.2, 5.4

	the trained team to take over the maintenance and further configuration of the solution in accordance with the needs of the NBM.			Duration: 8 hours / 4 hours.	
CT.2.	The tenderer shall submit, as part of the tender, a training plan indicating the types of training and the mode (distance, at the Buyer's premises, etc.) and the content/agenda of such training.	Mandatory	The requirement is fully met	The training plan is included in the technical offer.	see reference 5.3
CT.3.	During the training sessions, the Tenderer shall make available to the Buyer the complete set of documentation of the solution, which shall include at least: - User and administrator manuals; - Support documentation for administrators (resolving common issues or system errors). The accepted languages for the training sessions and documents are Romanian or English.	Mandatory	The requirement is fully met	The complete set of technical, operational and user documentation for the ARIS Enterprise solution will be provided through official SAG Aris GmbH resources: https://docs.aris.com/10.0.27.0/bpa.html?lang=en https://docs.aris.com/latest/yay-technical-help/en/#/home/114158/en/1	see reference 5.5

7.5. Installation and configuration services requirements

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CI.1.	The solution will be installed and configured within 2 months from the start of the contract. The time tolerance for the entire project is plus 10 working days. Time tolerances at the activity level will be distributed as needed throughout the project, by mutual agreement of the Parties.	Mandatory	Yes – The Tenderer's approach meets the requirement or BNM's approach	The solution will be installed and configured within 2 months from the start of the contract, with a project-level time tolerance of plus 10 working days. Activity-level time tolerances will be mutually agreed upon as needed.	see reference 6.2
CI.2.	The Tenderer shall perform the installation and configuration of the solution on the Buyer's infrastructure. The Tenderer shall provide a demonstration of the solution and how the requested functionalities have been covered. Based on this and the knowledge transferred during the training period, the Buyer will conduct testing of the solution and its functionalities	Mandatory	Yes – The Tenderer's approach meets the requirement or BNM's approach	The solution will be installed and configured within the Buyer's infrastructure. Upon completion of the installation, a demonstration of the solution and the implemented requested functionalities will be carried out.	see reference 6.2

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CI.3.	The proposer will configure and adapt the solution to be aligned with the de facto model (according to the Buyer's needs). Based on the initial analysis results, the Offeror will implement all agreed configurations/customizations.	Mandatory	Yes – The Tenderer's approach meets the requirement or BNM's approach	The solution will be configured using only standard ARIS functionalities and parameters to align with the Buyer's de facto model and requirements. No additional customizations, code modifications, or non-standard developments are planned or included in the scope of work. All configurations will be performed within the standard capabilities of ARIS as provided by the manufacturer (SAG ARIS GmbH).	see reference 6.2
CI.4.	The Offeror shall develop operational procedures for the management of the solution including: installation, modification, backup, restore, etc.	Mandatory	Yes – The Tenderer's approach meets the requirement or BNM's approach	All operational procedures related to the management of the solution — including installation, modification, backup and restore — are already described in the official ARIS product documentation provided by the manufacturer (SAG ARIS GmbH): https://docs.aris.com/10.0.27.0/bpa.html?lang=en	see reference 6.4
CI.5.	At the same time, during the implementation period of the IT solution, for any new	Mandatory	Yes – The Tenderer's approach meets the	The Offeror acknowledges and agrees that any new functionalities or developments outside the scope of the specifications will	see reference 6.4

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	functionalities/capabilities outside the requirements deriving from the specifications, change requests will be prepared by the Buyer within the limit of 50 man-hours foreseen for this purpose, according to a change management procedure agreed by the Parties.		requirement or BNM's approach	be implemented only based on Buyer's approved change requests. Such requests will be managed in accordance with the mutually agreed change management procedure and within the limit of 50 man-hours allocated for this purpose during the implementation period.	
CI.6.	Successful fulfillment of the contract will be assessed through a series of formal acceptance tests of deliverables. All testing performed will be required to demonstrate that the Offeror has met each requirement / functionality specified in the Specification, the submitted Offer and the Functional and Technical Solution Specifications. In this context, in the offer, the Offeror shall set out its own	Mandatory	Yes – The Tenderer's approach meets the requirement or BNM's approach	The Offeror will apply a structured acceptance testing approach, including requirements-based testing, documented test procedures, and use of standard testing tools. All deviations will be corrected within the standard solution functionality at no additional cost. The Offeror provides a clear vision of the testing process and methodology. <i>See demo session.</i>	see reference 6.3

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	vision of the testing process, describe the test methodologies and tools that will be used to test the solution.				
CI.7.	In evaluating the results of the acceptance tests and with respect to the performance of the solution, the Offeror shall perform remedial measures including upgrading the solution or any component thereunder, or replacing it at no additional cost to the Buyer, so that the solution meets the formally established requirements.	Mandatory	Partially Yes – The Tenderer's approach partially meets the requirement/BNM's approach	In the event that the solution fails to meet the requirements based on the results of acceptance testing, the Contractor shall implement corrective measures within the scope of the solution's standard functionality at no additional cost to the Customer. Any enhancements, development of new functionality, or replacement of components that fall outside the standard capabilities of the solution shall be subject to separate approval and additional payment.	see reference 6.3
CI.8.	Final Acceptance is the stage where a verification will be carried out by the parties to demonstrate that the project perimeter is fully covered and delivered according to the established quality criteria.	Mandatory	Yes – The Tenderer's approach meets the requirement or BNM's approach	The final acceptance will be carried out after the successful completion of preliminary testing and the implementation of all corrective actions based on its results. The list of documentation required for acceptance includes: • The Acceptance Test Protocol;	see reference 6.4

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	The assessment of compliance will be carried out from several perspectives: - all necessary licenses are delivered and accepted according to the conditions set; - the solution on the production environment is configured and functional; - all necessary functionalities are present in the solution, inclusively all documentation accompanying the solution has been updated and submitted; - support documentation / manuals / installation and configuration			• The training and knowledge transfer formal protocol; • The Software Acceptance Report signed by both parties; • The complete set of technical, operational, and user documentation for the ARIS Enterprise solution will be provided through official SAG Aris GmbH resources.	

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	guides have been delivered; - training and knowledge transfer were carried out according to the established criteria; - any other documentation or deliverables expected to be delivered, are up to date and fully submitted by the Selected Tenderer. The final acceptance stage will be finalized with the drawing up of a final acceptance deed, which will be signed by both parties on a date agreed in advance.				
Requirements against acceptance criteria					
CI.9.	Acceptance criteria will be established and coordinated with the Buyer at the	Mandatory	Yes – The Tenderer's approach meets the	The acceptance criteria will be agreed upon with the Buyer during the initial stages of the project.	

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	beginning of the initiation phase. The criteria listed below are minimum and will not be subject to elimination. - The deliverables of the project shall be delivered to the Buyer according to the specifications. - The Buyer has no objections as to the integrity and correctness of the Deliverable in accordance with the quality and other criteria agreed by the Parties. - Deliverables meet the expectations and requirements of the Buyer - in terms of clarity, level of detail, structure, content, etc.		requirement or BNM's approach		

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	- The Deliverables are in line with the quality standards agreed between the Buyer and the selected Tenderer.				

7.6. Conditions for maintenance and post-implementation support

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CP.1.	After the delivery of the licenses, but no later than the final acceptance of the solution, the standard maintenance and support option from the solution manufacturer will be automatically activated. The maintenance and support period will be 12 months from the date of activation of this option.	Mandatory	Yes – The Tenderer's approach meets the requirement or BNM's approach	The standard maintenance and technical support from the solution manufacturer are automatically activated after delivery, but no later than the date of signing the Final Acceptance Certificate. The maintenance and support period will last for 12 months from the activation date. Support conditions include: • Access to updates; • Access to security patches and bug fixes; • Technical support through the Incident Management Portal	see reference 4.4

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CP.2.	The offer will indicate the maintenance and support services provided by the license manufacturer for 5 consecutive years and for each individual year.	Mandatory	Yes – The Tenderer's approach meets the requirement or BNM's approach	The proposed solution includes standard maintenance and technical support services provided by the software manufacturer (SAG ARIS GmbH). The standard maintenance and support are activated upon delivery of the licenses and include access to updates, security patches, bug fixes, and technical assistance through the Incident Management Portal. The offer includes manufacturer support for the first 12 months. Support and maintenance services for the following years can be extended.	see reference 4.4
CP.3.	The Tenderer shall ensure access to standard maintenance and support services from the solution manufacturer under the following minimum conditions: 1. Technical Support: - Support must be provided through multiple channels (phone, email, live chat, online platform), - Support must be available on working days in accordance with	Mandatory	Yes – The Tenderer's approach meets the requirement or BNM's approach	Access to the standard maintenance and support services from the solution manufacturer will be provided under the following conditions: 1. Technical Support includes: • Support via phone, email, and web portal; • Support is available on working days from 08:00 to 17:00. 2. Technical Maintenance includes:	see reference 4.4

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
	the legislation of the Republic of Moldova, during the time interval from 09:00 to 17:00. 2. Maintenance: - Functional improvements: Updates for adding new functionalities or enhancing existing ones, - Major upgrades: New software versions that include extended functionalities or significant changes to the solution, - Ensuring access to the resolution of bugs reported by the Buyer by providing patches in new versions of the solution, - Periodic security updates. 3. Access to Documentation and Resources: - Updated documentation: Provision of manuals, guides, tutorials, and other relevant documents for the use of the solution, - Access to training sessions, webinars, or seminars for users, access to the knowledge base (e.g., forums, FAQs, support articles).			• Product updates and fixes; https://ariscommunity.com/user/login?destination=/download-center/product-groups • Product documentation. https://docs.aris.com/latest/index.html?lang=en 3. Access to the Software Download Center, Product Version Availability information, early product announcements, and product upgrades. https://ariscommunity.com/user/login?destination=/download-center/product-groups Standard Maintenance & Support: https://ariscommunity.com/support/standard-maintenance-support	

Code Require ment	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CP.4.	The Tenderer will have a Customer Support Center, to which all support requests from the NBM will be directed.	Recommen ded	Yes – The Tenderer's approach meets the requirement or BNM's approach	The developer provides an Incident Management Portal. To report product-related questions or issues, users can log a Support Incident through the portal.	see reference 4.4
CP.5.	The vendor will provide an integrated online technical support and maintenance mechanism that would allow users to access support and receive help in real time (e.g. chat-live, email support, etc.).	Recommen ded	Yes – The Tenderer's approach meets the requirement or BNM's approach	The developer provides an Incident Management Portal. To report product-related questions or issues, users can log a Support Incident through the portal.	see reference 4.4
CP.6.	The Tenderer shall provide the necessary assistance for testing and installing updates (including new versions and patches) in the operational environment.	Recommen ded	Yes – The Tenderer's approach meets the requirement or BNM's approach	The developer provides an Incident Management Portal. To report product-related questions or issues, users can log a Support Incident through the portal.	see reference 4.4

Code Require ment	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CP.7.	The tenderer shall describe standard maintenance and support conditions from the manufacturer (SLA - Service Level Agreement).	Mandatory	Yes – The Tenderer's approach meets the requirement or BNM's approach	The manufacturer's standard maintenance and support conditions (SLA) are attached to the Technical offer.	see Annex 1

Signed: _____ Name: Andrei Mirza Position: General Manager

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