

TECHNICAL OFFER

Tender: Software solution for managing business processes – REPEATED

MTender ID: [ocds-b3wdp1-MD-1759819095800](#)

Contents

1. INTRODUCTION.....	4
1.1 ABOUT THE TENDERER	4
1.2 CONFIDENTIALITY AND SUBMISSION OF TECHNICAL DOCUMENTATION	4
2. DESCRIPTION OF THE PROPOSED SOLUTION	6
2.1 KEY CAPABILITIES OF THE SIMBASE BPMS PLATFORM	6
2.1.1 <i>Intelligent Business Automation</i>	6
2.1.2 <i>Scalability and Flexibility</i>	6
2.1.3 <i>Seamless Integration</i>	6
2.1.4 <i>Data-Driven Operations</i>	6
2.1.5 <i>High Security</i>	6
2.1.6 <i>BPMN-based Process Design & Mapping</i>	6
2.1.7 <i>Monitoring, Control, and Audit</i>	7
2.1.8 <i>Reporting, Dashboards, and KPIs</i>	7
2.1.9 <i>Import/Export, Templates, and Data Exchange</i>	7
2.1.10 <i>Notifications and Event Management</i>	7
3. FUNCTIONAL & TECHNICAL ARCHITECTURE	8
3.1 ARCHITECTURAL OVERVIEW	8
3.2 SYSTEM UNITS	8
3.3 THE SIMBASE CORE	9
3.3.1 <i>Interactive Handler</i>	9
3.3.2 <i>System Core Levels</i>	9
3.3.3 <i>Robots (Automated Execution Layer)</i>	10
3.4 USER INTERFACE UNIT (UIU)	10
3.5 PROCESS DESIGN AND TECHNICAL MAPS	11
3.6 MONITORING, CONTROL, AND AUDIT	11
3.7 REPORTING, DASHBOARDS, AND PERFORMANCE METRICS	12
3.8 IMPORT/EXPORT SERVICES AND DATA PROCESSING	12
3.9 INTEGRATION LAYER AND EXTERNAL INTERFACES	12
3.10 TECHNOLOGICAL STACK	13
3.11 DEPLOYMENT OPTIONS	13
4. LICENSING MODEL	17
4.1 TYPE OF LICENSE	17
4.2 SCOPE OF THE LICENSE	17
4.3 SUPPORT AND MAINTENANCE	17
4.4 LICENSE DELIVERY AND ACTIVATION	18
5. TRAINING APPROACH	19
5.1 TRAINING OBJECTIVES	19
5.2 TARGET GROUPS	19
5.3 TRAINING STRUCTURE	20
5.4 DELIVERY METHOD	23
5.5 TRAINING MATERIALS PROVIDED	23

5.6	DURATION AND SCHEDULE	23
6.	DEPLOYMENT & IMPLEMENTATION METHODOLOGY	24
6.1	IMPLEMENTATION PRINCIPLES	24
6.2	IMPLEMENTATION PHASES	24
6.3	CHANGE REQUESTS (50 MAN-HOURS)	28
6.4	DOCUMENTATION DELIVERED	28
6.5	QUALITY ASSURANCE	28
6.6	COMPLIANCE WITH NBM REQUIREMENTS	29
7.	DEMONSTRATION MATERIALS	30
8.	INITIAL PROJECT PLAN	31
9.	REQUIREMENTS MATRIX	32

1. Introduction

1.1 About the Tenderer

SimBASE Systems SRL is a Moldovan information technology company founded in 2014, created with the strategic purpose of promoting the SimBASE BPMS platform, manufactured by Simourg LTD (Latvia), and implementing workflow automation projects based on this platform across the public and private sectors. The company is the official reseller and distributor of SimBASE licenses in the Republic of Moldova, ensuring the delivery, configuration, support, and long-term sustainability of SimBASE-based solutions.

Recognizing the potential of the SimBASE BPMS platform to automate complex workflows, SimBASE Systems SRL was established to promote and deploy this platform in the Republic of Moldova, enabling institutions to benefit from modern, efficient, and scalable workflow automation capabilities.

In addition to technical implementation, SimBASE Systems SRL provides consulting services in business process analysis and re-engineering, supporting institutions in optimizing, modeling, and redesigning their processes, followed, where required, by the automation of these processes on the SimBASE Platform.

SimBASE Systems SRL also has extensive experience integrating government services and developing governmental IT solutions. The company applies established operational procedures and has the technical capacity to work with complex and sensitive public-sector systems. With more than a decade of cumulative experience in workflow automation, BPMS implementation, data digitization, system integration, and public sector IT consulting, SimBASE Systems SRL is uniquely positioned to deliver robust, secure, and scalable solutions based on the SimBASE BPMS platform, fully aligned with the needs and objectives of the National Bank of Moldova.

1.2 Confidentiality and Submission of Technical Documentation

As part of the Technical Offer, SimBASE Systems SRL provides detailed documentation describing the architecture, functionalities, proprietary technologies, and implementation specifics of the SimBASE platform.

Because the submitted documentation becomes publicly accessible, and certain information is commercially sensitive and protected by intellectual property rights, the following technical materials are included as encrypted PDF files, serving as an integral part of this submission:

- 1) SimBASE description.pdf
- 2) SimBASE detailed functions overview.pdf
- 3) SimBASE additional documentation.pdf

These documents contain proprietary descriptions of the SimBASE platform's internal mechanisms, technical capabilities, business process modeling configuration tools, and integration functionalities. For security and confidentiality purposes, the documents are provided in password-protected form.

Technical Offer – SimBASE Systems SRL

Tender: Software solution for managing business processes / MTender ID: [ocds-b3wdp1-MD-1759819095800](#)

The passwords to these files will be provided immediately to the National Bank of Moldova (NBM) upon their first request, in accordance with the procedures set by the Working Group.

This approach ensures:

- Full compliance with the requirements to submit complete documentation within the tender package;
- Protection of intellectual property and commercially sensitive information;
- Proper access for authorized NBM evaluators during the technical evaluation stage.

All publicly presentable aspects of the offered solution: Solution Description, Licensing Model, Installation and Configuration Approach, Maintenance and Support Overview, Training Approach, and Project Plan, are presented in the Technical Offer in summarized form, fully aligned with the Technical Specifications.

2. Description of the proposed solution

The proposed solution is based on the SimBASE® BPMS (Business Process Management System) platform designed and manufactured by SIMOURG® LTD (Latvia). The platform has evolved through multiple generations since 2003 and is built on extensive real-world, industry-specific experience, ensuring proven reliability and efficiency in meeting modern organizational automation needs.

SimBASE® is a non-code/low-code (scripting for advanced configurations) BPMS solution, enabling organizations to design, model, automate, and optimize business processes without developer intervention. It provides organizations with greater operational efficiency, reduced manual effort, and agility in responding to changing business dynamics.

2.1 Key capabilities of the SimBASE BPMS Platform

2.1.1 Intelligent Business Automation

SimBASE automates a wide spectrum of business processes - from routine tasks to complex workflows - improving performance, reducing human error, and supporting process standardization across the institution. It supports enterprise-wide automation and aligns with the needs of financial institutions and government organizations.

2.1.2 Scalability and Flexibility

The platform is designed to scale seamlessly from small departments to complex enterprise environments. Its high configurability allows rapid adjustments to business rules, forms, and workflows to match evolving operational needs.

2.1.3 Seamless Integration

SimBASE integrates smoothly with existing IT ecosystems, enabling the system to communicate with external information systems and databases. It supports stable, secure, and flexible integrations, ensuring process continuity and alignment with organizational architectures.

2.1.4 Data-Driven Operations

The platform leverages analytics and real-time data to support decision-making, optimization, and performance monitoring. Built-in metrics and automated data flows ensure that processes are continuously measurable and improvable.

2.1.5 High Security

SimBASE includes strong security mechanisms to protect sensitive data, ensuring confidentiality, integrity, and secure operations - essential in public sector and financial institutions.

2.1.6 BPMN-based Process Design & Mapping

SimBASE provides graphical tools for designing and describing processes using internationally recognized modeling standards. It supports:

- Detailed process diagrams
- Technical maps
- Logical workflows
- Role-based interactions

2.1.7 Monitoring, Control, and Audit

The platform provides tracking, audit capabilities, and complete visibility into process execution. It enables organizations to maintain compliance, detect deviations, and ensure transparency of user actions.

2.1.8 Reporting, Dashboards, and KPIs

SimBASE includes an advanced reporting system and performance metrics module that allows organizations to:

- Define and configure KPIs
- Integrate KPIs with data sources
- Visualize metrics through dashboards
- Receive alerts and notifications
- Conduct historical trend analysis

These allow continuous monitoring of organizational performance.

2.1.9 Import/Export, Templates, and Data Exchange

SimBASE facilitates structured data exchange, including:

- Import/export of process elements, templates, and objects
- Automated data migration workflows
- Support for CSV/XML
- Configurable filters, conditions, and workflow-driven data actions

2.1.10 Notifications and Event Management

The platform supports automated notifications, alerts, reminders, and workflow-driven messages to ensure timely communication across users and stakeholders.

3. Functional & Technical Architecture

The SimBASE BPMS platform is designed as a multi-layer, modular, and service-oriented architecture that provides robust business process automation, high configurability, secure operations, and seamless integration with institutional IT environments. The architecture described below represents the high-level structure of the system as documented in the official SimBASE system description. It is intentionally presented without confidential internal details, which are available in the password-protected annexes provided to the NBM.

3.1 Architectural Overview

SimBASE follows a logical, multi-layered architecture that separates process logic, data structures, business rules, user interface, and integration services into clearly defined components. This ensures scalability, maintainability, and stable performance even for large organizations with complex workflows.

The main architectural components include:

- 1) System Units – Functional layers that group the platform’s capabilities.
- 2) SimBASE Core – The central execution engine responsible for process and data management.
- 3) Interactive Handler – The orchestration mechanism for user actions and process transitions.
- 4) Robots (Automated Execution Units) – Components that execute background tasks, scheduled jobs, notifications, and system logic.
- 5) User Interface Unit (UIU) – The presentation layer for user interaction.
- 6) Integration Layer and External Interfaces – Mechanisms enabling data exchange with external systems and enterprise services.
- 7) Technological Stack – The software foundation that ensures security, scalability, and flexibility.

3.2 System Units

According to the SimBASE system description, the platform is structured into logical units responsible for:

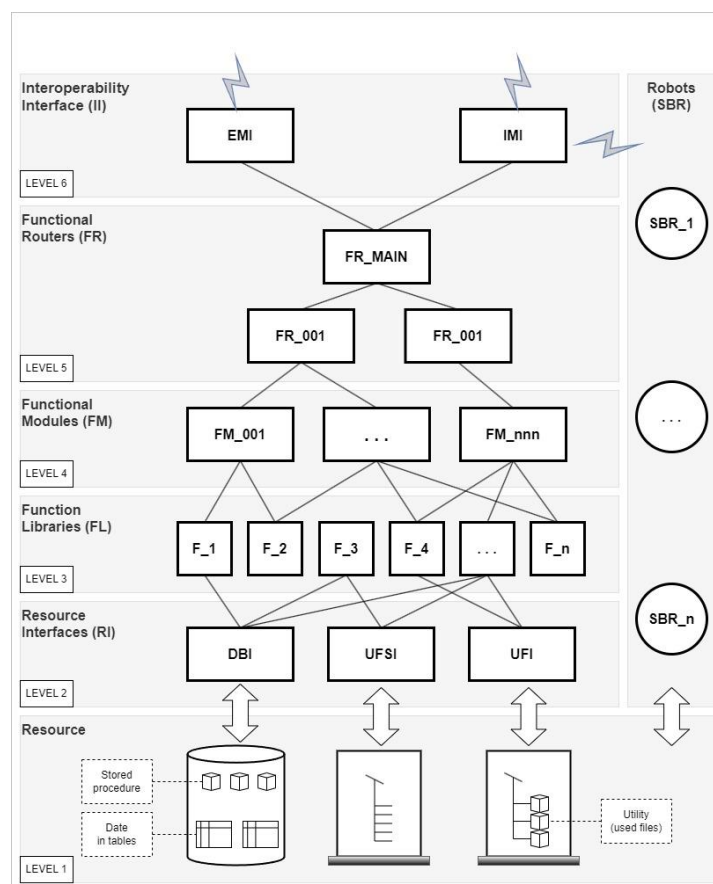
- User interaction
- Process execution
- Data management
- Integration
- Configuration
- System analytics

This modular approach ensures that changes or enhancements can be introduced without impacting the entire system, supporting long-term sustainability and reducing maintenance complexity.

3.3 The SimBASE Core

The SimBASE Core is the central component of the platform responsible for:

- Executing business processes
- Managing process states and transitions
- Handling system events
- Managing data objects and dictionaries
- Coordinating workflow logic, permissions, and business rules
- Ensuring transactional consistency and data integrity
- The core is implemented using a multi-layer internal structure



3.3.1 Interactive Handler

The interactive handler manages user-initiated actions, interprets requests, validates permissions, and triggers corresponding process logic. It acts as the intermediary between the UI layer and the Core engine.

3.3.2 System Core Levels

The Core is organized into several logical levels that coordinate:

- Business rules

- System dictionaries
- Object data models
- Transaction control
- Workflow state machines

This layered design ensures clear separation of concerns and stable performance.

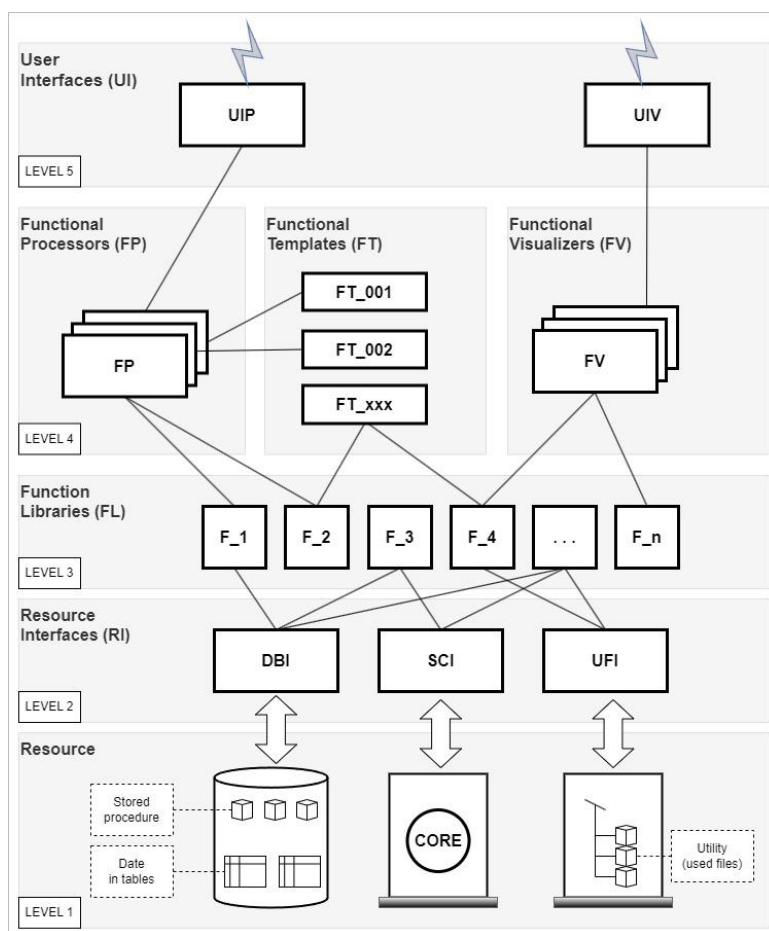
3.3.3 Robots (Automated Execution Layer)

SimBASE includes “robots” (jobs), background automated agents, that perform:

- Scheduled tasks
- Automated transitions
- Notifications
- Housekeeping tasks
- Background evaluations

Robots help reduce manual work and allow processes to execute smoothly even when no user interaction is required.

3.4 User Interface Unit (UIU)



The User Interface Unit provides an organized, configurable, and user-friendly web interface. The architecture includes:

Multiple interface types

- Widgets and forms
- Configurable screens
- Dynamic layouts

The UIU includes:

- Form interfaces
- Dashboard interfaces
- Multi-level structure for UI logic and rendering

The UI is designed to support:

- Task execution
- Document submission
- Process monitoring
- Reporting
- KPI visualization

It is optimized for usability, clarity, and accessibility.

3.5 Process Design and Technical Maps

The architecture integrates native tools for modeling:

- Process diagrams
- Technical process maps
- Hierarchical workflows
- Decision rules

SimBASE supports creating BPMN-style process flows and technical descriptions that reflect both organizational logic and implementation details.

These models serve as the foundation of workflow execution and process automation.

3.6 Monitoring, Control, and Audit

The platform provides monitoring and audit features integrated directly into the architecture:

- Process tracking
- Activity logs
- User action tracking
- Approval history
- Substitution and delegation logs

These capabilities will allow NBM administrators to fully supervise automated workflows and ensure compliance with internal policies.

3.7 Reporting, Dashboards, and Performance Metrics

The system features an advanced analytics architecture for:

- Dashboards
- KPI tracking
- Custom metric definition
- Data collection from external systems
- Historical trend analysis
- Notification triggers

This architecture supports decision-making, continuous improvement, and strategic planning.

3.8 Import/Export Services and Data Processing

SimBASE includes an Import/Export module architected to support:

- Data exchange using XML, JSON or CSV
- Template-based configuration
- Data validation and transformation
- Conditional processing using SimBASIC

This allows efficient migration, integration, and bulk data operations within secure boundaries.

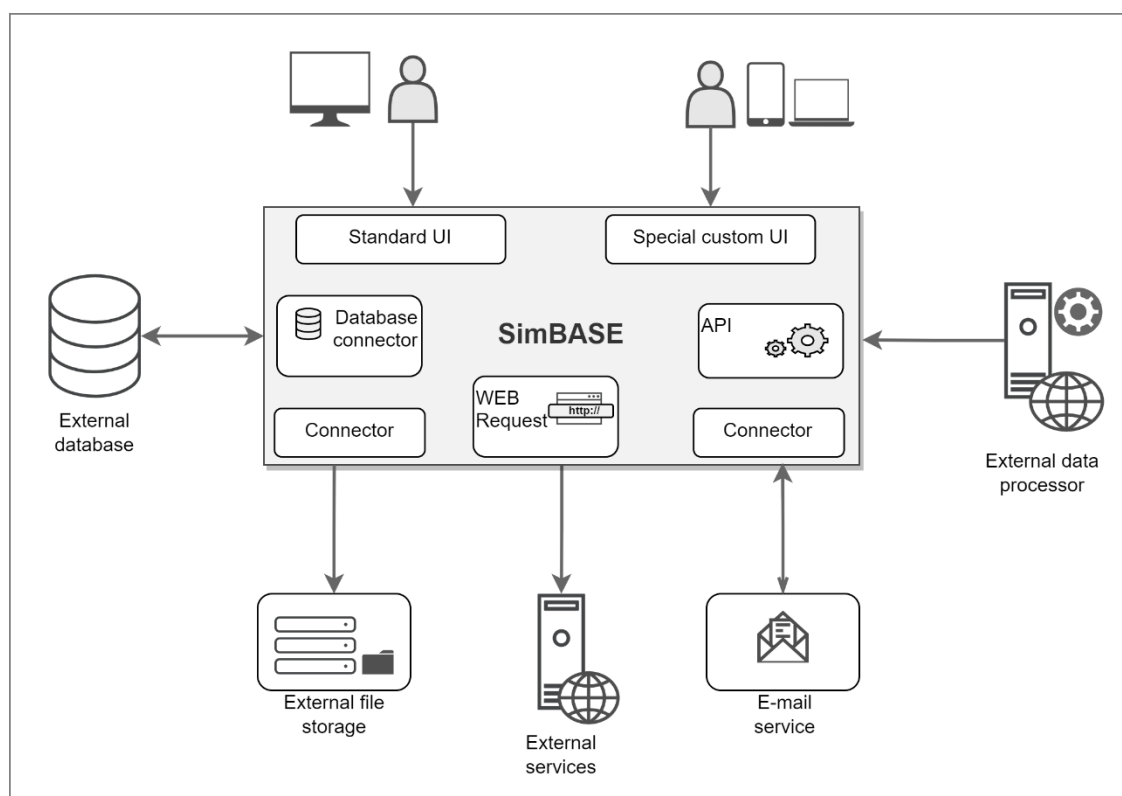
3.9 Integration Layer and External Interfaces

The integration architecture supports:

- Structured APIs
- External message handling
- Data queries
- Object manipulation
- KPI extraction
- Dictionary operations

API communication is structured using XML messaging with:

- Additional capabilities include:
- External system event logging via the API
- Real-time or scheduled synchronization



These ensure stable integration with NBM's internal systems (AD, DMS, registries, etc.).

3.10 Technological Stack

As stated in the system description, SimBASE is built on a modern, high-performance technological stack, which includes:

- A web-based application server
- Multi-tier architecture
- Secure communication protocols
- Built-in scripting engine (SimBASIC) for conditional logic
- Unicode support across the platform

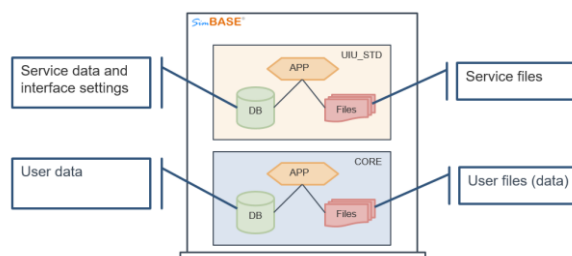
While detailed implementation specifics are included in the protected annex, this summary illustrates the robustness of the underlying platform.

3.11 Deployment Options

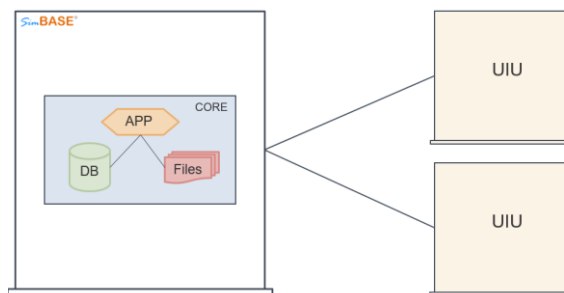
The architecture supports deployment in:

- On-premises environments (preferred for NBM)
- Virtualized servers
- High-availability configurations

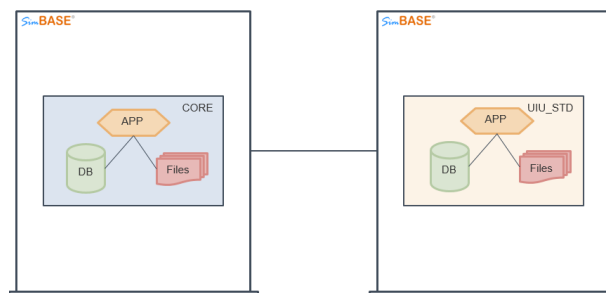
This ensures flexibility and alignment with NBM's infrastructure and security policies.



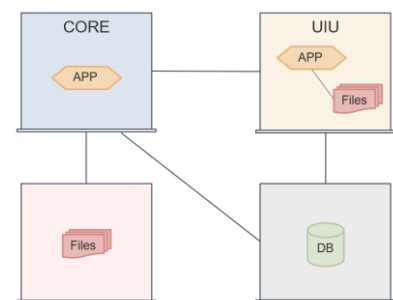
One core – several user interfaces (including identical ones, for example, distributed across a branch network).



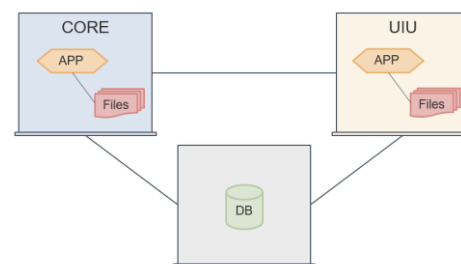
Separating the user interface unit from the core: each part is located at an appropriate distance (possibly in different network segments).



Using a specialized storage system for user kernel files (for example, SAN).

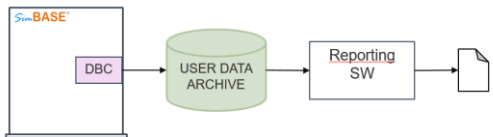
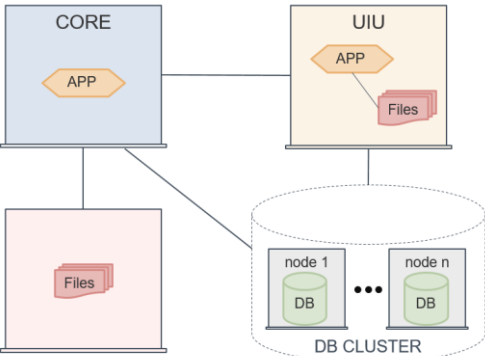
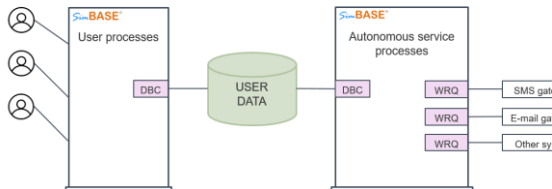
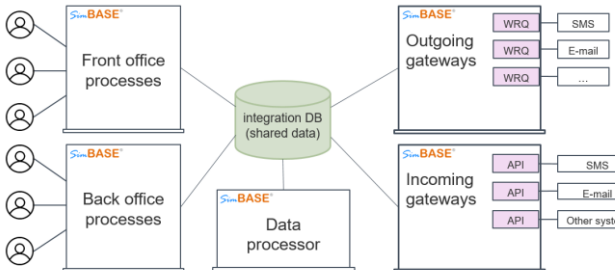
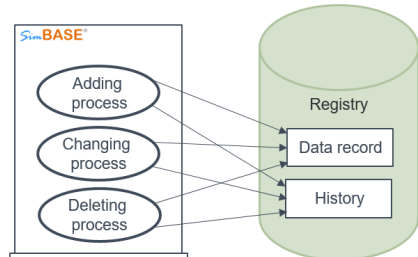
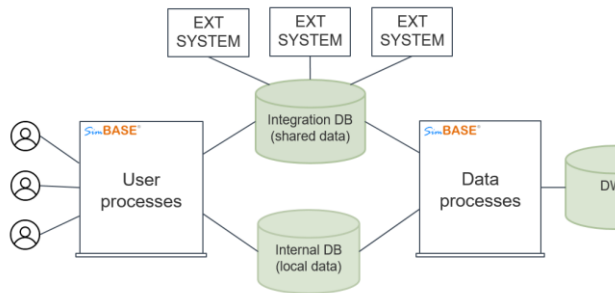


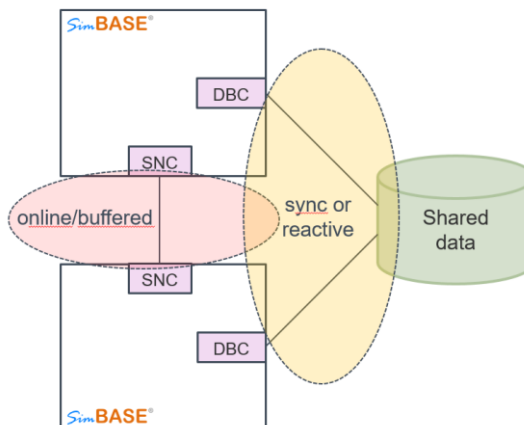
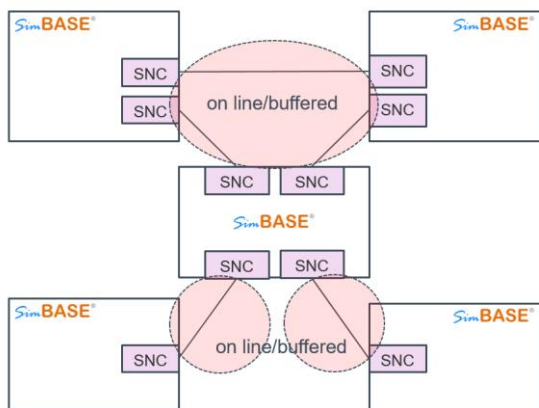
End-to-end processes across multiple SimBASE installations using an external database: combined online/offline mode with reactive or background synchronization is possible. Allocation of a single specialized database server while maintaining separation of servers for the core and user interfaces.



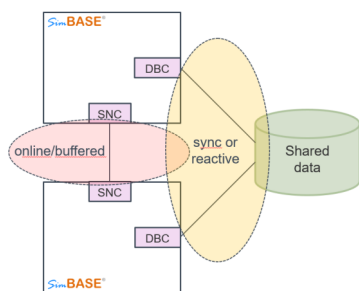
Uploading archived data to external storage. In addition to storing archives, it can be used, for example, for analytics and reports.

To improve performance, it is possible to use a clustered database on several physical servers.

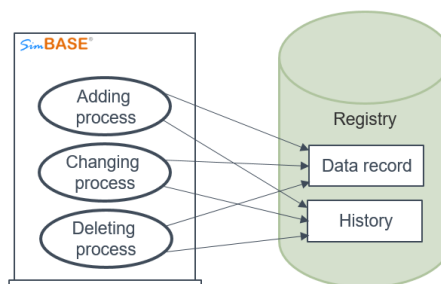
	
Storing operational information in an external database and using a second SimBASE installation to build a gateway to external systems.	Separation of processes by roles on several installations with integration through a database (some systems may have no users).
	
Using SimBASE processes to manipulate external registry data: the processes themselves can be deleted upon completion	Integration with external systems through a common database and the use of separate databases for processing and archiving.
	
End-to-end processes based on multiple SimBASE installations: a process starts in one system, continues in another, and so on.	End-to-end processes across multiple SimBASE installations using an external database: combined online/offline mode with reactive or background synchronization is possible.



End-to-end processes across multiple SimBASE installations using an external database: combined online/offline mode with reactive or background synchronization is possible



End-to-end processes based on multiple SimBASE installations: a process starts in one system, continues in another, and so on.



4. Licensing Model

The proposed solution is delivered under the SimBASE BPMS platform licensing model, manufactured by Simourg LTD (Latvia) and officially distributed in the Republic of Moldova by SimBASE Systems SRL, the authorized reseller and implementation partner.

The licensing model is structured to fully comply with the requirements of the National Bank of Moldova and to ensure long-term sustainability, maintainability, and predictable operation of the BPMS solution.

4.1 Type of License

The solution is offered under a perpetual software license, granting the National Bank of Moldova the right to:

- Install and operate the SimBASE BPMS platform on its infrastructure
- Use the solution without time limitations
- Configure workflows, forms, dashboards, and reports
- Benefit from guaranteed backward compatibility of future updates
- Maintain full ownership of institutional data and configurations

This model ensures long-term stability and avoids recurring annual licensing fees for core platform functionality.

4.2 Scope of the License

The offered license includes access to the full set of platform capabilities required for the NBM project:

Included Components

- SimBASE Core BPMS Engine
- Workflow & BPMN process modeling tools
- User interface module (UIU)
- Data objects management
- Import/Export & templates module
- Reporting & analytics (dashboards, KPIs)
- Notifications, approvals, substitutes
- System dictionaries
- Integration layer (SimBASE API)
- Administrative and configuration console
- Security management (roles, permissions, access control)

The components are all integrated and are accessible from a single User Interface.

All components required to meet Annex 4 (functional and non-functional requirements) are included.

4.3 Support and Maintenance

In accordance with the tender requirements, the licenses include support and maintenance for the first year:

Technical Offer – SimBASE Systems SRL

Tender: Software solution for managing business processes / MTender ID: [ocds-b3wdp1-MD-1759819095800](#)

- 1 year of manufacturer support
- Compatibility updates
- Security patches
- Standard maintenance of the core platform
- Error corrections and stability updates

This ensures full support during the first operational year, aligned with the licensing clause CL.2 of the Technical Specifications.

4.4 License Delivery and Activation

The delivery of the license is carried out before the completion of final acceptance, ensuring:

- License keys and certificate of authenticity (manufacturer-issued)
- Registration of the NBM installation in the SimBASE Licensing System
- Activation of all modules included in the offer
- Availability for inspection by the Working Group
- This fully complies with requirement CL.6 (“licenses shall be delivered before signing final acceptance”).

5. Training Approach

The training program for the National Bank of Moldova is structured in two progressive levels - Basic Training and Advanced Training - ensuring that participants gain not only an understanding of SimBASE but also the ability to independently configure, automate, test, and maintain business processes using the platform's no-code configuration tools and the SimBASIC scripting language.

This training methodology is based on the official SimBASE instructional materials, including administrator training modules, hands-on configuration tasks, and scripting exercises.

5.1 Training Objectives

The updated training approach aims to:

- Build strong foundational knowledge of the SimBASE user interface, system administration, and core concepts.
- Develop practical configuration skills for modeling, creating, and modifying business processes.
- Prepare participants to configure data structures, forms, states, transitions, and business rules.
- Enable advanced automation using SimBASE's internal tools, conditions, templates, and SimBASIC scripting.
- Ensure that NBM experts can build and maintain workflows independently after training.

5.2 Target Groups

Training continues to be delivered to the two groups specified in the tender:

Process Experts (8 users)

Focus on process modeling, configuration, workflow logic, and practical automation exercises:

Participants responsible for:

- Modeling business processes
- Designing and adjusting workflows
- Preparing technical maps, diagrams, and descriptions
- Configuring forms, states, and routing rules
- Generating reports and KPIs

System Administrators (2 users)

Focus on system configuration, dictionaries, access rights, reporting, import/export, and monitoring tools.

Participants responsible for:

- System configuration
- User and role management
- Access rights, permissions, and operational monitoring
- Managing integrations and system parameters
- Backup and restoration

- Troubleshooting and support operations

5.3 Training Structure

The program is divided into Basic Training and Advanced Training, delivered sequentially.

A. Basic Training (Foundational Level)

Basic training covers the essential concepts required to navigate and configure SimBASE. It corresponds to the structure of the official Administrator Course (Days 1–2).

Basic Training Modules

Module 1 – Introduction to SimBASE

- System overview and presentation
- Interface orientation
- Understanding menus, lists, forms, roles
- Electronic documentation navigation

Module 2 – Core Administration

- Company settings
- User management
- User types and business roles
- Permissions and access rights
- Event logs and audit (journals)

Module 3 – Dictionaries & Data Structures

- System dictionaries & reference lists
- Configuring and connecting dictionaries to processes
- Import/export of dictionary values
- Practical exercise using sample datasets

Module 4 – Basics of Process Modeling

Aligned with the administrator course training on BPMN, technical maps, and process formalization.

Covers:

- BPMN concepts
- Process diagrams
- States and transitions
- Object cards (data fields and types)
- Lists and filtered views

Basic Practical Exercises

Using official SimBASE training tasks (e.g., “Employee Vacation”).

Exercises include:

- Creating object types with basic fields
- Designing a simple BPMN diagram
- Implementing states and permissions
- Adding files/attachments
- Configuring lists and columns
- Testing end-to-end workflow behavior

B. Advanced Training (Process Configuration & Automation)

The advanced training builds on basic skills and introduces configuration of real-life workflows, advanced automation, and SimBASIC scripting.

This level corresponds to:

- Advanced process tasks from the training exercises
- SimBASIC scripting curriculum
- Administrator Course Day 4–5 topics

Advanced Training Modules

Module 5 – Advanced Workflow Configuration

Based on the structured tasks in the official SimBASE process configuration training.

Participants implement increasingly complex workflow variants, e.g.:

- Automatic population of fields based on user card
- Conditional state transitions
- Automated decisions (e.g., calculating totals, determining approval logic)
- Automatic deadlines and timed transitions
- Sending emails and internal messages

Module 6 – Forms, Validation & Calculations

- Advanced form logic
- Numeric and date calculations
- Multi-language fields
- Conditional visibility and mandatory fields
- Automatic field generation (e.g., default dates)

Module 7 – Automation with SimBASIC

SimBASIC scripting is a core element of advanced configuration.

Training includes:

- Variables, arrays, structures, evaluation
- Conditional logic (if/elseif, switch)
- Loops, iterations
- Built-in functions (sum, round, roman, date functions, etc.)
- Operators and comparisons

Participants practice writing scripts to:

- Validate data
- Compute fields
- Build automated rules
- Evaluate totals across objects
- Perform condition-based routing

Module 8 – Document Generation & Templates

Includes:

- DOCX template setup
- Generating PDFs
- Using template reports and creating new reports

Module 9 – Advanced Reporting

Includes:

- Detailed reports
- Statistical reports
- Consolidated reports
- Template reports
- Practical building of reports referenced in training exercises (e.g., procurement reports)

Module 10 – Integration & Import/Export

Includes:

- Export/import of processes
- Export/import of information objects (CSV/XML)
- Automation scenarios for data load

Advanced Practical Exercises

Participants will complete real-world cases from the training workbook, such as:

- Configuring a multi-level approval process
- Creating automatic decision logic
- Implementing time-based transitions (“auto-decline after 3 minutes”)

- Implementing drag-and-drop calendar modifications
- Building detailed and statistical reports for procurement monitoring

Each exercise builds on previous skills and increases in complexity.

5.4 Delivery Method

Training will combine:

- Instructor-led sessions
- Hands-on configuration practice
- Step-by-step exercises
- Use of NBM-specific examples
- Daily practical assignments
- Assessment through final applied tasks
- Recordings will be provided for future reference.

5.5 Training Materials Provided

Each participant receives:

- SimBASE training manuals
- Process configuration exercises (Vacation process series)
- Administrator course slides and worksheets
- SimBASIC scripting examples
- Sample DOCX templates
- Reporting templates

5.6 Duration and Schedule

Proposed schedule:

- Basic Training – 2 days
- Advanced Training – 2-3 days
- Final applied workshop – 1 day

Total: 5-6 days, adjusted based on NBM availability.

6. Deployment & Implementation Methodology

The implementation of the SimBASE BPMS solution for the National Bank of Moldova will follow a structured, transparent, and phased methodology designed to ensure accuracy, efficiency, and full alignment with the Bank's internal processes and requirements. The deployment model prioritizes stability, security, and controlled configuration, ensuring that NBM receives a fully operational platform within the contractual timeframe.

The methodology is based on best practices accumulated from previous SimBASE implementations and on official implementation guidelines defined by the software manufacturer (Simourg LTD).

6.1 Implementation Principles

The deployment approach is guided by the following principles:

- Minimal disruption to current NBM IT department activities
- Strict adherence to NBM's IT policies, security standards, and environment
- Transparency at each implementation stage
- Incremental and controlled configuration
- Early involvement and training of NBM's designated staff
- Knowledge transfer to ensure long-term autonomy
- Verification at each stage through reviews and acceptance procedures

6.2 Implementation Phases

The implementation will be delivered through the following phases:

Phase 1: Preparation & Project Initiation

Objectives:

- Establish governance structure
- Finalize deployment plan and schedule
- Prepare the technical environment

Key Activities:

- Kickoff meeting with NBM
- Final confirmation of infrastructure requirements
- Communication & reporting arrangements
- User group identification (process experts, administrators)
- Delivery of high-level configuration plan

Outputs:

- Project Charter
- Approved Work Plan
- Deployment prerequisites checklist

Phase 2: Installation of SimBASE Platform

Objectives:

- Deploy the SimBASE BPMS platform in NBM's IT environment
- Ensure secure and stable operation of all core components

Key Activities:

- Installation on servers provided by NBM
- Database setup and initialization
- Deployment of required system services
- Initial parameter configuration
- Connectivity checks and security validation

Outputs:

- Installed SimBASE Core
- Verified operation of UI, API, and system services
- Technical installation report

Phase 3: Initial Configuration & Environment Setup (including Basic training)

Objectives:

- Configure the SimBASE environment for NBM usage
- Establish the administrative foundation for subsequent process automation
- Ensure that NBM's IT staff and process experts understand the platform's concepts, interface, configuration logic, and administration tools before configuration starts.

Key Activities:

- Basic training
- Company-level configuration
- Creation of user types, business roles, and permissions
- Setup of dictionaries and reference lists
- Configuration of object groups, lists, states, transitions
- Initial design of data structures relevant to NBM workflows

Outputs:

- Fully functional administrative environment
- Base configuration documented and handed over
- NBM staff equipped with foundational understanding

Phase 4: Process Configuration (NBM de facto model)

Objectives:

- Configure processes in accordance with NBM's current ("de facto") operational model
- Implement business rules, forms, routes, and reporting layouts
- NBM personnel are trained to understand the complex configuration decisions, automation logic, and routing rules

Key Activities:

- Advanced training
- Review and modeling of process diagrams
- Transformation into executable workflows
- Creation of forms, states, transitions
- Configuration of conditional rules and validations
- Setup of lists, reports, dashboards (where applicable)
- Internal testing by SimBASE Systems SRL

Outputs:

- Configured workflows corresponding to NBM requirements
- Working prototypes ready for UAT
- Updated configuration documentation

Phase 5: Integration Setup

Objectives:

- Establish functional integration with NBM systems (e.g., AD, document management, internal services)

Key Activities:

- Configure SimBASE API access
- Connect user authentication to Active Directory (if required)
- Configure document attachments handling
- Validate message exchange
- Conduct integration tests

Outputs:

- Verified interoperability between SimBASE and NBM systems
- Integration test report
- Phase 6: User Acceptance Testing (UAT)

Objectives:

- Validate functionality against functional and non-functional requirements

- Ensure readiness for production

Key Activities:

- Joint test scenarios creation
- Guided UAT sessions
- Defect logging and resolution
- Confirmation of expected workflow behavior
- Evaluation of reporting and data accuracy

Outputs:

- UAT Report
- Corrected configuration
- Approval for production deployment

Phase 7: Production Deployment

Objectives:

- Deploy the platform into operational use
- Ensure that final configuration matches NBM expectations

Key Activities:

- Migration of approved configuration to production
- Final parameter alignment
- Activation of production user accounts
- Initial monitoring of system behavior

Outputs:

- Operational SimBASE environment
- Production environment verification
- Go-Live confirmation

Phase 8: Knowledge Transfer & Post-Go-Live Stabilization

Objectives:

- Ensure NBM staff is comfortable operating the system and reviewing configurations independently.

Activities:

- Final Q&A workshops
- Post-Go-Live support

- Fine-tuning of configuration (as needed)
- Delivery of final documentation

Outputs:

- Fully trained NBM team
- Stabilized system behavior
- Final documentation package

6.3 Change Requests (50 man-hours)

In accordance with tender requirements, the solution includes:

- Up to 50 man-hours of change requests during the implementation phase

These may be used for:

- Additional configurations
- Adjustments of workflows
- Custom reports or forms
- Minor process updates

Changes are delivered using a controlled process:

- NBM submits request
- Request is classified and estimated
- Approval by NBM
- Implementation and testing
- Deployment

6.4 Documentation Delivered

NBM will receive a full set of documentation, including:

- Installation report
- Configuration guide
- Process documentation (diagrams, maps, descriptions)
- Administrator manual
- User manual
- API documentation (as applicable)
- Training materials

6.5 Quality Assurance

Quality is ensured through:

- Step-by-step internal validation
- Multi-stage testing
- Traceability of all requirements to configurations
- Documentation of every change
- Structured defect resolution cycles

6.6 Compliance with NBM Requirements

This methodology fully meets:

- Installation & Configuration requirements
- Workflow-based configuration expectations
- Testing and UAT requirements
- Documentation and delivery obligations
- Training integration into the deployment process

7. Demonstration materials

In accordance with the Participation Notice, the demonstration of the proposed solution is provided as part of the tender package. The demonstration showcases the core capabilities of the SimBASE BPMS platform, including process modeling, configuration, automation, reporting, user interactions, and administrative functions.

Link to [Electronic repository with Demonstration materials](#)

8. Initial Project Plan

For planning purposes, the initial project start date is assumed to be 15 December. This date reflects the expected sequencing of the Q&A stage, evaluation, contracting procedures, and internal preparations.

The final start date will be confirmed and adjusted after contract signing, and the project plan will be updated accordingly without affecting the overall 2 months implementation timeframe.

Phase	Duration	Start date	End date
Phase 1 – Preparation & Initiation	5 days	15/12/2025	19/12/2025
Phase 2 – Installation	8 days	22/12/2025	31/12/2025
Phase 3 – Initial Configuration + Basic Training	6 days	01/01/2026	08/01/2026
Phase 4 – Process Configuration + Advanced Training	15 days	09/01/2026	29/01/2026
Phase 5 – Integration Setup	9 days	19/01/2026	29/01/2026
Phase 6 – User Acceptance Testing (UAT)	5 days	30/01/2026	05/02/2026
Phase 7 – Production Deployment	2 days	06/02/2026	09/02/2026
Phase 8 – Stabilization & Final Knowledge Transfer	4 days	10/02/2026	13/02/2026

The full Gantt chart reflecting the project phases, durations, and planned start–end dates has been prepared and is included in the tender package as an annex to this Technical Offer.

9. Requirements Matrix

The full Requirements Matrix requested under Annex no. 4 is provided as a standalone annex to this Technical Offer, in the exact format required by the National Bank of Moldova.