

Tender number no. [ocds-b3wdp1-MD-1729844752286](#) from **November, 19, 2024**

Tender name: **The maintenance and technical support services for the SAS Anti-Money Laundering and monitoring of Shareholder's Transparency software solution-REPEATED**

Name of services	The name of the model of the services	Country of origin	The producer of the services	Technical complete required specification	Technical complete offered specification	Standard reference
1	2	3	4	5	6	7
Lot: The maintenance and technical support services for the SAS Anti-Money Laundering and monitoring of Shareholder's Transparency software solution						
The maintenance and technical support services for the SAS Anti-Money Laundering and monitoring of Shareholder's Transparency software solution	Maintenance and Support	Hungary	Consortix Kft	<p>Type: Maintenance and technical support services for the solution to optimize the process of monitoring shareholder transparency and remote analysis in the field of combating money laundering and terrorist financing (SAS Anti-Money Laundering). These services are required to be provided for a period of 12 months from the start date of the contract. The requested support includes the following features:</p> <ul style="list-style-type: none"> • Maintenance services will ensure the correct and uninterrupted functioning of the solution, as well as its continuous improvement. Maintenance services will include the provision of minor updates, new versions, temporary solutions, and service packs; • Technical support will include: <ol style="list-style-type: none"> a. Providing technical support via ticketing system, email, remotely, or online by ensuring the Provider grants access to the online system for reporting incidents or problems encountered. Technical support will include any 	The services will be provided fully according to the required specification	<i>ISO 27001 certificate</i>

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				<p>assistance for any issue that affects the normal functionality of the solution, support for any additional configurations or customizations needed within the solution to ensure its proper functioning;</p> <p>b. Consulting Support for Hot Fixes (Fixes and updates);</p> <p>c. Problem resolution will depend on the severity of the reported incident during working hours, between 09:30 - 15:00 on working days according to RM legislation:</p> <p>Response time based on incident severity:</p> <ul style="list-style-type: none"> ▪ Critical - Written response (email) or a phone response within 3 hours during normal working hours; ▪ High - Written response (email) or a phone response within 5 hours during working hours; ▪ Medium - Written response (email) or a phone response within 8 hours during normal working hours; ▪ Low – n/a. <p>Resolution time based on incident severity:</p> <ul style="list-style-type: none"> ▪ Critical – resolution within a maximum of 6 hours; ▪ High – resolution within a maximum of 1.5 working days; ▪ Medium – To be agreed upon between the Provider and Beneficiary; 		

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				<ul style="list-style-type: none"> ▪ Low – To be agreed upon between the Provider and Beneficiary. <p>Response time is the time between when the problem is initially reported and the first response is provided;</p> <p>Resolution time is the time in which the Provider will provide the Beneficiary with at least a status update describing the initial analysis of the problem and the initial/estimated time for resolving the issue. The exact processing time for problem resolution is provided after the initial analysis, as it depends on the severity and complexity of the issue.</p> <p>Note:</p> <ol style="list-style-type: none"> 1. Critical severity incident - A major issue that prevents the use of the system, thereby having a significant impact on the operational performance of the Beneficiary's organization, such as: <ul style="list-style-type: none"> ○ The system is unavailable, ○ The user interface cannot be accessed, ○ The system does not display data. 2. High severity incident - A major issue that allows the system to be used but significantly affects business processes without resolution. For example: <ul style="list-style-type: none"> ○ Important daily processes do not complete successfully, ○ New data is not loaded into the system, 		

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				<ul style="list-style-type: none"> ○ The system does not generate new alerts. <p>3. Medium severity incident - An important issue that allows continued use of the system, but in a constrained manner. Daily processes can be completed successfully and generate alerts, and the user interface is accessible, but some features do not function correctly. For example:</p> <ul style="list-style-type: none"> ○ Some scenarios do not produce the expected results, ○ Data issues influence the results of business logic, ○ Workflows cannot be executed. <p>4. Low severity incident – No significant impact on the user. This could be a performance issue and/or minor malfunctions, such as:</p> <ul style="list-style-type: none"> ○ Data issues that do not influence business logic results (e.g., incorrect data on investigation screens/reports), ○ Inability to export data to Excel, ○ Inability to link objects to each other with an internal relationship, etc. <p>Note: The Tenderer shall describe in their offer the activities they will undertake to meet these requirements. The participant must provide information on how they intend to deliver the requested services at the required level</p>		

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Services provided on the basis of change requests	Change Requests	Hungary	Consortix Kft.	<p>Type: Services provided based on change requests for the SAS Anti-Money Laundering and monitoring of Shareholder’s Transparency software solution used within the Information System of the National Bank of Moldova (NBM), will include but are not limited to:</p> <ol style="list-style-type: none"> 1. Work on changing/developing/customizing the SAS solution functionalities; 2. Conducting workshops and providing consultancy related to the system operation; 3. Checking and optimizing system performance; 4. Assisting with the operation of the system, infrastructure, and data sources, etc. <p>Quantity: Services provided based on change requests will be measured in man-hours and will not exceed 400 man-hours per year, or 100 man/hours per quarter, to be subsequently accounted for quarterly through detailed service delivery and acceptance documents, , specifically the time tracking report sent by the service provider (selected participant) and signed by both parties.</p> <p>The level of services provided for managing change requests will meet the following requirements:</p> <ol style="list-style-type: none"> a. The Beneficiary will submit change requests. The change requests will meet the following requirements: 	The services will be provided fully according to the required specification	<i>ISO 27001 certificate</i>

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				<table border="1" data-bbox="990 314 1592 523"> <tr> <td data-bbox="990 314 1218 475">Classification of the request submitted by NBM</td> <td data-bbox="1218 314 1364 475">Response Time (RT)</td> <td data-bbox="1364 314 1592 475">Implementation Time (IT)</td> </tr> <tr> <td data-bbox="990 475 1218 523">Ordinary</td> <td data-bbox="1218 475 1364 523">n/a</td> <td data-bbox="1364 475 1592 523">Best effort*</td> </tr> </table> <p data-bbox="981 531 1601 786">* The selected participant will make every effort to resolve the service request as quickly as possible, operating under normal conditions. The deadline for resolving the request will be communicated to and accepted by NBM. Subsequent changes to the deadline are allowed only with NBM's approval.</p> <p data-bbox="981 786 1601 970">b. Response Time (RT) – is the time in which the Provider will respond to a change request, analyze the submitted request, determine the necessary actions to be taken, assess the effort required, and send a response to NBM.</p> <p data-bbox="981 970 1601 1297">c. Implementation Time (IT) – is the objective time within which the Provider is expected to fulfill the change requests / develop the solution. The Provider will allow NBM to set priorities for change requests and subsequently review them. Reviewing the priorities of the requests will make it possible to revise the delivery timelines for the solutions by the Provider.</p> <p data-bbox="981 1297 1601 1415">Note: The Tenderer shall describe in their offer the proposed model for managing change requests and the methods applied for estimating</p>	Classification of the request submitted by NBM	Response Time (RT)	Implementation Time (IT)	Ordinary	n/a	Best effort*		
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				prices for the Beneficiary. The information included in the offer must be sufficient to ensure that the relationship between NBM and the selected Tenderer during the provision of change services will be transparent and fair		

Signed: _____ Name: Tamás Ferenc Sváb, Position: CEO

Tenderer: Consortix Kft. _____ Address: Lajos utca 74-76., Budapest H-1036, Hungary _____