



# ANNEX 11

## Qualification Requirement Form

## QUALIFICATION REQUIREMENTS FORM

Ord. no.	Description of the criterion / requirement	Method of demonstrating the compliance of the criterion / requirement:	Minimum level / Obligation related to each lot		Tenderer's Response / Reference to the tender section proving that the qualification requirements are met (tender page number, section, etc.)
			Lot I CBS	Lot II ERP	
1	2	3	4	6	7
<b>I. Criteria and requirements regarding the eligibility of the tender or candidate:</b>					
1.	The Tenderer shall provide the services with a high level of professionalism, objectivity and impartiality, without considering its future activities, the Beneficiary's interest being a primary one. The Tenderer will avoid conflicts of interest with other current or future commitments or with its entity interests. Respectively, the Tenderers who have a conflict of interests with the National Bank of Moldova are not eligible to participate in this procurement procedure.	<i>The absence of the conflict of interest will be attested by the Tenderer through the information included in the ESPD (European Single Procurement Document). To certify the status of participant in the tender, the Tenderer must fill in the Statement on the status of the participant in the procedure (Annex no. 10 to the Participation Notice).</i>	Mandatory	Mandatory	<p>We hereby confirm that JMR Infotech will provide the services with the highest level of professionalism, objectivity, and impartiality, ensuring that the Beneficiary's interests remain our top priority throughout the engagement.</p> <p>We further declare that there are no existing or potential conflicts of interest related to our current or future commitments or our organizational interests that could affect the delivery of the required services.</p> <p>Additionally, we confirm that JMR Infotech does not have any conflicts of interest with the National Bank of Moldova and, therefore, is eligible to participate in this procurement procedure.</p>

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					Please refer Annex 14 - Statement on the status of the participant
2.	Furthermore, Tenderers whose employees or designated subcontractors for this project are first- or second-degree relatives or have any other family relationship with the National Bank of Moldova staff involved in the preparation of the tender documents for this project, in the selection of the winning tenderer, or in the supervision of the contractual obligations, are not eligible to participate in the procurement procedure.				<p>We hereby confirm that JMR Infotech, including all our employees and any designated subcontractors proposed for this project, do not have any first- or second-degree relatives or any other family relationship with the staff of the National Bank of Moldova who are involved in:</p> <ul style="list-style-type: none"> <li>• The preparation of the tender documents for this project,</li> <li>• The selection of the winning tenderer, or</li> <li>• The supervision of the contractual obligations.</li> </ul> <p>Accordingly, we declare that no conflict of interest exists in this regard, and JMR Infotech remains fully eligible to participate in this procurement procedure.</p>
3.	Restrictions related to the conflict of interest are maintained until the circumstances leading to its occurrence are definitively removed.				<p>We hereby confirm that JMR Infotech fully acknowledges and accepts that any restrictions related to conflicts of interest shall remain in effect until the circumstances leading to their occurrence are definitively removed.</p>

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					We further declare that, as of the date of this submission, no conflict of interest exists, and we commit to immediately notify the Beneficiary should any situation arise in the future that could potentially create a conflict of interest during the course of this engagement.
<b>II. Criteria and qualification requirements for technical and professional capacity</b>					
1.	To justify the capacity to exercise professional activity, the Tenderer must prove the possession of the authorization under the law for the area of activity that is the subject of this procurement procedure (if applicable), at least for the entire duration of the procurement contract.	<p><i>The Tenderer will present:</i></p> <ul style="list-style-type: none"> <li>- <i>Certificate / decision of registration of the enterprise, bylaws or the act of incorporation, extract from the State Register of Legal Entities, issued by the State Registration Chamber / P.I. "Public Services Agency" or the body empowered according to the Tenderer's country of residence, including information on the founders and the administrator.</i></li> </ul> <p><i>To demonstrate the capacity to exercise the professional activity, the economic operator from abroad will present documents from the country of origin that confirm the form of registration / attestation or membership from a professional point of view.</i></p>	<i>Mandatory</i>	<i>Mandatory</i>	<p>We hereby confirm that JMR Infotech is duly authorized to carry out activities relevant to the scope of this procurement procedure and holds all the necessary licenses, registrations, and authorizations as required by the applicable laws and regulations.</p> <p>Furthermore, we undertake to maintain the validity of these authorizations for the entire duration of the procurement contract and shall promptly provide any supporting documentation as required by the Beneficiary to substantiate our eligibility.</p>

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2.	<p>Experience in providing implementation services, in the last 7 years for the solution offered, regarding:</p> <p>a) turnkey solution implementations, similar in object, perimeter and functionality to the offered solution, and</p> <p>b) management of implementation projects of similar complexity.</p>	<p><i>The Tenderer will fill in the form Annex 12 to the Participation Notice „ Statement on the list of main similar provided services in the last 7 years”.</i></p>	Mandatory	Mandatory	<p>Over the past seven years, JMR Infotech has executed several implementations including turnkey projects, aligned with the offered solution’s scope and functionality. We also bring proven expertise in managing complex implementation projects with similar objectives and challenges. Please refer Annex 17 – List of Similar services by JMR Infotech.</p>
3.	<p>The Tenderer must have experience in implementing the offered solution in banking entities (at least 3 (three) successfully completed contracts in the last 7 years, of which 1 (one) contract successfully completed in the last 3 years). The total values obtained by the Tenderer from the implementation of 2 projects must be in accordance with the values in columns 4, 5, depending on the lot for which the tender is submitted.</p>	<p><i>The Tenderer will fill in the form Annex 12 to the Participation Notice „Statement on the list of main similar provided services in the last 7 years”.</i></p> <p><i>For the purpose of verifying and confirming the declared information, the Tenderer must be willing to provide supporting documents upon request, such as recommendation letters or copies (extracts) of the relevant contract(s), documents/invoices/protocols/acceptance certificates for the delivered goods/services (other supporting</i></p>	2.700.000 EUR (without VAT)	750.000 EUR (without VAT)	<p>JMR Infotech has extensive experience in implementing the solution offered for leading banking entities. In the last seven years, we have successfully completed more than three implementation contracts, including one within the last three years, fully meeting the stated criteria. The total value derived from some of these implementation projects are more than the amount specified in columns 4. Kindly refer Annex 17 – List of Similar services by JMR Infotech.</p>

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		<i>documents), so that the contracting authority can identify the nature of the delivered goods/services, their value, and the price.</i>			
4.	The Tenderer must demonstrate competence and understanding in the areas mentioned in columns 4,5 depending on the lot for which the tender is submitted.	<i>The Tenderer will fill in the form Annex 12 to the Participation Notice „ Statement on the list of main similar provided services in the last 7 years”.</i>	<i>operational activities of a <b>central bank</b>: money, financial and capital market operations, lending operations, monetary policy instruments, etc.</i>	<i>operational activities of a <b>bank</b>: management of material and financial resources</i>	<p>We hereby confirm that JMR Infotech possesses the necessary competence, expertise, and understanding in the areas relevant to the operational activities of a central bank, including but not limited to Money market operations, Financial and capital market operations, Lending operations, Monetary policy instruments, Regulatory and compliance frameworks related to central banking functions.</p> <p>Our team comprises experienced professionals with proven expertise in implementing solutions and delivering services in alignment with central bank operational requirements. We are confident that our knowledge and experience will enable us to provide high-quality, reliable, and compliant services under this procurement. Kindly refer</p>

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					Annex 17 – List of Similar services by JMR Infotech.
5.	<p>The Tenderer must provide evidence of successfully delivering the implementation services of the offered system, of similar complexity and scope, or a major version of it, in the last 7 years for:</p> <p>at least one (1) central bank (Lot I) and at least one (1) bank (Lot II) from the European Union (branches registered outside the EU are not considered). The provision of such implementation services in the last 10 years, accompanied by maintenance and support contracts in the last 5 years, will meet the stated requirement.</p>	<p><i>The Tenderer will fill in the form Annex 12 to the Participation Notice „ Statement on the list of main similar provided services in the last 7 years”.</i></p> <p><i>For the purpose of verifying and confirming the declared information, the Tenderer must be willing to provide supporting documents upon request, such as recommendation letters or copies (extracts) of the relevant contract(s), documents/invoices/protocols/acceptance certificates for the delivered goods/services (other supporting documents), so that the contracting authority can identify the nature of the delivered goods/services, their value, and the price.</i></p>	<i>Mandatory</i>	<i>Mandatory</i>	JMR has successfully implemented the offered system of comparable complexity and scope and has provided comprehensive support services over the past 7 years within the European Union. Please refer Annex 15 for the testimonial letters and Annex 16 for list of similar services provide by JMR.
6.	To justify compliance with the requirements referred to in points 3, 4, 5, depending on the applicability of the requirement for each lot, the Tenderer must present at least 2	<i>The Tenderer will fill in the form Annex 11 to the Participation Notice „Recommendation Letter”.</i>	<i>Mandatory</i>	<i>Mandatory</i>	To demonstrate our proven expertise and customer satisfaction, we have enclosed testimonial letters from our clients. Please refer to Annex 15 for details.

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	<p>letters of recommendation from the beneficiaries of the offered system.</p> <p>To justify compliance with the requirement of point 5, at least one of the 2 letters of recommendation must be: Lot I – from a central bank within the European Union;</p> <p>Lot II – from a bank within the European Union (branches registered outside the EU are not considered).</p>				
			<i>Mandatory</i>	<i>Mandatory</i>	Please refer Annex 15 for the testimonial letters.
7.	At the request of the contracted authority, the Tenderer will offer the opportunity to verify the references at the Beneficiary's headquarters for the implementation of the offered IT solution, at the expense of the Contracting Authority.	<i>The Tenderer will fill in the form Annex 11 to the Participation Notice „Recommendation Letter”, with the relevant contact details.</i>	<i>Mandatory</i>	<i>Mandatory</i>	We hereby confirm that, at the request of the Contracting Authority, JMR Infotech will provide the necessary support and facilitation to enable the verification of project references related to the implementation of the offered solution. Such verification can be conducted at the Beneficiary’s office, and we understand that any associated expenses will be borne by the Contracting Authority. We assure our full cooperation and transparency during the verification process.



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8.	The Tenderer will present information on the similar projects implemented, as well as will prove the existence of expertise within the organization related to such projects and applied knowledge management methods.	<i>The Tenderer will fill in the form Annex 12 to the Participation Notice „ Statement on the list of main similar provided services in the last 7 years“.</i>	<i>Mandatory</i>	<i>Mandatory</i>	<p>JMR Infotech has successfully implemented multiple similar projects relevant to the scope of this procurement. Details of these projects, including the project description, scope, duration, and client references, are provided in Annex 16 for your reference.</p> <p>Our organization possesses extensive expertise and experience in delivering solutions of similar scale and complexity. We leverage well-defined knowledge management frameworks and methodologies to ensure:</p> <ul style="list-style-type: none"> <li>• Effective capture and reuse of project knowledge</li> <li>• Structured documentation and knowledge sharing across teams</li> <li>• Continuous improvement of processes and solution delivery</li> </ul> <p>This approach enables us to deliver high-quality, efficient, and compliant solutions,</p>

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					ensuring successful project implementation and long-term sustainability.
9.	<p>In the case of association, it is sufficient for the leader to meet the requirements from p.3, 4 and 5, depending on the applicability of the requirement for each lot. If several economic operators' members of the association meet those requirements, the amount of all contract values that meet the requirement of the cumulative value of the projects will be considered relevant, provided that the leader of the association has a share of at least 50% of the amount indicated in p.3 above, made at least from a contract.</p> <p>Each member of the association considered to meet the requirement will have implemented at least 1 (one) project in its area of competence, according to the assigned roles and</p>	<i>The Tenderer will fill in the form Annex 12 to the Participation Notice „ Statement on the list of main similar provided services in the last 7 years”.</i>	<i>Mandatory</i>	<i>Mandatory</i>	JMR Infotech has successfully executed numerous similar projects independently, without the involvement of any associates or subcontractors. Please refer Annex 16 for list of projects implemented by JMR.

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	responsibilities distributed within the association.  <b>The similar experience of subcontractors is not taken into account.</b>				
10.	If the Tenderer is part of a group (network) of companies, to prove similar experience, it can only refer to the companies in the group (network) with which it will have concluded an association agreement to participate in this tender.	<i>The Tenderer will fill in the form Annex 12 to the Participation Notice „ Statement on the list of main similar provided services in the last 7 years“.</i>	<i>Mandatory</i>	<i>Mandatory</i>	JMR Infotech is an independent entity and is not part of any group or network of companies. The company has successfully executed numerous similar projects. For detailed information, please refer to Annex 16 for the list of projects implemented by JMR Infotech.
11.	The offered solution must be one dedicated to the stated goals, and its capabilities demonstrated over time, recording at least 4 successfully completed implementations, of which at least one of similar complexity and value in the last 7 years. The solution to be developed in this project is not accepted (only specific customization is accepted).	<i>The Tenderer will fill in the form Annex 12 to the Participation Notice– „ Statement on the list of main similar provided services in the last 7 years“.</i>	<i>Mandatory</i>	<i>Mandatory</i>	We hereby confirm that the offered solution by JMR Infotech is a mature, field-proven, and dedicated solution that fully aligns with the stated goals and requirements of this procurement.  The solution’s capabilities have been successfully demonstrated over time, with more than four (4) successful implementations completed for reputed clients across various geographies.

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					<p>Please refer to Annex 16 for the detailed list of relevant project implementations, including client names, project scopes, timelines, and references.</p> <p>We further confirm that the proposed solution is a ready and proven product and will not be developed from scratch. However, we will perform specific customizations as required to ensure a seamless fit with the Beneficiary's operational and regulatory requirements.</p>
12.	The offered solution must be the latest and most stable (not a beta version).	<i>The Tenderer will present the number of implementations of the version of the offered (tendered) solution.</i>	<i>Mandatory</i>	<i>Mandatory</i>	<p>We confirm that the offered solution will be the latest stable and production-ready version of FLEXCUBE, explicitly excluding any beta or pre-release versions.</p> <p>The most recent officially released generation of the product is Oracle FLEXCUBE V14.X, which has been announced as generally available and includes significant enhancements such as over 1,200 new features, advanced API integration capabilities, and robust support</p>

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					for modern banking components like blockchain and machine learning adapters
13.	The IT system, part of the offered solution, must have at least 2 major versions developed and launched on the market in the last 5 years.	<i>The Tenderer will present the history and roadmap of the solution.</i>	<i>Mandatory</i>	<i>Mandatory</i>	<p>We confirm that the proposed IT system, Oracle FLEXCUBE, meets the requirement of having at least two (2) major versions developed and launched on the market in the last five (5) years.</p> <p>Specifically:</p> <ul style="list-style-type: none"> <li>• Oracle FLEXCUBE v12.x – Launched with significant enhancements in user experience, integration capabilities, and advanced banking functionalities.</li> <li>• Oracle FLEXCUBE v14.x – The latest stable release, introduced with over 1,200 new features, enhanced API frameworks, improved digital banking capabilities, and support for emerging technologies such as AI, ML, and blockchain.</li> </ul> <p>These successive releases demonstrate Oracle’s continuous innovation and product maturity, ensuring that the offered solution is future-ready, robust, and compliant with modern banking requirements.</p>

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14.	The offered solution must comply with the legislation of the Republic of Moldova in terms of accounting, reporting, relevant regulations on the banking sector in the Republic of Moldova, etc., in force on the date of final acceptance of the solution.	<i>The Tenderer will include in the tender proving information regarding the localization of the offered solution.</i>	<i>Mandatory</i>	<i>Mandatory</i>	<p>We hereby confirm that the offered solution, will be fully compliant with the legislation of the Republic of Moldova applicable to the banking sector. This includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>Accounting standards and regulations</li> <li>Financial and statutory reporting requirements</li> <li>Banking sector regulations issued by the National Bank of Moldova</li> <li>Any other applicable legal and regulatory provisions in force as of the date of final acceptance of the solution</li> </ul> <p>Furthermore, JMR Infotech has extensive experience in delivering core banking solutions in alignment with local regulatory frameworks and will ensure that all necessary customizations, configurations, and reporting mechanisms are</p>

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					incorporated into the implementation to achieve full compliance.
15.	The offered solution must ensure accounting and reporting in accordance with International Financial Reporting Standards (IFRS).	<i>The Tenderer will include in the tender proving information regarding compliance with IFRS standards.</i>	<i>Mandatory</i>	<i>Mandatory</i>	Yes, the solution offered will fully comply with International Financial Reporting Standards (IFRS). It will ensure accurate accounting and financial reporting, support multi-GAAP requirements if needed, and align with both IFRS principles and applicable local regulations.
16.	Demonstration - sessions: As part of the tender, the Tenderer must demonstrate how the solution performs the demonstration scenarios, as well as the capacity of the offered solution, as indicated in the „Requirements” for the technical and financial tender in point 1.2. of Annex no. 5 of „The Specifications”. In this regard, the qualified Tenderers will hold demo sessions, after the submission and opening of the offers (tenders) (at the evaluation stage), according to the demonstration scenarios (Annex no. 11 to „The Specifications”) and the requirements	<i>The Tenderer will hold the demonstration session according to the requirements for the technical and financial tender from point 1.2. of Annex no. 5 of „The Specifications” (Requirements).</i>	<i>Mandatory</i>	<i>Mandatory</i>	We confirm that JMR Infotech will conduct the required demonstration sessions as part of the tender evaluation. During these sessions, we will showcase how the offered solution addresses the demonstration scenarios and meets all technical and financial requirements outlined in RFP. We acknowledge that failure to conduct these sessions will result in disqualification and commit to full compliance.

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	<p>indicated in the „Requirements” for the technical and financial tender specified in Annex no. 5 of „The Specifications” (Requirements).</p> <p><b>Qualified Tenderers who will not hold these demonstration sessions will be subject to disqualification, within the evaluation stage.</b></p>				
17.	<p>The Tenderer must provide evidence that it can make available to the Beneficiary for the execution of the public procurement contract that is the subject of this procurement, a minimum number of key experts (project manager, solution architect, business analyst / business consultant, instructor, software developer, team leader on testing, responsible person for security, responsible person for quality assurance), as follows, with their fulfilment of the following criteria:</p>	<p><i>To prove professional capacity, the Tenderers must put forward and submit the following supporting documents:</i></p> <p><i>a. List of key experts proposed for contract implementation (Annex no. 13 to the Participation Notice);</i></p> <p><i>b. CVs of key experts and team members mentioned in the List (Annex no. 13 to the Participation Notice) describing the studies / certifications, experience required</i></p>	<i>Mandatory</i>	<i>Mandatory</i>	JMR Infotech will provide the required key experts for the execution of this procurement contract, including Project Manager, Solution Architect, Business Analyst/Consultant, Instructor, Software Developer, Testing Team Leader, Security Officer, and Quality Assurance Officer. All proposed experts meet the required qualifications and experience as specified in the tender, ensuring successful delivery of the project in full compliance with the Beneficiary’s requirements. Please refer Annex 18 for sample CVs
a.	<b>Key expert no. 1</b>		<i>Mandatory</i>	<i>Mandatory</i>	Please refer Annex 18 for expert CV



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	<b>Project manager:</b> responsible for the efficient management of the project, according to the detailed requirements set out in Annex no. 5 of „The Specifications” (Requirements), Project Management Requirements.	<i>according to Annex no. 14 to the Participation Notice;</i>			
	i. Experience of at least 8 years, of which 6 years in various projects for implementing IT solutions;	<i>c. Clarifying documents, issued by the employer / employers or beneficiaries containing information on the specific experience of the key expert;</i>	<i>Mandatory</i>	<i>Mandatory</i>	Please refer Annex 18 for expert CV
	ii. Experience of at least 4 years in various projects for implementing IT solutions in the banking sector;	<i>d. For foreign economic operators, any other edifying documents will be accepted according to the legislation of the state of origin - accompanied by an authorized translation into Romanian or English;</i>	<i>Mandatory</i>	<i>It is not mandatory</i>	Please refer Annex 18 for expert CV
	iii. Experience in at least 2 implementation projects with a functional scope comparable to that requested in this document related to the offered solution completed in the last 7 years, in the role of project manager for the entire duration of the projects;	<i>e. Statement on the availability of team members (Annex no. 15 to the Participation Notice) showing the availability of team members during the provision of implementation services within the project.</i>	<i>Mandatory</i>	<i>Mandatory</i>	Please refer Annex 18 for expert CV
	iv. Work experience of at least 1 year within the Tenderer's company or the group to which it belongs. In the case of submission of the tender by an association, the project manager must have at least 1 year experience in the company		<i>Mandatory</i>	<i>Mandatory</i>	Please refer Annex 18 for expert CV

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	of the leader of the association or the group to which it belongs;				
	v. Knowledge of one of these languages is mandatory: Romanian or English.	<i>The experience required for each area of competence, gained by a particular person as an employee of a bank that has been the beneficiary of the process of implementing an IT system offered to the Contracting Authority and the definition of business requirements, will be considered similar experience in case of presentation of recommendations from the employer, confirming the employee's participation in the project, with a brief description of his / her responsibilities.</i>	Mandatory	Mandatory	Please refer Annex 18 for expert CV
b.	<p><b>Key expert no. 2</b></p> <p><b>Solution architect:</b> responsible for establishing and coordinating all aspects and artifacts of architecture according to best practices (business architecture, data architecture, application architecture, technical architecture)</p> <p>i. Work experience of at least 4 years as a solution architect;</p> <p>ii. Holder of a certificate, relevant for this specialization;</p> <p>iii. Experience in at least 2 implementation projects, similar in complexity and field to the NBM project;</p> <p>iv. Work experience of at least 2 years in implementing the offered solution;</p>	<p><i>The Tenderer will submit sufficient information to confirm the availability of resources and rights for the performance of the contract.</i></p>	Mandatory	Mandatory	Please refer Annex 18 for expert CV

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	v. Knowledge of one of these languages is mandatory: Romanian or English.				
c.	<b>Key expert no. 3 Business analyst / business consultant:</b> responsible for the analysis and design of the functional specifications of the solution, as well as the configuration of the solution according to the established specifications, as follows:		<i>Mandatory</i>	<i>Mandatory</i>	Please refer Annex 18 for expert CV
	i. Experience of at least 5 years as an analyst / consultant in the fields mentioned in columns 4,5, depending on the lot for which the tender is submitted:		<i>banking operations: money, financial and capital market operations, lending operations, monetary policy instruments, etc.</i>	<i>related operations: management of material and financial resources</i>	Please refer Annex 18 for expert CV

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	ii. Experience in at least 2 implementation projects in which the proposed solution for the NBM was implemented		<i>Mandatory</i>	<i>Mandatory</i>	Please refer Annex 18 for expert CV
	iii. Knowledge of money market instruments		<i>Mandatory</i>	<i>It is not mandatory</i>	Please refer Annex 18 for expert CV
	iv. Knowledge in the financial-accounting field, IFRS;		<i>Mandatory</i>	<i>Mandatory</i>	Please refer Annex 18 for expert CV
	v. Holding the relevant certifications attesting the knowledge of the functionalities of the offered solution (certificates offered by the solution supplier);		<i>Mandatory</i>	<i>Mandatory</i>	Please refer Annex 18 for expert CV
	vi. Knowledge of one of these languages is mandatory: Romanian or English.		<i>Mandatory</i>	<i>Mandatory</i>	Please refer Annex 18 for expert CV
d.	<p><b>Key expert no. 4</b></p> <p><b>Instructor:</b> responsible for planning and organizing training sessions in accordance with applicable requirements:</p> <p>i. Work experience of at least 5 years as an instructor;</p> <p>ii. Experience in at least 2 implementation projects, in which</p>		<i>Mandatory</i>	<i>Mandatory</i>	Please refer Annex 18 for expert CV

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	<p>he / she provided training services for the offered solution;</p> <p>iii. Minimum 1.000 hours of training provided, which must be explained/ detailed in the CV form (Annex no. 14 to the Participation Notice), in the chapter dedicated to relevant experience for this project;</p> <p>iv. Holding relevant certifications, including training on the offered IT solution;</p> <p>v. Knowledge of one of these languages is mandatory: Romanian or English.</p>				
e.	<p><b>Key expert no. 5</b></p> <p><b>Software Developer:</b> responsible for developing/configuring the solution in accordance with the established requirements:</p> <p>i. At least 3 years of experience in the programming language used in the</p>		Mandatory	Mandatory	Please refer Annex 18 for expert CV

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	<p>development of the software offered to the NBM;</p> <p>ii. Holding a relevant certificate will be an advantage;</p> <p>iii. Work experience with the offered solution; Knowledge of Romanian or English is mandatory.</p>				
f.	<p><b>Key expert no. 6</b></p> <p><b>Testing team leader:</b> responsible for defining test scenarios, organizing the testing process, validating results for the internal tests and Beneficiary test, preparing and implementing the defect remediation plan:</p> <p>i. Work experience of at least 5 years in black box and white box testing;</p> <p>ii. Minimum 4 years of practical experience with automated testing tools and methodologies (e.g., Test Complete, Load Runner, etc.);</p> <p>iii. Minimum 3 years of experience in testing management (defining test scenario, coordinating the testing process, solving problems using</p>		<i>Mandatory</i>	<i>Mandatory</i>	Please refer Annex 18 for expert CV

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	relevant tools (e.g., Test Director, Bugzilla, JIRA, etc.)); iv. Knowledge of one of these languages is mandatory: Romanian or English.				
g.	<b>Responsible person for security:</b> i. Relevant work experience of at least 4 years. ii. Demonstrated experience in performing security assessment in missions dedicated to aspects related to architecture, design and implementation; iii. Experience in at least 2 implementation projects in the field of security; iv. Holding relevant security certifications (ISO, CISM, CISSP or other equivalent certifications); v. Knowledge of one of these languages is mandatory: Romanian or English.		<i>Mandatory</i>	<i>Mandatory</i>	Please refer Annex 18 for expert CV
h.	<b>Responsible person for quality assurance:</b>		<i>Mandatory</i>	<i>Mandatory</i>	Please refer Annex 18 for expert CV

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	responsible for establishing the detailed quality criteria and ensuring the quality of the deliverables in accordance with the established criteria: i. Experience in IT systems implementation projects; ii. Experience in at least 2 quality assurance projects.				
18.	a. Other roles and team members may be included by the Tenderers, with the aim of better organizing the project for its successful accomplishment.		<i>Mandatory</i>	<i>Mandatory</i>	We may include additional roles and team members as necessary to enhance project organization and ensure the successful delivery of the contract.
	b. However, working with the NBM team and carrying out value-added activities must be ensured by the key experts mentioned above.		<i>Mandatory</i>	<i>Mandatory</i>	We confirm that all key experts will actively collaborate with the NBM team and perform all value-added activities as required for the project's success.
	c. In addition to the roles listed above, the quality assurance role must be specifically assigned to a team member.		<i>Mandatory</i>	<i>Mandatory</i>	We confirm that the Quality Assurance role will be specifically assigned to a dedicated team member to ensure compliance with project standards and deliverables.
	d. If the Tenderer feels the need to add more resources, it can do so based on its own professional judgment,		<i>Mandatory</i>	<i>Mandatory</i>	We reserve the right to add additional resources as deemed necessary, based on our professional judgment, proven



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	methods, implementation standards, etc.				methods, and implementation standards, to ensure successful project delivery.
e.	For each of these roles (key experts) one or more persons can be assigned. A person can also combine several roles, if he / she meets the criteria for the roles considered and if the workload within the project allows it.		<i>Mandatory</i>	<i>Mandatory</i>	Yes, one or more persons may be assigned to each key expert role. A single person may also fulfill multiple roles, provided they meet the required criteria and the project workload permits.
f.	The staff proposed within the team will be insured until the completion of the implementation services. If a change in a team member is required, this change will be made after the coordination and written approval of the NBM. The new nominees will prove that they meet at least the same criteria as the persons they will replace. The NBM has the right to submit reasoned requests to replace one or more team members during the contract execution period if his / her performance or behavior is not acceptable.		<i>Mandatory</i>	<i>Mandatory</i>	Yes, all proposed team members will be engaged for the entire duration of the implementation services. Any change in team composition will be made only after coordination and written approval from NBM, and the replacements will meet at least the same qualifications and experience as the original members. NBM retains the right to request replacements if performance or behavior is deemed unsatisfactory.

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g.	The Tenderer must plan the composition of the team, considering this contract as a priority.		<i>Mandatory</i>	<i>Mandatory</i>	We confirm that the project team composition will be planned by treating this contract as a top priority, ensuring the allocation of the best-fit resources for successful execution.
19. a.	In order to complement each other in areas of competence and experience, to meet in the best possible way the requirements set out in the Award Documentation, to provide a highly qualified team with a modern set of tools and methodologies, and sometimes, for the purpose of lowering prices, economic operators may associate, with a view to submitting a joint tender, by association agreement, or may nominate subcontractors.	<i>If the Tenderer is represented by an association and / or nominates subcontractors, the joint tender must include both an association agreement (in accordance with Annex no. 8 to the Participation Notice) and a Statement on the list of association members and, where applicable, the subcontractors, and the part (s) of the contract that are performed by them (Annex no. 9 to the Participation Notice) and to complete the relevant information in the Section C, Part II of the ESPD (European Single Procurement Document) form.</i>	<i>Mandatory</i>	<i>Mandatory</i>	Not Applicable as JMR is proposing as independent vendor
b.	In this case, for each associated member, the activities that it will perform and for which it becomes directly responsible to the Beneficiary will be established. At the same time, the associate members will appoint a leader, who will represent the	<i>Each nomination of representation will be confirmed by the submission of letters of attorney signed by the persons with the</i>			Not Applicable as JMR is proposing as independent vendor

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	association in the relationship with the Beneficiary. Once taking over the responsibility, the leader of the association will present to the Beneficiary the ways in which he understands to assume concretely the responsibility of the activity that will be carried out jointly. It will be presented how the joint tender will be made with the contribution of each associate member.	<p><i>right of representation and signature from all associated members.</i></p> <p><i>In case of participation in the procurement procedure as an associate member or as a subcontractor, each party will fill in the following forms: ESPD (European Single Procurement Document), Statement on the status of the participant in the procedure (Annex no. 10 to the Participation Notice , including the documents required in the Section C, Part II of the ESPD (European Single Procurement Document) form.</i></p>			
c.	The leader must ensure the management and implementation of the project in accordance with the provisions of the contract, the legislation of the Republic of Moldova and the instructions issued by the NBM, with maximum professionalism, efficiency and in accordance with best practices in the field. The leader will be responsible in his own name and on behalf of the associated members, to	<p><i>If the tender is submitted by an association, a member must be authorized to submit the tender, and this authorization must be confirmed by submitting the powers of attorney signed by all the representatives with the right of signature of the association members.</i></p> <p><i>In the case of association, the tender will be signed by the persons designated by each associated member.</i></p>			Yes, the project leader will ensure the management and implementation of the project with maximum professionalism, efficiency, and adherence to best practices, in compliance with the contract, the legislation of the Republic of Moldova, and instructions from NBM. The leader and all associate members will be jointly and severally responsible to the Beneficiary, and all associates will duly sign the tender and procurement contract.

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	<p>the Beneficiary for the implementation of the project.</p> <p>In addition to the liability set out in point b., the associate members will be jointly and severally responsible to the Beneficiary for the implementation of the project, for the actions, inactions of the leader or of each of the associates. In this regard, all associate members will sign the offer (tender) and the procurement contract.</p>				
<b>III. Criteria and requirements for quality assurance standards:</b>					
1.	The quality of the goods to be delivered and the services to be provided in the procurement must meet the requirements of the most representative standards in the field.	<i>The Tenderer will present copies of the respective quality certificates (e.g. ISO 9001, ISO 20000, ISO 27001, ISO 2700X, ITIL, etc.)</i>	<i>Mandatory</i>	<i>Mandatory</i>	<p>We confirm that the quality of the goods and services to be delivered under this procurement will fully comply with the most representative international standards applicable in the field, ensuring reliability, security, and long-term sustainability.</p> <p>As part of our commitment to quality and information security, JMR Infotech is certified in:</p>

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					<ul style="list-style-type: none"> <li>• ISO 9001:2015 – Quality Management Systems, ensuring consistency, efficiency, and customer satisfaction.</li> <li>• ISO 27001:2013 – Information Security Management Systems, ensuring data confidentiality, integrity, and availability in all our engagements.</li> </ul> <p>These certifications demonstrate JMR Infotech’s robust processes, governance, and adherence to global best practices, which directly translate into the highest standards of service delivery for the Beneficiary. Please refer Annex 22 for the respective ISO certificates.</p>

**Note: Non-compliance by the Tenderer of at least one of these requirements will result in its disqualification.**

Date of completion: 17/09/2025

Signed: *Naman*

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