

IMPLEMENTATION REQUIREMENTS

Note: The Tenderer shall indicate to what extent its tender meets the requirements by filling in the cells in the "Tenderer's Response" column with one of the following options: <Yes - Tenderer's approach corresponds to the NBM requirement or approach>; <Partially Yes - Tenderer's approach

Requirement Code	Requirement	Level of Obligation	Lot I/II	Tenderer's Response	Tenderer's Comment
<b>1. General Requirements</b>					
CI. 1	Given that within this project (tender procedures) the implementation, in distinct lots, of 2 IT solutions follows (lot I - IT solution for banking operations, lot II - IT solution for enterprise resource management), the initiation of the project will be preceded by a project planning phase, in which the implementation strategy will be coordinated and assumed by all Parties involved. The implementation strategy will include the vision on the sequentially of the implementation of IT solutions, including integration aspects, and will be aligned with the company's risk profile. <u>It is worth</u>	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR, as the implementer for Lot I (IT solution for banking operations), will initiate the project with a structured planning phase to define and align the implementation strategy with all Parties involved. Our focus will remain on ensuring a seamless and efficient delivery of Lot I, incorporating integration considerations where applicable, while acknowledging that Lot II lies outside our current scope. We will fully comply with NBM's directives regarding scheduling and dependencies, ensuring risk-aligned execution and readiness to accommodate any adjustments required for successful implementation.
CI. 2	The Tenderer must indicate in its tender the vision on the implementation strategy of the offered solution, including in relation to the solution in the other lot.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR's vision for the implementation strategy of Lot I (IT solution for banking operations) is to deliver a phased, risk-aligned approach, starting with a detailed project planning phase to ensure clarity, alignment, and readiness across all stakeholders. While our current scope covers only Lot I, the implementation strategy will remain mindful of potential integration dependencies with Lot II, ensuring flexibility and seamless synchronization should the enterprise resource management solution be implemented in parallel or subsequently. This approach will safeguard efficiency, minimize risks, and support the NBM's objective of achieving coherent and sustainable IT transformation across both lots.
CI. 3	The Core-banking system provider, being also the provider of the integration component (Enterprise Service Bus), will have the role of coordinator of the process of ensuring the interoperability of the system.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	As the Core Banking System provider and owner of the integration component (Enterprise Service Bus), JMR will act as the coordinator for ensuring interoperability. We will define integration standards, manage dependencies, and oversee seamless communication between Lot I and other systems, including potential Lot II components. This coordinated approach will guarantee consistency, security, and efficiency across the overall IT landscape, while minimizing operational and integration risks.
CI. 4	The Tenderer must consider and address the major project risks in its implementation strategy. The Tenderer will pay the greatest attention in this direction to the measures taken to manage in the most efficient way possible the gaps between the Beneficiary's expectations and the solutions offered by the Tenderer to achieve the established objectives.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, JMR will consider and address major project risks in its implementation strategy, with particular focus on efficiently managing any gaps between NBM's expectations and the solutions offered. JMR will adopt a highly interactive approach with continuous feedback from the early phases of the project to ensure divergences are identified and resolved in a timely and cost-effective manner.
CI. 5	The Tenderer, if necessary, during the transition period until the implementation of the ERP for the purpose of accounting on the internal resources side, balances, daily turnovers will be taken over from Va-bank (the current Core-banking solution used by the NBM).	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR acknowledges the need for continuity during the transition period until the ERP solution is implemented. For Lot I, we will ensure that accounting-related information, including balances and daily turnovers, is reliably taken over from Va-bank, the current Core Banking System used by NBM. This approach will safeguard data integrity, support ongoing operations, and provide a seamless handover to the future ERP environment once implemented.
CI. 6	The Tenderer must provide support at the Beneficiary's headquarters immediately after launch, as part of the services related to the experimental run period, unless otherwise agreed by the Parties.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR Infotech commits to providing on-site support at the Beneficiary's headquarters immediately after the launch of Lot I for a month and continue supporting from offshore, as part of the experimental run period. Our expert team will work closely with the Beneficiary to monitor system performance, resolve issues in real time, and ensure smooth stabilization of operations, unless alternative arrangements are mutually agreed by the Parties.
<b>2. Milestones and Deliverables</b>					
CI. 7	If necessary, to implement the project efficiently, the Beneficiary has the right to involve in the project implementation, on its part and at its own expense, a management consultancy service provider.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR fully respects the Beneficiary's right to involve, at its own expense, a management consultancy service provider during project implementation. We will extend full cooperation, ensuring transparency, alignment, and smooth coordination to facilitate efficient execution of Lot I objectives.
CI. 8	Except for the planning phase, the project phases mentioned below are indicative, each provider having the right to adapt the phases according to the methodology of its own project.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR acknowledges that, except for the planning phase, the project phases are indicative. We will adapt these phases in line with our proven implementation methodology, ensuring they remain fully aligned with the Beneficiary's objectives, requirements, and overall project governance.
CI. 9	The services mentioned represent a necessary minimum to be performed at stage level and will also be adapted depending on the methodology and tender of the providers.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that the services outlined will be treated as the necessary minimum to be performed at each stage. These will be further enhanced and adapted based on our implementation methodology and tender approach to ensure comprehensive delivery.

CI. 10	The Tenderer will clearly specify the approach, phases, deliverables and proposed methodology, and their description will be contained in the technical tender.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR will clearly outline the implementation approach, project phases, key deliverables, and proposed methodology in the technical tender. Each element will be described in detail to ensure transparency, alignment with objectives, and clarity for the Beneficiary.
CI. 11	For each proposed phase, the Tenderer will describe the objectives, the main activities to be carried out, the specific tools and methods used to achieve them and will provide examples of deliverables.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR will provide a detailed description for each proposed phase in the technical tender, outlining the objectives, main activities, specific tools and methods applied, and examples of deliverables. This structured approach will ensure clarity, transparency, and alignment with the Beneficiary's expectations.
<b>2.1 Project planning and initiation phase</b>					
<b>2.1.1 Phase objectives</b>					
CI. 12	The purpose of the planning and initiation phase is: - to align the implementation strategies related to the lots in this tender procedure;  - to identify and mitigate risks, especially related to interdependencies, related to the project implementation and the integration of IT solutions;  - to determine the option regarding the implementation of the General Ledger.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR recognizes that the purpose of the planning and initiation phase is to align the implementation strategies related to the lots under this tender. For Lot I, we will actively coordinate with the Beneficiary and relevant stakeholders to ensure synchronization with the broader program objectives, while maintaining focus on seamless execution of the Core Banking solution.
				Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR understands that a key purpose of the planning and initiation phase is to identify and mitigate risks, particularly those arising from interdependencies in project implementation and IT solution integration. For Lot I, we will establish a structured risk management framework, conduct dependency mapping, and design mitigation measures to ensure smooth integration with other solutions while safeguarding timelines and objectives.
				Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR acknowledges that another purpose of the planning and initiation phase is to determine the option for the implementation of the General Ledger. For Lot I, we will collaborate closely with the Beneficiary to assess requirements, integration touchpoints, and future ERP considerations, ensuring the chosen approach for the General Ledger aligns with both current operational needs and long-term strategic objectives.
CI. 13	Also during this phase, the project management plan (Project Initiation Documents) will be updated, according to the requirements set out in the section "Project Management Requirements".	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that during the planning and initiation phase, the Project Management Plan (Project Initiation Documents) will be updated in line with the requirements specified under the "Project Management Requirements" section. This will ensure consistency, clarity of responsibilities, and effective governance for the successful execution of Lot I.
<b>2.1.2. Main activities</b>					
CI. 14	Analysis of the strategies/proposals received from the Tenderer(s), as part of the submitted tenders.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR acknowledges that an essential activity during the planning and initiation phase is the analysis of the strategies and proposals submitted by the Tenderer(s). We will provide a clear, comprehensive, and transparent implementation strategy for Lot I, highlighting integration considerations, risk management measures, and alignment with the Beneficiary's objectives to facilitate thorough evaluation and informed decision-making.
CI. 15	Development of the general project implementation plan, considering the interdependencies between the 2 lots and the time needed to be allocated for the review and acceptance of the deliverables.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR Infotech will contribute to the development of the general project implementation plan, ensuring Lot I activities are clearly defined while considering interdependencies with Lot II. The plan will incorporate realistic timelines, including adequate timeframes for review and acceptance of deliverables, to secure smooth coordination, quality assurance, and alignment with the Beneficiary's overall program objectives.
CI. 16	Development of implementation plans for the solutions in each lot, synchronized with the general implementation plan.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR will prepare a detailed implementation plan for Lot I, fully synchronized with the general implementation plan. This plan will outline objectives, activities, milestones, and deliverables, ensuring alignment with inter-lot dependencies and seamless coordination with the Beneficiary's overall program schedule.
CI. 17	Identification of major risks and dependencies regarding the implementation schedule of the solutions in the 2 lots.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR will actively support the identification of major risks and dependencies affecting the implementation schedule of both lots, with specific focus on Lot I. We will map interdependencies, assess their potential impact, and propose mitigation strategies to ensure realistic scheduling, minimize delays, and maintain alignment with the Beneficiary's overall program objectives.
CI. 18	Identification of the most optimal approach to the implementation of the General Ledger.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR will work closely with the Beneficiary to identify the most optimal approach for implementing the General Ledger within Lot I. This will include evaluating options such as leveraging the Core Banking GL, aligning with future ERP integration, and ensuring compliance with regulatory and accounting standards, while balancing efficiency, scalability, and long-term sustainability.

Cl. 19	If the Tenderer uses the Agile methodology as a project implementation method, it will consider that the implementation of modules/module groups will be based on the principle of delivery in a set of no more than 3 functional modules/ groups of functional modules. At the same time, in this case, the General Ledger will be delivered as a component part in the first set of modules/ groups of modules. The Tenderer will detail this aspect in detail in its tender.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that, for LOT 1, if the Agile methodology is applied for project implementation, the delivery of modules or groups of modules will follow the principle of releasing in sets, with each set comprising no more than three functional modules or groups of functional modules. In this approach, the General Ledger will be delivered as part of the first set of modules/groups of modules. JMR Infotech will provide a detailed description of this approach in its tender submission for LOT 1.
Cl. 20	Updating the project management plan, according to the requirements set out in the section "Project Management Requirements".	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that the project management plan for LOT 1 will be updated in accordance with the requirements outlined in the "Project Management Requirements" section.
<b>2.1.3. Deliverables</b>					
Cl. 21	Project implementation strategy, coordinated and agreed by all Parties involved.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR will provide a project implementation strategy for LOT 1 that will be coordinated with, and agreed upon by, all Parties involved.
Cl. 22	General project implementation plan (implementation of the two solutions), coordinated and agreed by all Parties involved.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR will prepare the general project implementation plan for LOT 1, which will be coordinated with, and agreed upon by, all Parties involved.
Cl. 23	IT solution implementation plan for each of the 2 lots.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR will provide the IT solution implementation plan specifically for LOT 1, detailing the phased approach, timelines, and deliverables relevant to this lot.
Cl. 24	Updated project management plan.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR will provide an updated project management plan for LOT 1, reflecting all requirements, timelines, and coordination mechanisms relevant to the scope of this lot.
<b>2.2. Analysis and design phase</b>					
<b>2.2.1. Phase objectives</b>					
Cl. 25	The purpose of the analysis and design phase is to: - clearly define the functional perimeter of the solution;	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that, for LOT 1, the purpose of the Analysis and Design phase is to clearly define the functional perimeter of the solution, ensuring it fully aligns with the Bank's requirements and operational objectives.
	- demonstrate the functional capabilities of the solution on pre-configured processes according to a model as close as possible to that of the Beneficiary and the initial familiarization of key users with the functionalities and capabilities of the solution;			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR will use the Analysis and Design phase to demonstrate the solution's functional capabilities on pre-configured processes aligned as closely as possible with the Bank's model. This phase will also provide initial familiarization for key users with the solution's features and functionalities, ensuring a clear understanding within the scope of LOT 1.
	- identify the differences between the NBM requirements and the capabilities of the solution;			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that during the analysis and design phase under Lot 1, our focus will be to identify and document the differences between NBM's requirements and the standard capabilities of the proposed solution. These gaps will then be reviewed jointly with NBM to agree on the optimal approach—whether through configuration, process alignment, or approved customization—ensuring full alignment of the solution with the Bank's needs.
	- review and have a common understanding of the technical and activity requirements necessary to be implemented in order to provide a solution that meets the NBM expectations;			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the analysis and design phase will be used to review and establish a common understanding with NBM on the technical and activity requirements to be implemented. This will ensure that the proposed solution is fully aligned with NBM's expectations and can be delivered effectively within the agreed scope.
	- define the design and settings of the solution proposed for implementation.			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the analysis and design phase will define the detailed design and parameter settings of the proposed solution. This will ensure that the system configuration is tailored to NBM's requirements and is ready for effective implementation.
Cl. 26	During this phase, the selected Tenderer will translate the functional requirements into a functional design and prepare the necessary environment for the development/configuration of the solution. At the same time, as a mandatory condition, the Tenderer will prepare an environment for demonstrating the functional capabilities of the solution on preconfigured processes according to a model as close as possible to that of the Beneficiary.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, this phase will translate NBM's functional requirements into a functional design and set up the necessary environment for development/configuration. A preconfigured environment, closely reflecting NBM's model, will also be established to demonstrate functional capabilities, validate design aspects, and ensure a clear, shared understanding of the solution and its alignment with NBM's expectations.
Cl. 27	At the same time, within this phase, the selected Tenderer will develop the technical specifications and requirements for the integration of the offered solution with the IT solutions operated by the NBM, as well as with the IT solution from the other lot. When presenting the integration requirements	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, this phase will include developing the technical specifications and requirements for integrating the solution with NBM's existing IT systems and with the solution from the other lot, taking into account the approved implementation strategy.
Cl. 28	Also, the Supplier will consider as part of the tender, the analysis of reporting needs as well as the subsequent configuration of a minimum number of 75 customized reports for each lot, in addition to those offered as standard by	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the analysis of reporting needs will be carried out and 75 customized reports will be configured. Each report will represent a distinct set of data with relevant filtering and visualization options as required by NBM.

CI. 29	The activities within this phase will be carried out in the most interactive way possible, through interviews, demo presentations, workshops with the NBM's operational and technical staff, analysis of relevant detailed documentation. The Tenderer will describe the methodology and tools used for the analysis and design phase and will provide an example of deliverables.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the activities in this phase will be conducted interactively through interviews, workshops, demo presentations, and analysis of relevant documentation with NBM's teams. JMR will apply a structured methodology supported by industry-standard tools and will provide representative deliverables, ensuring transparency and clarity throughout the analysis and design phase.
<b>2.2.2. Main activities</b>					
CI. 30	Installation of the demonstration environment with preconfigured processes according to a model as close as possible to that of the Beneficiary.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, a demonstration environment will be installed with preconfigured processes closely aligned to NBM's model, enabling effective validation of the solution's functional capabilities.
CI. 31	Review/analysis of the activity requirements to map (intercorrelate) with the functionalities and possibilities of the solution, in order to identify the differences and propose solutions to eliminate them.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the activity requirements will be reviewed and mapped to the solution's functionalities to identify any gaps, with appropriate solutions proposed to address and eliminate these differences.
CI. 32	Taking into account the limitations of the current systems to be replaced (as the scope of this acquisition), it is important to note that the automation solutions that have been implemented for parts of the process/subprocess workflows are found outside these systems, being implemented for the most part within the Electronic Document Management System (EDMS).	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the current data flows, including those managed through the EDMS, will be reviewed and analyzed to create a complete end-to-end view of the processes to be automated. The proposed solution will be designed to incorporate these subprocesses, ensuring maximum automation and eliminating unnecessary fragmentation across systems.
CI. 33	Review/analysis of reporting requirements and relevant reporting processes.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the reporting requirements and related reporting processes will be reviewed and analyzed to ensure comprehensive coverage and alignment with NBM's needs.
CI. 34	Analysis of information on users and roles.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, information on users and roles will be analyzed to define appropriate access rights, role structures, and security parameters in alignment with NBM's requirements.
CI. 35	Establishing and coordinating with the Beneficiary, the final configuration and specification, including the architecture diagrams of the hardware and software infrastructure related to the solution.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the final configuration and specifications, including hardware and software architecture diagrams, will be established in coordination with NBM to ensure full alignment with the solution requirements.
CI. 36	Defining and developing the design model that would satisfy the submitted requirements, taking into account the constraints imposed by the functional and technical requirements.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, a design model will be defined and developed to meet the submitted requirements while fully considering the functional and technical constraints specified by NBM.
CI. 37	Establishing relevant configuration parameters and their characteristics.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the relevant configuration parameters and their characteristics will be established to ensure the solution is accurately tailored to NBM's requirements.
CI. 38	Identifying, reviewing and confirming the sources, categories and data sets to be migrated to cover the Beneficiary's business needs. Reviewing the necessary changes to be made to the solution's data model. Translating the results into a physical and logical data model. Developing the functional and technical design for data conversion programs.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the sources, categories, and data sets to be migrated will be identified, reviewed, and confirmed to meet NBM's business needs. Necessary changes to the solution's data model will be analyzed, translated into logical and physical data models, and used to develop the functional and technical design for data conversion programs.
CI. 39	Definition of specifications for customization, configuration and integration with other applications.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the specifications for customization, configuration, and integration with other applications will be defined to ensure the solution meets NBM's functional and technical requirements.
CI. 40	Development of the strategy and action plan for the integration of the offered solution with the IT solutions operated within the NBM, as well as with the IT solution within the other lot in this tender procedure.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, a strategy and action plan will be developed for integrating the proposed solution with NBM's existing IT systems and with the solution from the other lot, ensuring a seamless and coordinated implementation.
CI. 41	Development of the solution architecture document.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, a comprehensive solution architecture document will be developed, detailing the design, components, and integration of the proposed solution in alignment with NBM's requirements.
CI. 42	Development of test specifications.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, test specifications will be developed to define the scope, objectives, and criteria for validating the solution's functionality and performance in line with NBM's requirements.
<b>2.2.3. Deliverables</b>					
CI. 43	The technical and business analysis document, which will describe in detail the business requirements for each business process, the source of these requirements, how these requirements will be met (e.g., by the solution natively, through development, etc.), the identified gaps, and the proposed	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the technical and business analysis document will be prepared and shared as a formal deliverable, detailing business requirements, their sources, how they are addressed by the solution, identified gaps, and proposed solutions.
CI. 44	The deliverable will be prepared using the language specific to the business area, and details regarding the type and nature of the solution applied for each requirement will be presented in a descriptive format.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the deliverable will be prepared using the language specific to the business area, with details of the solution applied for each requirement presented in a clear, descriptive format.
CI. 45	The selected Tenderer will provide a first version of the gap analysis document that will include the identified gaps and proposed solutions, and the NBM will review and select/confirm the solution for each gap.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, a first version of the gap analysis document will be provided, including identified gaps and proposed solutions, for NBM's review and confirmation of the chosen solution for each gap.

CI. 46	Detailed functional and design specifications for the identified gaps.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, detailed functional and design specifications will be prepared for each identified gap to ensure clear guidance for implementation and alignment with NBM's requirements.
CI. 47	The solution configuration/setting document, which will detail the setup parameters for the future solution, will include at least information on the design parameterization forms (field name, field description, configured	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the solution configuration document will be prepared as a deliverable, detailing the setup parameters, including design parameterization forms with field names, descriptions, and configured values.
CI. 48	The solution architecture document, which will cover both technical and functional aspects. From a technical point of view, the deliverable will	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	
CI. 48 a.	solution overview (diagrams that provide an overview of the target solution architecture (To Be) accompanied by a narrative description);		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the solution architecture document will be prepared as a deliverable, covering both technical and functional aspects. It will include the solution overview with diagrams of the target architecture (To Be) accompanied by narrative descriptions, as well as details on the application, data model, interfaces, security, and the agreed technological platform.
CI. 48 b.	future architecture (will describe how architectural components such as the rules engine, web services, etc. will respond to new requirements related to the solution architecture);		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the solution architecture document will be prepared and shared as a deliverable, covering both current and future architecture, including how components like the rules engine and web services will respond to new requirements.
CI. 48 c.	interfaces (name of the system that will be integrated with the solution, type of interface (e.g. provider, consumer, symmetric), solution and impact of interface outage);		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the solution architecture document will include, as a deliverable, details of all interfaces, specifying the system name, type of interface (e.g., provider, consumer, symmetric), and the solution and impact in case of interface outage.
CI. 48 d.	transition planning from current to future architecture (transition requirements covering interfaces, data conversion, organizational changes, documentation, recovery plan);		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the solution architecture document will be provided as a deliverable and will include transition planning from the current to the future architecture, covering interfaces, data conversion, organizational changes, documentation, and the recovery plan.
CI.48 e.	solution architecture attributes (software and hardware technologies, services, components, portability, capacity, availability and reliability, scalability);		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the solution architecture document will be delivered as a formal deliverable and will include solution architecture attributes, covering software and hardware technologies, services, components, portability, capacity, availability and reliability, and scalability.
CI. 48 f.	business continuity and disaster recovery plan - BCDRP (specifying the architectural attributes needed to meet the solution requirements for BCDRP);		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the business continuity and disaster recovery plan (BCDRP) will be prepared and shared as a deliverable, specifying the architectural attributes required to meet the solution's BCDRP requirements.
CI. 48 g.	solution architecture (common services, component models, interaction diagrams);		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the solution architecture document will be provided as a deliverable, including common services, component models, and interaction diagrams.
CI. 48 h.	data architecture (context diagrams, logical data model);		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the solution architecture document will be delivered as a formal deliverable and will include the data architecture, covering context diagrams and the logical data model.
CI. 48 i.	security architecture (overview of the security solution).	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the solution architecture document will be provided as a deliverable and will include the security architecture, presenting an overview of the security solution.	
CI. 49	Documents with technical specifications related to the integration mechanisms with the IT solution from the other lot as well as with the solutions used at the moment by the NBM.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, documents detailing the technical specifications for integration with both the IT solution from the other lot and NBM's existing solutions will be prepared and shared as formal deliverables.
CI. 50	The document related to the data mapping, which will document the data mapping between the old systems and the future solution, as well as the conversion rules, succession requirements, in relation to the transition of the solution architecture from the current situation to the future architecture,	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, a data mapping document will be prepared and shared as a deliverable, detailing the mapping between the old systems and the future solution, conversion rules, succession requirements, transition from current to future architecture, and the conversion test plan.
<b>2.2.4. Acceptance criteria</b>					
CI.51	The acceptance criteria will be reviewed and coordinated with the NBM at the beginning of the initiation phase. The criteria mentioned below are	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the acceptance criteria will be reviewed and coordinated with NBM at the start of the initiation phase.
CI.52	The deliverables related to the analysis and design phase are submitted to the NBM according to the detailed project plan of the phase.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all deliverables related to the analysis and design phase will be submitted to NBM in accordance with the detailed project plan for the phase.
CI.53	The NBM has no objections regarding the integrity and correctness of the document, in accordance with the agreed quality and other criteria.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the deliverables will be submitted to NBM, and acceptance will be based on NBM's acknowledgment of the document's integrity and correctness in accordance with the agreed quality and other criteria.
CI.54	The deliverables meet the expectations and requirements of the NBM - in terms of clarity, level of detail, structure, content, etc.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the deliverables will be prepared to fully meet NBM's expectations and requirements in terms of clarity, detail, structure, and content.
CI.55	The deliverables are aligned with the internal standards of the selected Tenderer and with best practices.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the deliverables will be aligned with JMR's internal standards and industry best practices.

CI.56	The deliverables are easy to use and understand by the intended beneficiaries.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the deliverables will be prepared to ensure they are clear, user-friendly, and easily understood by the intended beneficiaries.
CI.57	The deliverables are aligned with the quality standards agreed between the NBM and the selected Tenderer.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the deliverables will be prepared in full alignment with the quality standards agreed between NBM and JMR.
CI.58	The NBM accepts the technical and business requirements.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the technical and business requirements will be submitted for NBM's review and acceptance.
CI.59	The deliverables, including the acceptance documents for the analysis and design phase, are approved by the Parties. For the review and coordination of the deliverables, including the acceptance documents, the Tenderer will allocate a period of 15 - 25 working days to the Beneficiary. This validation period of the deliverables, including the acceptance documents, will be taken	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all deliverables, including the acceptance documents for the analysis and design phase, will be submitted for approval by both Parties. A review and coordination period of 15–25 working days will be allocated to NBM, and this validation period will be considered in the preparation of the Initial Project Plan.
<b>2.3. Construction phase</b>					
<b>2.3.1. Phase objectives</b>					
CI.60	The purpose of the construction phase is to translate functional requirements into solution functionalities by applying solutions agreed upon in the analysis and design phase.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the purpose of the construction phase is to translate the functional requirements into solution functionalities, implementing the solutions agreed upon during the analysis and design phase.
CI.61	In order to address risks of non-alignment with the Beneficiary's expectations in a timely and cost-effective manner, the Supplier will attempt to organize solution construction activities in incremental iterations that can be	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, solution construction activities will be organized in incremental iterations, allowing early demonstrations to NBM to obtain timely feedback and address any misalignments efficiently and cost-effectively.
CI.62	It is very important that this phase is strongly integrated with the Quality Assurance processes, in order to ensure a high level of quality of the deliverables delivered to the Beneficiary. Accordingly, this aspect represents	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the construction phase will be closely integrated with Quality Assurance processes to ensure that all deliverables meet a high level of quality, making this a key objective of the phase.
CI.63	At the same time, the Tenderer will take into account that this phase will be executed considering the need for integration with the solution offered within the other lot as well as with the solutions used at the moment by the	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the construction phase will be executed with full consideration for integration with both the solution from the other lot and NBM's existing systems.
<b>2.3.2. Main activities</b>					
CI.64	Installation of production, testing, development and training environments (OS/DB/apps).	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, production, testing, development, and training environments—including OS, database, and applications—will be installed as part of the construction phase.
CI.65	Implementation of customizations, integration and configuration of the offered solution in accordance with the deliverable specifications accepted at the design phase.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, customizations, integration, and configuration of the offered solution will be implemented in accordance with the specifications approved during the design phase.
CI.66	Organization of meetings to present incremental customizations to the Beneficiary, in order to validate the feasibility of technical solutions in relation to the Beneficiary's expectations and the project objectives. The frequency of these meetings will be established by mutual agreement	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, meetings will be organized to present incremental customizations to NBM, allowing validation of technical solutions against the Beneficiary's expectations and project objectives. The frequency of these meetings will be agreed mutually between the Parties.
CI.67	If this is difficult to achieve, the Tenderer may consider alternative solutions, such as configuring reference processes throughout their life cycle and validating them with the Beneficiary at an early phase (within a period that would represent at most 1/3 of the period allocated to the construction phase). After obtaining feedback from the Beneficiary, the Tenderer will	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, if early validation of incremental customizations is not feasible, reference processes will be configured and validated with NBM within the first third of the construction phase. Feedback received will then be integrated and applied across all remaining unimplemented solution functionalities.
CI.68	In this context, the Tenderer will describe and argue its own approach to managing the Beneficiary's expectations in the most efficient way possible.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, JMR will outline and justify its approach to managing NBM's expectations efficiently, ensuring clear communication, timely feedback, and alignment with project objectives throughout the construction phase.
CI.69	Ensuring the necessary support for data migration by providing the services and performing the activities described in the chapter "Data Migration Requirements".	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, necessary support for data migration will be provided, including all services and activities outlined in the "Data Migration Requirements" section.
CI.70	Importing data sets prepared by the NBM from the systems in operation.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, data sets prepared by NBM from the current systems will be imported into the new solution as part of the construction phase.
CI.71	Preparing all back-up and restoration procedures, maintenance and monitoring, data archiving, etc. On the operational maintenance side, the Tenderer will ensure the preparation and documentation of the application's operational monitoring parameters and procedures and will provide all necessary assistance for configuring the system and monitoring components,	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all backup and restoration procedures, maintenance, monitoring, and data archiving will be prepared. JMR will document operational monitoring parameters and procedures and provide the necessary support for configuring the system and monitoring components in accordance with established procedures.
CI.72	Updating and detailing the solution architecture documentation as appropriate.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the solution architecture documentation will be updated and detailed as necessary to reflect the implemented configurations, customizations, and integrations.
CI.73	The Tenderer will describe the methodology and tools used for the construction phase and provide examples of deliverables.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, JMR will describe the methodology and tools applied during the construction phase and provide examples of the deliverables produced.

CI.74	At the end of the phase, the Tenderer will organize a demonstration session on the development and testing environment, confirming that the requirements and objectives of the construction phase are met in accordance with the specifications established during the analysis and design phase. In this regard, the Tenderer will agree with the Beneficiary on the demonstration scenarios. The Tenderer will also complete a self-assessment	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, at the end of the construction phase, a demonstration session will be organized on the development and testing environments to confirm that all requirements and objectives have been met according to the specifications from the analysis and design phase. Demonstration scenarios will be agreed with NBM, and a self-assessment report will be completed to analyze how the requirements were fulfilled.
<b>2.3.3. Deliverables</b>					
CI.75	The customized solution, configured and installed on:	Mandatory	Lot I		
CI.75 a.	Test and development environment;		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the customized solution will be delivered, configured, and installed in the Test and development environment.
CI.75 b.	Training environment.		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the customized solution will also be delivered, configured, and installed in the training environment.
CI.76	The customized solution, which will meet the requirements agreed in the	Mandatory	Lot I		
CI.76 a.	Functional requirements provided in the analysis and design document;		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the customized solution will be delivered to meet the requirements agreed, including the functional requirements specified in the analysis and design document.
CI.76 b.	Reports provided in the analysis document;		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the customized solution will include the reports specified in the analysis and design document.
CI.76 c.	Interfaces provided in the analysis document;		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the customized solution will include the interfaces specified in the analysis and design document.
CI.76 d.	Security (user rights, back-up);		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the customized solution will include security features, covering user rights and backup configurations.
CI.76 e.	Operational monitoring (configuration of monitoring parameters, SLA templates, notifications, procedures, etc.);		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the customized solution will include operational monitoring, covering configuration of monitoring parameters, SLA templates, notifications, procedures, and related components.
CI.76 f.	NBM data migrated and loaded into the solution;		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, NBM's data will be migrated and loaded into the customized solution.
CI.76 g.	Documentation submitted at the request of NBM.	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all documentation requested by NBM will be prepared and submitted as part of the deliverables.	
CI.77	The document on the solution architecture, updated as appropriate.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the solution architecture document will be updated as appropriate and submitted as a deliverable.
CI.78	The updated transition plan (as appropriate) and the resumption plan for the launch into production.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the updated transition plan and the resumption plan for the production launch will be prepared and submitted as deliverables, as appropriate.
CI.79	The demonstration session and the self-assessment report on the implementation of the Beneficiary's requirements.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, a demonstration session and a self-assessment report on the implementation of NBM's requirements will be conducted and submitted as deliverables.
<b>2.3.4. Acceptance criteria</b>					
CI.80	The acceptance criteria will be reviewed and agreed with the NBM at the initiation phase. The criteria mentioned below are minimum and will not be	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the acceptance criteria will be reviewed and agreed with NBM at the initiation phase.
CI.81	The deliverables are submitted to the NBM according to the project plan.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all deliverables will be submitted to NBM in accordance with the project plan.
CI.82	The NBM has no objections to the integrity and correctness of the document.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the deliverables will be submitted to NBM, and acceptance will be based on NBM's acknowledgment of the documents' integrity and correctness.
CI.83	The deliverables meet the expectations and requirements of the NBM – in terms of clarity, level of detail, structure, content, etc.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the deliverables will meet NBM's expectations and requirements regarding clarity, level of detail, structure, and content.
CI.84	The functionality of the solution meets the requirements set out in p.2 of the chapter "Implementation Requirements", Phases and Deliverables, Construction Phase, Deliverables, as demonstrated by the Tenderer on the	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the functionality of the solution will meet the requirements outlined for the Construction Phase, as demonstrated on NBM's test and development environment.
CI.85	The deliverables are aligned with the selected Tenderer's internal standards and best practices.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the deliverables will be aligned with JMR's internal standards and industry best practices.
CI.86	The deliverables are intuitive, easy to use and understand by the intended beneficiaries.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the deliverables will be intuitive, user-friendly, and easily understood by the intended beneficiaries.
CI.87	The deliverables are aligned with the quality standards agreed between the NBM and the selected Tenderer.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the deliverables will be fully aligned with the quality standards agreed between NBM and JMR.
CI.88	An act of acceptance will be signed by both parties on the previously agreed date.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, an act of acceptance will be signed by both Parties on the agreed date.
<b>2.4. Testing phase</b>					
<b>2.4.1. Phase objectives</b>					

CI.89	The purpose of the testing phase is to test the quality of all functional and technical elements related to the solution. During this phase, the selected Tenderer will establish the testing method and will develop and prepare detailed test scenarios for all testing activities, which will cover the entire	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	Under LOT 1, JMR will support System Integration Testing (SIT) and User Acceptance Testing (UAT) by guiding users, maintaining incident logs, ensuring timely defect resolution, and reporting progress. Preparation of test plans, test design, test cases, and test data will be handled under NBM's scope.
CI.90	This phase will be organized into 3 sub-phases:	Mandatory	Lot I		
	- Testing planning and preparation phase		Lot I	No - Tenderer's approach does not cover the NBM requirement	Under LOT 1, preparation of test plans, test design, test cases, and test data falls under NBM's scope. JMR will not be responsible for these activities.
	- Testing phase on the Supplier's side		Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will provide support during System Integration Testing (SIT) by guiding users on application functionality, maintaining incident logs, and ensuring timely resolution of identified defects.
	- UAT testing phase on the Beneficiary's side, which will last until all the objectives of the testing phase are achieved, but not less than 30 working days.		Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will support the Bank throughout UAT (minimum 30 working days), by assisting users during execution, maintaining and tracking incidents, and reporting on the progress of defects and resolutions until closure.
CI.91	Given the objectives pursued regarding the high quality of the deliverables transmitted to the Beneficiary, the initiation of the UAT testing phase by the Beneficiary will be conditioned by the validation by the Beneficiary of the Test Report on the Supplier's side.	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	Under LOT 1, JMR will support the Bank during SIT and UAT phases. Preparation of the Test Report on the Supplier's side is under NBM's scope. JMR's role will begin once the Beneficiary validates this report, focusing on guiding users, incident management, defect resolution, and progress reporting during UAT.
CI.92	The Beneficiary aims to obtain qualitative deliverables, which correspond to the quality standards assumed by the selected Tenderer. In this regard, the selected Tenderer must ensure a mature quality assurance and review process, until the initiation of the UAT testing phase by the Beneficiary.	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	Under LOT 1, JMR will support SIT and UAT phases through user guidance, incident tracking, defect resolution, and reporting. Quality assurance processes, including preparation of test plans, design, cases, data, and reviews prior to UAT initiation, fall under NBM's scope.
CI.93	At the same time, the selected Tenderer must be aware that during the UAT testing phase, if the test results are unsatisfactory (high rate of "failed" tests, more than 3 failed test scenarios per solution module), the entire module will be considered "unaccepted", with the request for repeated testing by the	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	Under LOT 1, JMR will support the Bank during UAT by guiding users, maintaining incident logs, resolving defects, and reporting progress. In case of failed scenarios requiring retesting, JMR will continue to provide the same level of support until successful completion and acceptance.
CI.94	This phase will be executed ensuring the interconnection aspects (e.g. interfaces).	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	Under LOT 1, JMR will support SIT and UAT execution, including scenarios involving interconnection aspects such as interfaces. Our role will be to guide users, maintain incident logs, ensure timely defect resolution, and report progress, while test planning, design, and data preparation remain under NBM's scope.
CI.95	The Tenderer will include all these aspects in the technical tender (detailing the proposed approach and testing methodology), in accordance with the testing principles described below. The proposed testing method will be	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	As part of LOT 1 implementation, JMR will support Bank in preparing the proposed approach and testing methodology in line with the principles defined, to be validated with NBM at project initiation.
CI.96	The Tenderer will provide an automated testing solution and, where appropriate, will develop test scripts for testing non-functional requirements (e.g. for performance testing, stress testing, etc.).	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	As part of LOT 1 implementation, JMR will actively support SIT and UAT execution. While JMR also has proven capability and in-house tools for automation and non-functional testing, these are not part of the current engagement scope. These aspects will be managed by NBM, with JMR extending guidance as needed to ensure smooth execution.
<b>2.4.2. Main activities</b>					
CI.97	Testing shall be performed in accordance with ISO/IEC/IEEE 29119-1:2022, or similar methodologies, and the test activities covered shall include: test planning, test specifications, test execution, recording results, verification to establish the test purpose.	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	As part of LOT 1 implementation, JMR will support SIT and UAT execution, focusing on guiding users, maintaining incident logs, ensuring defect resolution, and reporting progress. Test planning, test specifications, and related activities as per ISO/IEC/IEEE 29119-1:2022 will be managed under NBM's responsibility.
CI.98	All tests to be performed shall be properly planned before being executed. A High-Level Test Plan (HLTP) shall be created, which shall comply with the guidelines defined in IEEE-829 – 2008 or similar - Standard for Test Documentation. The HLTP shall describe the scope, approach, resources and schedule of the test activities. It shall also identify the elements tested, the	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	As part of LOT 1 implementation, JMR will support SIT and UAT execution by guiding users, managing incidents, ensuring defect resolution, and reporting progress. Preparation of the High-Level Test Plan (HLTP) in line with IEEE-829:2008, including scope, approach, resources, schedule, and risks, is under NBM's responsibility.
CI.99	Test Specifications will be developed which are detailed descriptions of the tests to be performed and are developed based on HLTP. These should include specifications of the test data to be used, the actual test measures, including actions and expected results. The test manager will sign off on the	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	As part of LOT 1 implementation, JMR will support SIT and UAT execution by guiding users, maintaining incident logs, and reporting progress. Development of test specifications, preparation of test data, creation of test scripts, and related approvals remain under NBM's responsibility and are excluded from JMR's scope.
CI.100	Activities which will include validating the test environment, producing/reproducing the test scripts, fixing any issues and producing test reports. The test result should be recorded for each test within the test scripts and the expected results should be clear so that the verification	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	As part of LOT 1 implementation, JMR will support SIT and UAT execution by guiding users, maintaining incident logs, ensuring timely defect resolution, and reporting progress. Validation of the test environment, creation of test scripts, and preparation of detailed test reports remain under NBM's responsibility.
CI.101	Activities that are used to determine when testing is complete. Test results are compared to the exit criteria described in the test specification to determine whether testing can be considered complete.	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	As part of LOT 1 implementation, JMR will support SIT and UAT by guiding users, tracking incidents, resolving defects, and reporting progress. Defining exit criteria, comparing results against them, and formally determining completion of testing are under NBM's responsibility and excluded from JMR's scope.
CI.102		Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	As part of LOT 1 implementation, JMR will provide support for the activities depicted in the picture, including guiding users, maintaining incident logs, ensuring timely defect resolution,
			Lot I		

CI.103	Unit testing will be performed by the selected Tenderer's developers. This testing will be performed directly at the code level and will focus on the ability of individual components of a solution to function as intended.	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	As part of LOT 1 implementation, JMR will perform unit testing, ensuring that individual components of the solution function as intended. This includes executing tests, documenting results, identifying defects, and supporting their resolution to ensure readiness for subsequent SIT and UAT phases.
CI.104	Integrity testing will cover components that are assembled into sub-systems and the sub-systems are linked to form complete systems. This type of testing will be performed by the selected Tenderer's team.	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	As part of LOT 1 implementation, JMR will support integrity testing by assisting the Tenderer's team, guiding users on execution, maintaining incident logs, ensuring timely defect resolution, and reporting progress, while the primary responsibility for performing the testing remains with the Tenderer's team.
CI.105	Systemic testing will cover testing activities to determine whether the	Mandatory	Lot I		
CI.105 a.	Functional testing ensures that the solution works in the way the Beneficiary's business requires it, while being in accordance with the business process design for which it was created.			Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will support SIT and UAT to verify alignment with business processes
CI.105 b.	Non-functional testing ensures that the solution works at a predefined quality level. The following set of tests will be performed:			Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will assist in monitoring non-functional aspects during UAT, while NBM manages detailed testing.
CI.105 b. i.	Load capacity - testing to ensure that the solution can operate with large volumes of users and data in accordance with the specifications.			Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will support observation and reporting of load-related issues.
CI.105 b. ii.	Performance and response times - performance testing verifies the performance and response times of a system (solution) against a number of expected users and transactions, evaluated based on expected performance			Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will track and report performance observations during UAT.
CI.105 b. iii.	Stress - the same as performance testing, but the limits of a system (solution) are identified by increasing the frequency of transactions, the number of users and the volume of data flowing through the system, until any further			Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will support monitoring and reporting stress-related findings.
CI.105 b. iv.	Security - ensures that data security (confidentiality, integrity, availability, non-repudiation) is ensured in accordance with established requirements, and security assurance mechanisms work as expected.			Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will support NBM in identifying and reporting security issues.
CI.105 b. v.	Usability - testing that determines whether users are satisfied with the system (solution), includes screen mockups and reports, and establishes the degree of usefulness in the operation of day-to-day processes.			Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will assist users in testing usability and provide guidance during UAT.
CI.105 b. vi.	Storage - ensures that the database associated with the solution is capable of adequately managing the expected volume of data once the solution is launched into production, allowing for archiving of the expected frequency			Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will support monitoring database behavior during UAT execution.
CI.105 b. vii.	Volume - testing that subjects the system (solution) to a large volume of data to ensure that it manages such a volume without having any unacceptable impact on the performance of the system (solution).			Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will support observation and reporting of volume-related issues.
CI.105 b. viii.	Installation - testing that ensures that the system (solution) can be installed according to its specifications on all permitted platforms/environments.			Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will assist in verifying installation procedures as part of UAT support.
CI.105 b. ix.	Documentation - verifies that the system (solution) documentation matches the existing software, including training and support documents.			Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will support reviewing documentation against system functionality during UAT.
CI.105 b. x.	Restoration and continuity assurance - checks the procedures to restore the system (solution) after a failure.			Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will support testing restoration procedures and track related issues.
CI.106	The developer (selected Tenderer) is responsible for properly documenting the testing process and for providing for each system test scenario (solution), the logs and the results obtained, as a prerequisite for the acceptance	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will support review and execution of UAT while NBM manages official documentation.
CI.107	Integration testing will be performed to identify defects in the interfaces and in the interaction between the integrated components. This will be performed after the functional system testing and before the acceptance	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will support monitoring and reporting issues during integration testing.
CI.108	Acceptance testing will represent the final validation phase in the software development life cycle (SDLC). NBM, with the support of the selected Tenderer, will perform this activity, and the main objective is to ensure that the final solution meets the requirements initially defined. NBM may choose	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	As part of LOT 1 implementation, JMR will support NBM during acceptance testing by guiding users, tracking defects, and providing progress updates, while NBM retains overall responsibility for executing tests based on user requirements and determining whether the solution meets the initially defined acceptance criteria.
CI.109	The Developer (Selected Tenderer) will support NBM's efforts in User Acceptance Testing (UAT) to help identify issues and communicate them to the relevant team(s) for resolution. The Developer's (Selected Tenderer) business analysts will act as the first line of support for the NBM testing team	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will support NBM during UAT by identifying issues, communicating them to the relevant teams, and acting as first-line support through its business analysts to assist in resolving system and other related issues.
CI.110	Re-testing involves repeating a failed test after a remedial measure has been applied to ensure that it has been successfully implemented. All failed tests	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR will support re-testing failed scenarios and report outcomes during UAT.

CI.111	Regression testing will be performed to ensure that the remedial measures applied have not had any negative effects on the unmodified part of the solution and that the modified solution still meets the original requirements.	Mandatory	Lot I	Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	JMR will support regression testing to confirm stability of modified solutions.									
CI.112	The selected Tenderer will provide the necessary services for all testing	Mandatory	Lot I											
CI.112 a.	Development of UAT documentation/detailed test scenarios to be reviewed by the NBM and the management consulting service provider (as applicable). After validation of the test scenarios by the NBM, these documents can be used for testing purposes;			Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	As part of LOT 1 implementation, JMR will develop UAT documentation and support their review with NBM and the management consulting service provider. Test Plan, Design, Test Cases, and Test Data preparation will be carried out by NBM, while JMR will guide users and track defect resolution during UAT.									
CI.112 b.	Agreement on acceptance criteria and test strategy;			Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will support the agreement on acceptance criteria and test strategy by providing guidance during discussions, maintaining records of decisions, and ensuring that these criteria are applied during SIT and UAT execution.									
CI.112 c.	Execution of acceptance testing;			Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	As part of LOT 1 implementation, JMR will support the execution of acceptance testing by guiding users, monitoring test progress, maintaining incident logs, ensuring timely defect resolution, and reporting outcomes to facilitate the successful completion of SIT and UAT.									
CI.112 d.	Documentation of test results;			Partially Yes - Tenderer's approach partially corresponds to the NBM requirement/approach	As part of LOT 1 implementation, JMR will support the documentation of test results by maintaining incident logs, recording outcomes during SIT and UAT, tracking defect resolution, and providing progress reports to ensure transparency and accuracy of the testing process.									
CI.112 e.	Agreement on the list of issues by category;			Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will support the agreement on the list of issues by category by tracking defects, maintaining incident logs, providing reports on their status, and assisting the Beneficiary in reviewing and categorizing issues during SIT and UAT.									
CI.112 f.	Agreement on the action plan for resolving the issues.			Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will support the agreement on the action plan for resolving issues by maintaining incident logs, tracking defect resolution, providing progress reports, and assisting the Beneficiary in coordinating and implementing the agreed corrective actions during SIT and UAT.									
CI.113	The selected Tenderer will describe the methodology and tools used for the testing phase and provide examples of deliverables.			Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will describe the testing methodology and tools to be used during the testing phase. JMR will also provide examples of deliverables and support the Beneficiary in understanding and executing the test activities, while tracking defects and reporting progress.									
<b>2.4.3. Deliverables</b>														
CI.114	Acceptance test plan agreed and approved by both parties.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will support the execution and review of the acceptance test plan by guiding users, tracking defects, and reporting progress, while the final agreement and approval of the test plan will be completed by both parties.									
CI.115	UAT documentation/detailed scenarios and test scripts agreed and approved by both parties.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will support the execution of UAT by guiding users, maintaining incident logs, and reporting progress. The preparation, agreement, and approval of detailed UAT scenarios and test scripts will be completed by both parties.									
CI.116	Documents regarding the test results on the Beneficiary side.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will support the documentation of test results on the Beneficiary side by maintaining incident logs, tracking defects, and reporting progress, while the final compilation, review, and approval of the test result documents remain under the Beneficiary's responsibility.									
<b>2.4.4. Acceptance criteria.</b>														
CI.117	All tests shall be completed without deficiencies classified as severity level 1	Mandatory	Lot I											
	<table border="1"> <thead> <tr> <th>No.</th> <th>Severity</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Critical (fatal problem)</td> <td>Basic system functions fail completely and consistently, or are missing. Complete and continuous failure of the system to function.</td> </tr> <tr> <td>2</td> <td>High (serious problem)</td> <td>A vital or critical functionality for the intended use is missing, or fails continuously, or repeatedly. A vital or critical functionality for the intended use cannot be activated, or fails continuously.</td> </tr> </tbody> </table>	No.	Severity	Description	1	Critical (fatal problem)	Basic system functions fail completely and consistently, or are missing. Complete and continuous failure of the system to function.	2	High (serious problem)	A vital or critical functionality for the intended use is missing, or fails continuously, or repeatedly. A vital or critical functionality for the intended use cannot be activated, or fails continuously.				
No.	Severity	Description												
1	Critical (fatal problem)	Basic system functions fail completely and consistently, or are missing. Complete and continuous failure of the system to function.												
2	High (serious problem)	A vital or critical functionality for the intended use is missing, or fails continuously, or repeatedly. A vital or critical functionality for the intended use cannot be activated, or fails continuously.												
				Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will support SIT and UAT by guiding users, tracking and reporting defects, and ensuring timely resolution of issues. Severity 1 and 2 defects, representing critical system failures, will be addressed promptly to ensure testing progresses without major deficiencies.									
				Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will support SIT and UAT by guiding users, tracking incidents, and ensuring timely resolution of critical defects. Any missing or continuously failing vital functionality will be logged, monitored, and addressed to maintain the integrity of the testing process.									

	3	Medium (general problem)	An important functionality, but not considered critical, or vital to the operation of the system for its intended purposes, is completely missing, or fails continuously, or repeatedly.			Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will support SIT and UAT by guiding users, tracking incidents, and reporting progress. Non-critical defects affecting important functionality will be logged, monitored, and communicated for resolution, while prioritization and final decision on impact remain with NBM.
	4	Low(minor problem)	Some non-essential functions are missing or fail. The system works properly, but there are aesthetic issues. Some functions work but not entirely correctly.			Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will support SIT and UAT by guiding users, tracking incidents, and reporting progress. Non-essential or minor functional and aesthetic issues will be logged and communicated, while resolution and prioritization of these low-impact defects remain under NBM's responsibility.
CI.118	Issues with severity levels 1 and 2 require immediate resolution, and the testing process will be continued in Mandatory mode.			Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will support SIT and UAT by ensuring that issues with severity levels 1 and 2 are logged, tracked, and promptly communicated for immediate resolution, while continuing the testing process in mandatory mode.
CI.119	The testing process will consist of several testing cycles, as necessary, until issues with severity levels 1 and 2 are completely eliminated. After defects with severity levels 1 or 2 are eliminated, the NBM testing team will decide whether to restart the testing cycle or continue.			Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will support multiple testing cycles during SIT and UAT, ensuring that severity 1 and 2 issues are logged, tracked, and resolved. JMR will continue to provide guidance and reporting while the NBM testing team decides on restarting or continuing the testing cycles.
CI.120	The number of outstanding defects is below an acceptable upper limit (to be approved before the acceptance phase), or the defects are minor.			Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will support SIT and UAT by tracking and reporting defects, ensuring timely resolution of critical issues, and providing guidance on minor defects, while the determination of acceptable defect limits for acceptance remains under NBM's responsibility.
CI.121	Acceptance report agreed and approved by both parties.			Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will support the preparation and review of the acceptance report during SIT and UAT by providing defect logs, progress updates, and guidance, while the final agreement and approval of the report will be completed by both parties.
CI.122	The deliverables, including acceptance documents for the testing phase, are approved by the parties. For the review and coordination of the deliverables, including acceptance documents, the Tenderer will allocate a period of 15 - 25 working days to the Beneficiary. This period of validation of the			Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	As part of LOT 1 implementation, JMR will support the review and coordination of deliverables, including acceptance documents, by providing defect logs, progress updates, and guidance to the Beneficiary. The 15–25 working day validation period will be accounted for in the initial Project Plan.
<b>2.5. Training</b>							
<b>2.5.1. Phase objectives</b>							
CI.123	The purpose of the training phase is to acquire the necessary skills to operate, administer, diagnose and adjust (customize) the solution according to the needs of the NBM.			Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the purpose of the training phase is to enable NBM staff to acquire the required skills to operate, administer, diagnose, and adjust (customize) the solution in line with NBM's needs.
CI.124	The approach for the training requested by the NBM is to provide training to all end users, solution administrators, database administrators and developers. The training sessions will include theoretical and practical aspects. For certain modules, the NBM reserves the right to request the selected Tenderer to test the knowledge of the training participants. The			Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the training approach will cover all end users, solution administrators, database administrators, and developers, combining both theoretical and practical sessions. NBM reserves the right to request knowledge testing for specific modules, to be agreed during implementation, and for such cases, the Tenderer will prepare and deliver appropriate questionnaires.
CI.125	The selected Tenderer is also informed that the NBM will request feedback from the NBM training participants after the training. In case the feedback provided is not acceptable, the NBM reserves the right to request the replacement of the trainer and the repetition of that specific training session. For feedback, the selected Tenderer will prepare questionnaires to be completed by the NBM training participants.			Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, JMR will ensure that training feedback is collected from NBM participants using questionnaires prepared by JMR. Should the feedback be deemed unsatisfactory, NBM reserves the right to request replacement of the trainer and repetition of the respective training session, and JMR will fully comply to maintain the required quality and effectiveness of the training.
CI.126	The provision of training services may take place after the end of the construction phase, but no later than the beginning of the testing phase.			Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, JMR will provide the required training services after the completion of the construction phase and no later than the start of the testing phase, ensuring that all NBM users and administrators are adequately prepared to effectively participate in subsequent project activities.
<b>2.5.2. Logistical aspects</b>							
CI.127	The training facilities are provided by the NBM: training office/PC with internet connection/technical environment for training.			Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, JMR will conduct all training sessions using the training facilities provided by NBM, including training office space, PCs with internet connectivity, and the necessary technical training environment.
CI.128	At least half of the total number of hours related to the training sessions, agreed by the Parties, will be carried out in Mandatory mode with physical presence at the NBM headquarters. In this regard, the Tenderer will consider this requirement and will reflect the logistics costs in the Form regarding the			Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that for Lot 1, JMR will ensure that at least 50% of the agreed total training hours will be delivered in mandatory physical mode at NBM headquarters. The associated logistics costs for these onsite sessions will be duly considered and reflected in the Form – "Annex 2 - Price Specifications".
<b>2.5.3. Main activities</b>							

CI.129	Defining and agreeing with the NBM on a training plan/program and curriculum.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, JMR will work closely with the NBM to define and agree on a detailed training plan, program, and curriculum. This will cover all relevant user groups (end users, administrators, developers, and database administrators) and will be aligned with the project timelines and solution requirements to ensure effective knowledge transfer and operational readiness.
CI.130	Defining the structure of the training sessions.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, JMR will define the structure of the training sessions in consultation with the NBM, ensuring an appropriate balance between theoretical instruction and hands-on practical exercises. The structure will be tailored to the specific needs of different participant groups and aligned with the agreed training curriculum.
CI.131	Confirming the list of participants for each training session.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, JMR will work with the NBM to confirm the list of participants for each training session, ensuring the right target groups (end users, administrators, DBAs, developers) are included in alignment with the agreed training plan and curriculum.
CI.132	Conducting user training in Romanian or English.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR will conduct all user training sessions in English, ensuring clarity and consistency in delivery across various users.
CI.133	Conducting training for administrators (special users).	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, JMR will conduct dedicated training sessions for administrators (special users), covering solution administration, configuration, monitoring, and operational tasks to ensure they are fully equipped to manage and support the system effectively.
CI.134	Conducting training for developers.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR will conduct training sessions for developers, focusing on solution customization, extensions, integration points, and relevant development tools, enabling the NBM's technical team to independently maintain and enhance the solution.
CI.135	Assessing the knowledge of the training participants.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, JMR will support the assessment of knowledge of training participants by preparing appropriate questionnaires and evaluation methods for the agreed modules, ensuring that participants have effectively understood and can apply the training content.
CI.136	Assessing the satisfaction of the participants.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, JMR will conduct participant satisfaction assessments by preparing structured feedback questionnaires to be completed after each training session, enabling NBM to evaluate training effectiveness and request improvements where necessary.
CI.137	The Tenderer will describe the methodology and tools used for the training phase and provide examples of deliverables.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, JMR will describe in detail the training methodology and tools to be applied during the training phase, ensuring alignment with NBM's requirements. The methodology will combine theoretical sessions with hands-on exercises on the configured solution, supported by training materials, presentations, and practical assignments. Deliverables will include a Training Plan/Program, Training Curriculum, Training Materials (presentations, manuals, user guides), Knowledge Assessment Questionnaires, and Participant Feedback Forms.
CI.138	The Tenderer will present in the technical tender the proposed plans/programs for each module of the solution and also for the training of key users. In addition to the plan/programs, the Tenderer will mention the number of days planned for each training session.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, JMR will present in the technical tender the proposed training plans/programs for each module of the solution as well as for the training of key users. Each plan/program will clearly outline the objectives, scope, content, methodology, and expected outcomes of the training. In addition, JMR will specify the number of days allocated for each training session, ensuring sufficient coverage for both theoretical and practical aspects.
<b>2.5.4. Deliverables</b>					
CI.139	Training plan/program and curriculum.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the deliverables for the training phase will include the Training Plan/Program and the Training Curriculum, detailing the structure, content, target participants, and schedule for all training sessions.
CI.140	Training documentation by category.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the deliverables will include training documentation organized by category, covering materials for end users, administrators, database administrators, and developers, including manuals, presentations, user guides, and practical exercises.
CI.141	Knowledge testing questionnaires.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the deliverables will include knowledge testing questionnaires prepared for the modules where NBM requests assessment of training participants' understanding and skills.
CI.142	Satisfaction assessment questionnaires.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the deliverables will include satisfaction assessment questionnaires to collect feedback from training participants and evaluate the effectiveness of the sessions.
CI.143	Training quality assessment results.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the deliverables will include training quality assessment results, summarizing participant feedback, knowledge test outcomes, and overall evaluation of the training effectiveness.

CI.144	Participant satisfaction survey results.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the deliverables will include the participant satisfaction survey results, providing insights into the trainees' feedback on the training sessions and identifying areas for improvement.	
<b>2.5.5. Acceptance criteria</b>						
CI.145	The training sessions have been organized.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the acceptance criteria include verification that all training sessions have been organized according to the agreed plan and schedule.	
CI.146	The feedback from the trained NBM employees is positive.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the acceptance criteria include that the feedback from the trained NBM employees is positive, demonstrating that the training objectives have been effectively met.	
CI.147	The knowledge testing questionnaires demonstrate that the NBM employees possess an acceptable level of knowledge.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the acceptance criteria include that the knowledge testing questionnaires show NBM employees have achieved an acceptable level of knowledge in line with the training objectives.	
CI.148	The NBM has no objections to the integrity and correctness of the training materials.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the acceptance criteria include that NBM has no objections regarding the integrity and correctness of the training materials provided.	
CI.149	The deliverables meet the NBM's expectations and requirements – in terms of clarity, level of detail, structure, content, etc.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the acceptance criteria include that the deliverables meet NBM's expectations and requirements in terms of clarity, level of detail, structure, and content.	
CI.150	The deliverables are aligned with the selected Tenderer's internal standards and best practices.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the acceptance criteria include that the deliverables are aligned with JMR's internal standards and industry best practices.	
CI.151	The deliverables are easy to use and understand by the intended beneficiaries.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the acceptance criteria include that the deliverables are intuitive, user-friendly, and easily understood by the intended beneficiaries.	
CI.152	The deliverables are aligned with the quality standards agreed between the NBM and the selected Tenderer.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the acceptance criteria include that the deliverables are fully aligned with the quality standards agreed between NBM and JMR.	
CI.153	Acceptance report agreed and approved by both parties on the previously agreed date.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the acceptance report will be prepared and agreed and approved by both Parties on the previously agreed date.	
<b>2.6. Preparing for Go-Live</b>						
<b>2.6.1. Phase objectives</b>						
CI.154	The purpose of the preparing for Go-live phase is to facilitate the decision-making process regarding the release of the solution into production.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the purpose of the Preparing for Go-Live phase is to support and facilitate the decision-making process for the release of the solution into production.	
CI.155	The solution acceptance process is structured in 2 levels, as follows:	Mandatory				
CI.155a.	Acceptance of the solution for release (prepare for release phase). In order to make a positive decision, the "release" criteria below will be taken into account.		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the acceptance of the solution for release during the Preparing for Go-Live phase will be based on the evaluation of the established release criteria, which will guide the decision to move the solution into production.	
CI.155 b.	Final acceptance of the solution after the experimental exploitation phase (soak). This phase will aim to eliminate severity 3 and 4 defects and will also serve as a basis for demonstrating the robustness of the solution in daily exploitation.		Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	We confirm that under Lot 1, the final acceptance of the solution will occur after the experimental exploitation (soak) phase, which will focus on resolving severity 3 and 4 defects and demonstrate the solution's robustness in daily operations.	
<b>2.6.2. Main activities</b>						
CI.156	Review and assess readiness from multiple perspectives:	Mandatory	Lot I			
CI.156 a.	IT criteria for determining readiness for release:					
CI.156 a. i.	solution for production fully delivered and functional;				Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the solution will be fully delivered, configured, and validated as functional for production use, ensuring readiness for release in alignment with the agreed specifications and requirements.
CI.156 a. ii.	configuration document and design specifications (database model description) written and submitted to the future Service Manager of the solution;				Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the configuration document and design specifications, including the database model description, will be prepared and formally submitted to the future Service Manager of the solution for reference and operational use.
CI.156 a. iii.	user manual and administrator manual for the delivered solution are delivered;				Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, comprehensive user and administrator manuals for the delivered solution will be prepared and submitted to the NBM to support effective operation and administration.
CI.156 a. iv.	maintenance procedures have been approved;				Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, detailed maintenance procedures will be prepared, reviewed, and submitted to the NBM, ensuring approval before the solution is released into production.
CI.156 a. v.	back-up procedures have been agreed, documented and tested;				Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, back-up procedures will be defined, documented, and tested in coordination with NBM, with full agreement reached before production release.
CI.156 a. vi.	technical training has been provided;		Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, comprehensive technical training will be delivered to NBM's designated staff, ensuring they are fully prepared to operate and maintain the solution before production release.		

CI.156 a. vii.	no critical defects have been identified after the transition to the production environment, unless they are known and approved by the beneficiary;			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, no critical defects will remain after transition to the production environment, except those explicitly known, documented, and formally approved by NBM.
CI.157 b.	Business criteria for determining readiness for launch:	Mandatory	Lot I		
CI.157 b. i.	all necessary functionalities are implemented within the solution;			Yes - Tenderer's approach corresponds to the NBM requirement or approach	Under Lot 1, JMR will ensure that all necessary functionalities are fully implemented in the solution before launch, meeting the agreed requirements of the NBM.
CI.157 b. ii.	no defects of severity levels 1 and 2 have been identified;			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, no severity 1 or 2 defects will remain unresolved prior to launch, ensuring solution stability and compliance with NBM's requirements.
CI.157 b. iii.	reports execute and generate the correct result;			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all reports will be validated to ensure they execute correctly and generate accurate results in line with NBM's requirements.
CI.157 b. iv.	in case of solution failure, data will not be lost;			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, robust backup, recovery, and failover mechanisms will be implemented to ensure no data is lost in case of solution failure.
CI.157 b. v.	data is completely and correctly migrated to the new solution;			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all required data will be fully and accurately migrated to the new solution, ensuring completeness, correctness, and alignment with NBM's business needs.
CI.157 b. vi.	interfacing is executed correctly;			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all defined interfaces will be correctly implemented, tested, and validated to ensure accurate and reliable data exchange with NBM's systems.
CI.157 b. vii.	mechanisms for user assistance are available;			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, user assistance mechanisms—including help documentation, user guides, and support channels—will be available to ensure effective solution usage.
CI.157 b. viii.	user rights implemented according to requirements;			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, user rights and access controls will be implemented strictly in line with NBM's requirements, ensuring security and proper role-based access.
CI.157 b. ix.	user training has been carried out.			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, comprehensive user training will be carried out to ensure that all designated NBM staff can effectively operate and manage the solution.
CI.158	The plan for remediation of identified defects is developed (the list of defects may only contain defects with severity levels 3 and 4).	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, a detailed defect remediation plan will be developed for all identified issues, limited to severity levels 3 and 4, with timelines and responsibilities clearly defined.
CI.159	The Tenderer shall describe the methodology and tools used for the launch preparation phase and shall present examples of deliverables.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR will apply a structured methodology for the launch preparation phase under Lot 1, combining risk-based readiness assessment, controlled transition planning, and validation of technical and business criteria. Key tools will include project tracking systems, defect management platforms, configuration and deployment automation tools, and checklists aligned with NBM's requirements.
<b>2.6.3. Deliverables</b>					
CI.160	The IT solution, ready for launch (the solution has been installed on the production environment, testing has been performed and no severity 1 and 2 defects have been identified).	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the IT solution will be fully prepared for launch, installed on the production environment, thoroughly tested, and validated to ensure that no severity 1 or 2 defects remain prior to go-live.
CI.161	Defect remediation plan.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, a Defect Remediation Plan will be prepared, covering all identified defects of severities, with defined actions, responsibilities, and timelines to ensure resolution before final acceptance.
CI.162	Self-assessment report on how the functional and technical requirements are addressed prepared by the selected Tenderer (this document will include at least the following information: requirement identifier, solutions associated with the requirement, % coverage of the requirement in the solution).	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, a Self-Assessment Report will be prepared, detailing how each functional and technical requirement is addressed. The report will include, at minimum, the requirement identifier, the solutions associated with the requirement, and the percentage of coverage of the requirement within the solution.
<b>2.6.4. Acceptance criteria</b>					
CI.163	All criteria mentioned above (as evaluation activities) will have the status of "success".	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all evaluation activities and criteria specified for the launch preparation phase will be met, achieving a status of "success" prior to go-live.
CI.164	The remediation plan is defined and agreed upon by both parties.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the defect remediation plan will be defined in detail and formally agreed upon with NBM before the solution is released into production.
CI.165	The self-assessment report of the selected Tenderer demonstrates that all functional and technical requirements have been fully delivered.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the self-assessment report will demonstrate that all functional and technical requirements have been fully delivered and addressed in the implemented solution.
CI.166	An acceptance report is signed by both parties on the previously agreed date.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, an acceptance report will be prepared and signed by both Parties on the previously agreed date, confirming readiness for go-live.
<b>2.7. Experimental exploitation period (soak)</b>					
<b>2.7.1. Phase objectives</b>					

CI.167	The purpose of the experimental exploitation phase is to extensively test the behavior of the solution in daily activity, to determine whether the solution meets the required capacity and stability qualities.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the objective of the experimental exploitation (soak) phase will be met by extensively testing the solution in daily operations to verify that it satisfies the required capacity, stability, and performance criteria before final acceptance.
CI.168	During this phase, the NBM will develop its own self-assessment report which will be compared with the one presented by the selected Tenderer at the production launch phase.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, during the experimental exploitation (soak) phase, NBM will prepare its self-assessment report, which will be compared with the report previously submitted by JMR at the production launch phase to ensure alignment and completeness.
CI.169	In case significant differences are found (between the assessment carried out by the NBM and that carried out by the selected Tenderer), the NBM reserves the right to ask the selected Tenderer to ensure, or improve, the degree of coverage of certain business and technical requirements.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, if significant differences are identified between NBM's assessment and JMR's self-assessment, JMR will take all necessary actions to ensure or improve the coverage of the affected business and technical requirements as requested by NBM.
<b>2.7.2. Main activities</b>					
CI.170	Providing on-site support throughout the entire pilot phase to fix defects and performance issues: log file inspection and analysis/problem prevention/general solution optimization.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, on-site support will be provided throughout the entire pilot phase to address defects and performance issues, including log file inspection, analysis, problem prevention, and general solution optimization.
CI.171	For defects identified during the pilot phase, a remediation plan will be agreed upon.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, for any defects identified during the pilot phase, a remediation plan will be developed in coordination with NBM and formally agreed upon before implementation.
CI.172	Elimination of defects identified according to the remediation plan approved during the Go-live launch phase and those identified during the soak phase.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all defects identified in the Go-Live remediation plan and those detected during the soak phase will be addressed and eliminated according to the agreed remediation plan.
CI.173	Providing assistance (help desk support) for end users to perform transactions.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, help desk support will be provided to assist end users in performing transactions, ensuring timely resolution of issues and smooth operation of the solution.
CI.174	Assistance for active monitoring of solution parameters.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, support will be provided for active monitoring of solution parameters, ensuring system performance, stability, and timely detection of potential issues.
CI.175	The soak phase for each solution starts the day after the completion of the Go live phase and lasts at least 3 months.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the soak phase will commence the day after the Go-Live phase and will continue for a minimum duration of three months to thoroughly validate solution stability and performance.
CI.176	The Tenderer will describe the methodology and tools used for the experimental exploitation phase and will present examples of deliverables.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, a structured methodology will be applied for the experimental exploitation (soak) phase, combining daily operations testing, performance monitoring, defect tracking, and issue resolution. Key tools will include monitoring dashboards, log analysis software, defect management systems, and reporting templates.
<b>2.7.3. Deliverables</b>					
CI.177	Remediation plan fully executed and all defects removed, according to acceptance criteria.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the remediation plan will be fully executed, and all identified defects will be resolved in accordance with the agreed acceptance criteria.
CI.178	Reports on the status of the remediation plan for defects that occurred up to, or during the experimental run period (weekly reports).	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, weekly reports will be provided on the status of the remediation plan, detailing the progress in resolving defects identified up to and during the experimental exploitation (soak) period.
<b>2.7.4. Acceptance criteria</b>					
CI.179	All defects included in the remediation plans have been fully resolved in accordance with the Parties' agreement and the acceptance criteria.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all defects included in the remediation plans will be fully resolved in accordance with the agreement between the Parties and the established acceptance criteria.
CI.180	No major defects were identified during the experimental run period.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, no major defects will remain unresolved or be identified during the experimental exploitation (soak) period.
CI.181	No discrepancies were identified between the NBM's self-assessment report and that of the selected Tenderer. If discrepancies were identified, they are to be resolved by the final acceptance of the experimental run period.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, no discrepancies are expected between NBM's self-assessment report and JMR's report. Any discrepancies identified will be fully resolved as part of the final acceptance of the experimental exploitation (soak) period.
CI.182	The end-of-day/monthly process is functioning correctly and the reports generate complete and accurate data sets.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the end-of-day and end-of-month processes will function correctly, and all reports will generate complete and accurate data sets in line with NBM requirements.
CI.183	An acceptance report will be signed by both parties on the date previously agreed.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, an acceptance report will be prepared and signed by both Parties on the previously agreed date, confirming successful completion of the experimental exploitation (soak) phase.
<b>2.8. Final acceptance</b>					
<b>2.8.1. Phase objectives</b>					

CI.184	The purpose of the final acceptance phase is to formalize the complete delivery of the functionality, documentation and services related to the solution.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the purpose of the final acceptance phase is to formalize the complete delivery of the solution, including all functionality, documentation, and related services, ensuring full compliance with NBM's requirements.
CI.185	Such acceptance will be signed after the official closure of the experimental run period of the solution.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the final acceptance will be signed after the official closure of the experimental exploitation (soak) period, once all functionality, documentation, and services have been validated.
<b>2.8.2. Main activities</b>					
CI.186	Review and evaluation of the criteria defined below for the final acceptance of the delivered product/software.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the final acceptance of the delivered solution will be based on a thorough review and evaluation of the predefined criteria, ensuring that all functional, technical, and operational requirements are fully met.
CI.187	During the final acceptance of the solution, the interfacing components will also be taken into account. With the final acceptance, the guarantee for the solution will be activated.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the final acceptance will include verification of all interfacing components, and upon signing, the solution warranty will be activated in accordance with the agreed terms.
CI.188	The list of criteria for the final acceptance of the solution is mentioned	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all documentation/deliverables for the analysis and design phase will be fully met, ensuring that the deliverables are complete, compliant with requirements, and approved by NBM.
CI.188 a.	The documentation/deliverables for the analysis and design phase have been presented and accepted by NBM;				
CI.188 b.	The documentation/deliverables for the construction phase have been presented and accepted by NBM;				
CI.188 c.	The documentation/deliverables for the testing phase have been presented and accepted by NBM;				
CI.188 d.	The documentation/deliverables for the experimental run phase have been presented and accepted by NBM;				
CI.188 e.	The documentation/deliverables for the training phase have been presented and accepted by NBM;				
CI.188 f.	The documentation/deliverables provided in the chapter "Solution Integration" have been presented and accepted;				
CI.188 g.	All the documentation and deliverables mentioned are updated and fully presented by the selected Tenderer;				
CI.188 h.	The services included in the tender have been fully executed by the selected Tenderer;				
CI.188 i.	The solution interfaces function according to the requirements of the specifications.	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all solution interfaces will be implemented and function in full compliance with the requirements specified in the tender documents.		
<b>2.8.3. Deliverables</b>					
CI.189	List of criteria reviewed and agreed by both parties	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, a list of criteria will be prepared and formally reviewed and agreed upon by both Parties to serve as the basis for final acceptance of the solution.
<b>2.8.4. Acceptance criteria</b>					
CI.190	All acceptance criteria have been met.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all acceptance criteria will be fully met, ensuring the solution, services, and deliverables comply with NBM's requirements and are ready for final approval.
CI.191	An acceptance report is signed by both parties on the previously agreed date.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, an acceptance report will be prepared and signed by both Parties on the previously agreed date, formally concluding the final acceptance phase.
<b>2.9. Solutions integration</b>					
<b>2.9.1. Phase objectives</b>					
CI.192	The purpose of the integration phase of CBS solution with ERP solution is to ensure interoperability between the 2 solutions as well as with other third-party solutions, in accordance with the established objectives and requirements.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, it will execute the integration phase to ensure seamless interoperability between the CBS solution and the ERP solution, as well as with any relevant third-party systems, fully meeting the objectives and requirements defined by NBM.
CI.193	This phase will be carried out with the involvement of the 3 parties: the selected Tenderer to implement the CBS solution, the selected Tenderer to	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	

CI.194	This phase will include all the work to finalize the interfaces, the integration between the two solutions and with third-party systems via the ESB. It also includes the definition of processes, events, and rules at the ESB level for automating and efficiently managing information flows, as well as the testing	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	Fiorano ESB supports full interface finalization, multi-system integration, and orchestration of business processes, events, and rules through visual tools. Includes real-time testing, simulation, and flow validation features to support interoperability testing and acceptance phases.
CI.195	The integration phase can be carried out in several sub-phases that will be carried out depending on the selection and implementation of the CBS and ERP IT solutions and will be carried out according to the Project Plan.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the integration phase will be conducted with the active involvement of all three parties: JMR for the CBS solution, the Tenderer responsible for the ERP solution, and NBM as the Beneficiary.
CI.196	This phase must be considered independent of the other phases, so as not to restrict the normal course of the implementation project.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the integration phase will be executed as an independent phase, ensuring it does not restrict or delay the normal progress of the overall implementation project.
<b>2.9.2. Main activities</b>					
CI.197	Development, coordination and approval of the integration plan between the 2 solutions as well as with third-party solutions.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, it will develop, coordinate, and obtain approval for the integration plan between the CBS solution, the ERP solution, and any relevant third-party systems, in alignment with NBM's requirements.
CI.198	Execution of work on the creation and putting into operation of interfaces, according to established responsibilities.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, it will execute all tasks related to the creation and activation of interfaces, following the established responsibilities and agreed integration plan.
CI.199	Development of the interoperability test plan and scenarios.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, it will develop a comprehensive interoperability test plan and scenarios to validate the correct functioning of interfaces and seamless data exchange between the CBS solution, ERP solution, and relevant third-party systems.
CI.200	Testing and acceptance of the interoperability between the solutions.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, it will perform testing and acceptance of the interoperability between the CBS solution, ERP solution, and any relevant third-party systems to ensure seamless integration and compliance with NBM's requirements.
<b>2.9.3. Deliverables</b>					
CI.201	Solution integration plan developed and approved.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the solution integration plan will be fully developed, reviewed, and approved in coordination with NBM and the ERP solution provider.
CI.202	Interfaces developed and documented.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all interfaces will be fully developed and documented in accordance with the integration plan and NBM requirements.
CI.203	Interoperability testing plan developed and approved.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the interoperability testing plan will be fully developed and approved in coordination with NBM and relevant stakeholders.
CI.204	Documents on testing results.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, documents detailing the results of interoperability testing will be prepared and submitted, demonstrating that all interfaces function correctly and meet NBM's requirements.
CI.205	Act of acceptance of testing work to ensure interoperability between the solutions.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, an act of acceptance will be prepared and signed by all Parties to formally confirm the successful completion of testing and the interoperability between the CBS solution, ERP solution, and relevant third-party systems.
<b>2.9.4. Acceptance criteria</b>					
CI.206	All activities and deliverables mentioned above will be successfully completed.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all activities and deliverables related to the integration phase will be successfully completed, meeting the agreed objectives and requirements of NBM.
CI.207	The acceptance act is signed by all parties on the previously agreed date.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the acceptance act for the integration phase will be prepared and signed by all Parties on the previously agreed date.
<b>2.10. Documentation regarding the software solution</b>					
CI.208	User instructions and user guide: this document will provide sufficient details, easy to understand by end users regarding transactions, functionalities and operations. The document will describe the steps and actions to be performed within the solution and also include screenshots, useful tips, FAQs, etc. The purpose of this document is to represent a basis	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the User Instructions and User Guide will be provided in English. The guide will provide clear, detailed, and easy-to-understand information for end users on transactions, functionalities, and operations, including step-by-step instructions, screenshots, tips, FAQs, and will serve both as a learning resource and a reference point for users.
CI.209 a.	Instructions related to the operation of the solution - work instructions: Maintenance instructions/guide for troubleshooting management services: this document will include all known errors and associated solutions and should provide sufficient technical details in order to correct any errors. The selected Tenderer will provide an updated version of the guide with a frequency of at least once a year.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, a Maintenance Instructions/Guide for Troubleshooting and Management Services will be provided. The guide will include all known errors with associated solutions and provide sufficient technical details for error correction. JMR will also deliver an updated version at least once per year.
CI.209 b.	Installation instructions, including those that will cover solution and database level changes. The document will include installation requirements, installation steps and configuration parameters for NBM, post-installation tasks, tips and tricks, FAQ.			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, Installation Instructions will be provided, covering both solution and database-level changes. The document will include installation requirements, step-by-step installation procedures, configuration parameters for NBM, post-installation tasks, tips and tricks, and FAQs to ensure proper deployment and operation of the solution.

CI. 209 c.	System (solution) administrator documentation will include roles, tasks (e.g., backup, tuning, patching), utilities, logs, developer tools, etc.			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the System (Solution) Administrator Documentation will be provided. This documentation will cover administrator roles, tasks (e.g., backup, tuning, patching), as well as utilities, logs, developer tools, and other relevant information needed for effective system management.
CI. 209 d.	Solution development documentation (including terms and methodology for NBM to customize the solution).			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the Solution Development Documentation will be provided. This will include the terms, methodology, and guidelines enabling NBM to customize and extend the solution independently while maintaining compliance with established standards.
CI.209 e.	Backup and recovery procedures and related documentation.			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, backup and recovery procedures will be provided along with the related documentation, detailing the steps, configurations, and guidelines necessary to ensure data integrity and system recoverability.
CI. 209 f.	Archiving and search procedures and related documentation.			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, archiving and search procedures will be provided along with the related documentation, detailing the methods, configurations, and guidelines for efficient data archiving and retrieval within the solution.
CI. 209 g.	Security documentation that will include access control, user management, monitoring and auditing, security reports.			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, security documentation will be provided, covering access control, user management, monitoring and auditing procedures, and security reporting to ensure the solution meets NBM's security requirements.
CI. 209 h.	Documentation regarding the solution configuration - custom installation guide (if this information is not contained in point CI. 209.b above).			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, documentation on solution configuration will be provided, including a custom installation guide if the information is not already covered in the previously delivered installation instructions.
CI. 210	Commented source code for all developments carried out during the project, as well as for the system (solution), if applicable.			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, the commented source code for all developments carried out during the project, as well as for the system (solution) itself, will be provided, ensuring clarity and maintainability for future use and customization by NBM.
CI. 211	Documentation related to end-user training and technical training - support materials for end-user training and technical training.			Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, documentation related to end-user and technical training will be provided, including support materials designed to assist in both end-user and technical training sessions.
<b>2.11. The language in which the deliverables will be presented</b>					
CI.212	Project results: user manual, interfaces and general documentation for end users, technical documentation related to the solution must be provided in Romanian or English.	Mandatory	Lot I	Yes - Tenderer's approach corresponds to the NBM requirement or approach	JMR confirms that under Lot 1, all project results—including the user manual, interfaces documentation, general end-user documentation, and technical documentation—will be provided in English.