

## Qualification Requirements (F3.14)



| Nr.<br>d/o  | The description<br>criteria / requirement  | Way of demonstrating the fulfillment of the<br>criterion / requirement:  | Minimum level /<br>Mandatory | Bidder's response /<br>Reference to the tender<br>section proving that the<br>qualification requirements<br>are met (offer page<br>number, section, etc.) |
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| 1   | 2  | 3  |                              |   |
| <b>I. Criteria and qualification requirements for technical and professional capacity</b> |  |  |                              |   |
| 1.  | In order to justify the capacity to exercise the professional activity, the Bidder must prove the authorization in accordance with the law for the area of activity that is the subject of this procurement procedure (if applicable), at least for the entire duration of the procurement contract.   | <i>The bidder will present:</i><br>- <i>Proof of registration of the legal person: Extract from the State Register / Finding certificate issued by the competent trade register office, regarding the founders and the administrator</i><br>- <i>Authorization under the law for the area of activity and / or license of activity</i> | <i>Mandatory</i>             | Please refer to Confirmation on Authorizations for Activity   |
| 2.  | Experience in providing implementation services, in the last 5-7 years for the offered solution, regarding:<br>a) turnkey solution implementations, similar in object, perimeter and functionality to the offered solution, and<br>b) management of implementation projects of similar complexity.   | <i>The bidder will complete form F3.9. Statement on the list of main deliveries of goods / similar services in the last 5-7 years.</i>   | <i>Mandatory</i>             | Please refer to 01_documente_de_atribuire, page 36-37   |
| 3.  | The bidder must have experience in implementing the solution offered in banking entities:<br>- at least 2 (two) implementation contracts, of which one successfully completed in the last 5 years, and one - at the advanced implementation stage (user testing - UAT) or implemented in the last 3 years as complexity and value similar to the solution offered. | <i>The bidder will complete form F3.9. Statement on the list of the main provision of similar services in the last 5-7 years.</i>  | <i>Mandatory</i>             | Please refer to 01_documente_de_atribuire, page 56-57   |
| 4.  | The bidder will present information on similar projects implemented as indicated, as well as will prove the existence of expertise within the organization related to projects of this kind and the methods of knowledge management applied.   | <i>The bidder will complete form F3.9. Statement on the list of the main provision of similar services in the last 5-7 years.</i>  | <i>Mandatory</i>             | Please refer to 01_documente_de_atribuire, page 56-57   |
| 5.  | In order to justify compliance with the requirements referred to in points 2,3,4, the tenderer must submit at least 2 letters of recommendation from the beneficiaries of the system offered.  | <i>The bidder will complete form F3.8 Letter of recommendation.</i>  | <i>Mandatory</i>             | Please refer to 01_documente_de_atribuire, page 35  |
|   |  |  | <i>Mandatory</i>             |   |

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| 6.  | At the request of the contracted authority, the Bidder will offer the opportunity to verify the references by phone / e-mail or visit the Beneficiary's headquarters to implement the offered IT solution, at the expense of the Contracting Authority.  | <i>The bidder will fill in form F3.8 Letter of recommendation, with the relevant contact details.</i>  | <i>Mandatory</i> | Please refer to 01_documente_de_atribuire, page 36     |
| 7.  | In the case of association, it is sufficient for the leader to meet the requirements of p.2 and 3. If several economic operators members of the association meet those requirements, the sum of all the values of the contracts that meet the requirement will be considered relevant to the cumulative value of projects, provided that the leader of the association will have a share of at least 70% of this amount, made at least from a contract. At the same time, the leader will have implemented at least one project in value and complexity to the one offered, and each member of the association considered for meeting the requirement will have implemented at least 1 (one) project in its specific area.<br><b>Similar experience of subcontractors is not taken into account.</b> | <i>The bidder will complete form F3.9. Statement on the list of the main provision of similar services in the last 5-7 years.</i>  | <i>Mandatory</i> | N/A  |
| 8.  | If the Bidder is part of a group (network) of companies, in order to prove similar experience, it can only refer to the companies in the group (network) with which it will have concluded an association agreement to participate in this tender.   | <i>The bidder will complete form F3.9. Statement on the list of the main provision of similar services in the last 5 years.</i>  | <i>Mandatory</i> | N/A  |
| 9.  | The solution offered must be one dedicated to the stated goals, and its capabilities demonstrated over time, recording at least 2 implementations, of which one of similar complexity and value successfully completed (or at the advanced implementation stage – UAT) in the last 3 years. The solution to be developed in this project is not accepted (only specific customization is accepted).  | <i>The tenderer will additionally complete the form in the award documentation F3.9 - Statement on the list of the main provision of similar services in the last 5-7 years.</i> | <i>Mandatory</i> | Please refer to 01_documente_de_atribuire, page 56-57  |
| 10. | The solution offered must be the latest and most stable (not a beta version).  | <i>The bidder will present the number of implementations of the version of the offered solution.</i>   | <i>Mandatory</i> | Please refer to RFP tender proposal – FIS.doc, page 32 |
| 11. | The solution offered must have at least 2 major versions developed and launched in the last 5 years.   | <i>The bidder will present the history and roadmap of the solution.</i>  | <i>Mandatory</i> | Please refer to RFP tender proposal – FIS.doc, page 32 |
| 12. | The solution offered must comply with general laws and regulations, and with best practices and standards in effect at the time of implementation, such as SEPA credit transfer instant rulebook;  | <i>The bidder will include in the bid proving information regarding the alignment with the mentioned standards of the bidding solution.</i>                                      | <i>Mandatory</i> | Please refer to 01_documente_de_atribuire, page 9      |

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| 13. | Demonstration sessions: As part of the tender, the Bidder must prove the compliance of the solution with the functional requirements. In this sense, the bidder will perform video demonstrations through which he will perform at least the steps from the demonstration scenarios.<br><b>Tenderers who are not willing to provide these demonstrations will not be eligible for submission of tenders.</b>  | The bids submitted by the Bidders will contain links to the video recordings of the demonstration sessions. Access to these links will be provided by the bidder by communicating to the contracting authority the login and password.                                | Mandatory | Please refer to Instructions for access to video.doc |
| 14. | The tenderer must provide evidence that he can make available to the Beneficiary for the execution of the public procurement contract that is the subject of this procurement, a minimum number of key experts (project manager, solution architect, business analyst / business consultant, instructor, team leader on test, the person responsible for safety, the person responsible for quality assurance), as follows, with their fulfillment of the following criteria: | <i>In order to prove professional capacity, Tenderers must forward and submit the following supporting documents:</i><br><br><i>a. List of proposed key experts and team members for the implementation of the contract (Form F3.10 of the award documentation );</i> | Mandatory | Please refer to 01_documente_de_atribuire, page 38   |
| a.  | <b>Key-expert no. 1</b><br><br><b>Project manager:</b> responsible for the efficient management of the project, according to the detailed requirements established in Chapter IV. Specifications (F4.4), Project management requirements. Holding a certificate such as Program Manager Professional, PRINCE2 or similar certificate will be an advantage.  | <i>b. CVs of key experts and team members mentioned in the List (Form F3.10) describing the studies / certifications, experience required - scanned copy of the original according to Form F3.11 of the award documentation;</i>                                      | Mandatory | Please refer to 01_documente_de_atribuire, page 51   |
|     | i. Experience of at least 6 years, of which 5 years in various projects for implementing IT solutions;  | <i>c. Supporting documents, issued by the employer / employers or beneficiaries containing information on the specific experience of the key expert - scanned copies of the original;</i>   | Mandatory |  |
|     | ii. Experience in at least 4 implementation projects, of which 2 projects related to the offered solution completed in the last 5 years, with functional perimeter comparable to the one requested in this document, in the role of project manager for the entire duration of the projects;  | <i>d. For foreign economic operators, any other edifying documents will be accepted according to the legislation of the state of origin - scanned copies of the original, accompanied by an authorized translation into Romanian or English;</i>                      | Mandatory |  |
|     | iii. Work experience of at least 1 year within the Bidder's company or the group to which it belongs. In case of submission of the offer by an association, the project manager must have at least 1 year experience in the company of the leader of the association or the group of which it is part;  | <i>e. Self-declaration (Form 3.12) showing the availability of team members during the provision of project implementation services.</i>  | Mandatory |  |
|     | iv. Knowledge of one of these languages is mandatory: Romanian or English.  |   |           |  |

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| b. | <p><b>Key-expert no. 2</b></p> <p><b>Solutions architect:</b> responsible for establishing and coordinating all aspects and artifacts of architecture according to best practices (business architecture, data architecture, application architecture, technical architecture)</p> <ul style="list-style-type: none"> <li>i. Work experience of at least 4 years as a solution architect;</li> <li>ii. Having a certificate, relevant for this specialization in solution architect, will be an advantage;</li> <li>iii. Experience in at least 2 implementation projects, similar in complexity and field to the NBM project;</li> <li>iv. Work experience of at least 2 years in implementing the offered solution;</li> <li>v. Knowledge of one of these languages is mandatory: Romanian or English.</li> </ul> | <p><i>The tenderer will submit sufficient information to confirm the availability of resources and rights for the performance of the contract.</i></p> | Mandatory | Please refer to 01_documente_de_atribur e, page 38-39           |
| c. | <p><b>Key-expert no. 3</b></p> <p><b>Business analyst/ business consultant:</b> responsible for the analysis and design of the functional specifications of the solution, as well as the configuration of the solution in accordance with the established specifications, as follows:</p>   |  |           | Please refer to 01_documente_de_atribur e, page 40-42 and 43-44 |
|    | Experience of at least 3 years as an analyst / consultant on the payments market: retail and high value payments, payment infrastructures, payment instruments, etc.;   |  | Mandatory | Please refer to 01_documente_de_atribur e, page 40-42 and 43-44 |
|    | i. Experience in at least 2 implementation projects in which the proposed solution for the NBM was implemented  |  | Mandatory | Please refer to 01_documente_de_atribur e, page 40-42 and 43-44 |
|    | iii. Knowledge of payment schemes, payment infrastructures and payment instruments  |  | Mandatory | Please refer to 01_documente_de_atribur e, page 40-42 and 43-44 |
|    | iv. In-depth knowledge of instant payment procedures  |  | Mandatory | Please refer to 01_documente_de_atribur e, page 40-42 and 43-44 |
|    | v. Holding the relevant certificates attesting to the knowledge of the functionalities of the offered solution (certificates offered by the solution provider);   |  | Mandatory | Please refer to 01_documente_de_atribur e, page 40-42 and 43-44 |

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|    | vi. Knowledge of one of these languages is mandatory: Romanian or English.   |  | <i>Mandatory</i> | Please refer to 01_documente_de_atribur e, page 40-42 and 43-44 |
| d. | <p><b>Key-expert no. 4</b></p> <p><b>Instructor:</b> responsible for planning and organizing training sessions in accordance with applicable requirements:</p> <ul style="list-style-type: none"> <li>i. Work experience of at least 2 years as an instructor;</li> <li>ii. Experience in at least 2 implementation projects, in which he offered training services for the offered solution;</li> <li>iii. Minimum 200 hours of training offered, commented in the CV form (F3.11 of the award documentation), in the chapter dedicated to experience relevant to this project;</li> <li>iv. Holding relevant certifications, including training on the IT solution offered;</li> </ul> |  | <i>Mandatory</i> | Please refer to 01_documente_de_atribur e, page 40-42 and 43-44 |
|    | v. Knowledge of one of these languages is mandatory: Romanian or English.  |  | <i>Mandatory</i> | Please refer to 01_documente_de_atribur e, page 40-42 and 43-44 |
| e. | <p><b>Key-expert no. 5</b></p> <p><b>Software developer:</b> responsible for developing / configuring the solution according to the established requirements</p> <ul style="list-style-type: none"> <li>i. Experience of at least 3 years in the programming language used in the development of the software offered to the NBM;</li> <li>ii. Holding a relevant certificate will be an advantage;</li> <li>iii. Work experience with the offered solution;</li> <li>iv. Knowledge of one of these languages is mandatory: Romanian or English.</li> </ul>  |  | <i>Mandatory</i> | Please refer to 01_documente_de_atribur e, page 46-47           |
| f. | <p><b>Key-expert no. 6</b></p> <p><b>Test team leader:</b> responsible for defining the test scenarios, organizing the testing process, validating the results for the internal tests and those of the Beneficiary, drawing up and implementing the plan to remedy the shortcomings:</p>   |  | <i>Mandatory</i> | Please refer to 01_documente_de_atribur e, page 48-50           |

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|    | <ul style="list-style-type: none"> <li>i. Work experience of at least 5 relevant to testing;</li> <li>ii. Minimum 3 years of experience in test management (defining the scenario, coordinating the testing process, solving problems using relevant tools (e.g., Test Director, Bugzilla, JIRA, etc.));</li> <li>iii. CTM (Certified Test Manager) or its equivalent will be considered an advantage;</li> <li>iv. Knowledge of one of these languages is mandatory: Romanian or English.</li> </ul>  |  |           |   |
| g. | <p><b>Key-expert no. 7</b></p> <p><b>Technical consultant</b></p> <ul style="list-style-type: none"> <li>i. Work experience of at least 6 years in the field of technical consultancy;</li> <li>ii. Experience in at least 2 implementation projects similar to the complexity of the NBM project;</li> <li>iii. Minimum 4 years experience in Web services [SOAP / REST], databases and network;</li> <li>iv. Minimum 4 years in designing the technological architecture (clustering, high availability, load balancing, virtualization, cloud computing, etc.) in projects similar in complexity to the NBM project;</li> <li>v. Certifications in the specialized field would be considered an advantage;</li> <li>vi. Knowledge of one of these languages is mandatory: Romanian or English.</li> </ul> |  | Mandatory | Please refer to 01_documente_de_atribuire, page 53-54 |
| h. | <p><b>The person responsible for security:</b></p> <ul style="list-style-type: none"> <li>i. Relevant work experience of at least 4 years.</li> <li>ii. Demonstrated experience in conducting security assessment in missions dedicated to aspects related to architecture, design and implementation;</li> <li>iii. Experience in at least 2 implementation projects in the field of security;</li> <li>iv. Holding one of the following certifications - CISA, CISSP, CISM or their equivalent or any other relevant certificates will be considered an advantage</li> </ul>   |  | Mandatory | Please refer to 01_documente_de_atribuire, page 38-39 |

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|        | v. Knowledge of one of these languages is mandatory: Romanian or English.  |                  |  |
| i.     | <p><b><i>The person responsible for quality assurance:</i></b></p> <p>responsible for establishing detailed quality criteria and ensuring the quality of deliverables in accordance with the established criteria:</p> <ul style="list-style-type: none"> <li>i. Experience in IT systems implementation projects;</li> <li>ii. Experience in at least 2 quality assurance projects.</li> </ul>  | <i>Mandatory</i> | Please refer to 01_documente_de_atribuire, page 48-50  |
| 15. a. | Other roles and team members may be included by the Bidders, with the aim of better organizing the project for its successful realization.   | <i>Mandatory</i> | Please refer to RFP tender proposal – FIS.doc, sections 4.1, 4.6, 4.10                         |
| b.     | However, cooperation with the NBM team and the performance of value-added activities must be ensured by the key experts mentioned above.   | <i>Mandatory</i> | Please refer to RFP tender proposal – FIS.doc, sections 4.1, 4.6, 4.10                         |
| c.     | In addition to the roles listed above, the quality assurance role must be specifically assigned to a team member.  | <i>Mandatory</i> | Please refer to RFP tender proposal – FIS.doc, sections 4.1, 4.6, 4.10                         |
| d.     | If the Bidder feels the need to add more resources, he can do so depending on his own professional judgment, methods, implementation standards, etc.   | <i>Mandatory</i> | Please refer to RFP tender proposal – FIS.doc, sections 4.1, 4.6, 4.10                         |
| e.     | For each of these roles (key experts) one or more people can be assigned. A person can also combine several roles, if he / she meets the criteria for the roles considered and if the workload within the project allows it.   | <i>Mandatory</i> | Please refer to RFP tender proposal – FIS.doc, sections 4.1, 4.6, 4.10                         |
| f.     | The staff proposed within the team will be insured until the completion of the implementation services. If a change in a team member is required, this change will be made after the coordination and written approval of the NBM. The new nominees will prove that they meet at least the same criteria as the people they will replace. The NBM has the right to submit reasoned requests to replace one or more team members during the performance of the contract if his / her performance or behavior is not acceptable. | <i>Mandatory</i> | Please refer to RFP tender proposal – FIS.doc, sections 4.1                                    |
| g.     | The bidder must plan the composition of the team, considering this contract as a priority.   | <i>Mandatory</i> | Please refer to RFP tender proposal – FIS.doc, sections 4.1, 4.6, 4.10 and resumes attached in |



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|   |  |  |  | 01_documente_de_atribur<br>e, page 38-50   |
| 16.<br>a.   | In order to complement by areas of expertise and experience, to meet in the best possible way the requirements set out in the Award Documentation, to provide a highly qualified team with a modern set of tools and methodologies, and sometimes, for the purpose of lowering prices, economic operators may associate, for the purpose of submitting a joint tender, by association agreement, or may nominate subcontractors.   | <i>If the Bidder is represented by an association and / or nominates subcontractors, the joint bid must include both an association agreement (according to F3.6) and a Declaration on the list of associate members and, where applicable, the subcontractors, and the part (s) of the contract that are fulfilled by them (Form F3.7 of the award documentation).</i>  |  | <ul style="list-style-type: none"> <li>• NA (FIS will be delivering the implementation project without any associates if awarded successful Tenderer)</li> </ul> |
| b.  | In this case, for each associate member will be established the activities that he will perform in concrete terms and for which he becomes directly responsible to the Beneficiary. At the same time, the associate members will appoint a leader, who will represent the association in the relationship with the Beneficiary. Once taking over the responsibility, the leader of the association will present to the Beneficiary the ways in which he understands to assume concretely the responsibility of the activity that will be carried out jointly. It will be presented how the joint offer will be made with the contribution of each associate member.  | <p><i>Each nomination of representation will be confirmed by the submission of letters of authority signed by the persons with the right of representation and signature from all associated members.</i></p> <p><i>In case of participation in the procurement procedure as an associate member or as a subcontractor, each party will fill in a copy of the following forms: DUAE, Declaration on the quality of participant in the procedure (Form F3.5).</i></p> |  |  |
| c.  | <p>The leader must ensure the management and implementation of the project in accordance with the provisions of the contract, the legislation of the Republic of Moldova and the instructions issued by the NBM, with maximum professionalism, efficiency and in accordance with best practices in the field. The Leader will answer in his own name and on behalf of the associated members, in front of the Beneficiary for the implementation of the project.</p> <p>In addition to the liability set out in point b., The associate members will be jointly and severally liable to the Beneficiary for the implementation of the project, for the actions, inactions of the leader or of each of the associates. In this regard, all associate members will sign the offer and the purchase contract.</p> | <p><i>If the offer is submitted by an association, a member must be authorized to submit the offer, and this authorization must be confirmed by submitting the proxies signed by all the representatives with the right to sign the members of the association.</i></p> <p><i>In case of association, the offer will be signed by the persons designated by each associated member.</i></p>  |  |  |
| <b>II. Criteria and requirements for quality assurance standards:</b> |  |  |  |  |

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| 1. | The quality of the goods to be delivered and the services to be provided in the procurement must meet the requirements of the most representative standards in the field. | <i>The bidder will present copies of the respective quality certificates (e.g. ISO 9001, ISO 20000, ISO 27001 etc.)</i> | Please refer to ISO 22301 Certificate and ISO 27001 FIS Enterprise Certificate |
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**Note: Failure by the Bidder to comply with at least one of these requirements will result in its disqualification.**

Date of completion:[17.07.2021]

Economic operator,.....

(name, authorized signature and stamp)