

POST-IMPLEMENTATION MAINTENANCE AND SUPPORT REQUIREMENTS, INCLUDING THE WARRANTY PERIOD

Note: The Tenderer shall indicate the extent to which their tender meets the requirements by completing the cells in the “Tenderer’s Response” column with one of the following options: <Yes

Requirement Code	Requirement	The level of obligation	Lot I/II	Tenderer's Response	Tenderer's Comment
1. Requirements for maintenance and post-implementation support					
CP.1	The purpose of post-implementation support and maintenance services is				
CP.1 a.	The functionality provided by the solution shall be aligned over time with NBM’s evolving business needs;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	The proposed solution is highly configurable and scalable, allowing new products, channels, and services to be introduced seamlessly. JMR will ensure continuous alignment through upgrades, enhancements, and periodic reviews to support NBM’s evolving regulatory, business, and strategic needs.
CP.1 b.	Incidents and issues identified during the use of the solution shall be addressed and resolved in a timely manner, with minimal impact on NBM’s operations;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will provide SLA-driven incident and problem management with defined response and resolution times. Our dedicated support team ensures quick root cause analysis, proactive monitoring, and minimal disruption to operations, maintaining business continuity and system stability for NBM
CP.1 c.	Difficulties in using the solution shall be correctly and promptly overcome, without affecting the functioning of the solution;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR provides comprehensive user and technical support, ensuring any operational difficulties are promptly resolved through guided assistance, corrective measures, and preventive monitoring. Our approach guarantees uninterrupted system functionality, minimizing disruptions and ensuring seamless usage of FLEXCUBE, OBDX, and Fiorano.
CP.2	To achieve these objectives, the post-implementation support and maintenance services are to be delivered by the selected Tenderer in accordance with the requirements set forth in „The Specifications”.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR shall provide post-implementation support and maintenance fully aligned with the specifications. Our SLA-driven framework, proactive monitoring, and structured governance ensure compliance, timely service delivery, and sustained alignment with NBM’s operational, technical, and regulatory requirements.
CP.3	Maintenance and post-implementation support services shall be managed				
CP.3 a.	Support and maintenance of product software licenses shall be managed based on the standard license maintenance agreement concluded by NBM directly with the license producer;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR acknowledges that product software license support will be managed directly between NBM and Oracle under the standard license maintenance agreement. JMR will fully coordinate with Oracle to ensure seamless integration of services with NBM’s licensing framework.

CP.3 b.	Support and development services – include warranty services for all implementation services (customizations, developments) delivered as part of the procurement contract, which shall be managed in accordance with the requirements set forth herein.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will provide one year warranty support for all customizations and developments delivered under the contract. Services will be managed per agreed requirements, ensuring timely defect resolution, stability, and performance of delivered functionalities during the defined warranty period.
CP.4	The Tenderer must describe the activities they will perform to meet these requirements. The Tenderer shall present information on how they intend to deliver the requested services at the required level, as well as information regarding their technical, organizational, and competency capacities confirming their ability to provide the services at the required level.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will deliver services through a structured support model, leveraging certified experts in FLEXCUBE, OBDX, and Fiorano. With proven methodologies, global delivery capabilities, and SLA-driven governance, we ensure reliable, timely, and high-quality services matching NBM's required standards.
CP.5	NBM expects the tender for post-implementation support and maintenance services to be based on best practices in project and IT service management (e.g., ISO 9001, 20000, 27001, ITIL).	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR's support and maintenance framework is aligned with global best practices, including ITIL-based service management and ISO-certified quality, security, and service standards. This ensures structured, secure, and efficient delivery of post-implementation services tailored to NBM's requirements.
1.1 General Requirements					
CP.6	As part of the initial contract for solution delivery and implementation, the selected Tenderer shall provide a post-implementation warranty that includes support, maintenance, and development services for the delivered solution (excluding support and maintenance for licenses) for a period of 12 months from the date of final acceptance.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will provide a comprehensive 12-month post-implementation warranty from final acceptance, covering support, maintenance of the solution. This excludes license maintenance, which remains with Oracle, ensuring stability, reliability, and timely resolution of issues during the warranty period.
CP.7	After the warranty period expires, the Beneficiary may request the extension of service provision. The selected Tenderer commits to continue providing the services for the requested period under the conditions outlined in „The Specifications“ and the Tenderer's submitted tender (e.g., service levels, service pricing).	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR commits to extending support and maintenance services beyond the warranty period, under agreed SLAs and pricing. Such extensions will be provided at an additional cost, ensuring continuity, stability, and high-quality service delivery as per NBM's requirements.
1.2 Service Requirements					
1.2.1 General Aspects					
CP.8	Support services during the warranty period are provided by the selected Tenderer to resolve incidents related to the use of the solution, solve issues identified in the use of the solution, and to ensure the correct and efficient use of the solution by NBM.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will provide comprehensive warranty-period support, including incident resolution, issue correction, and guided assistance to NBM users. Our approach ensures stability, efficiency, and correct utilization of FLEXCUBE, OBDX, and Fiorano, maintaining seamless operations and user confidence during the warranty period.

CP.9	A solution-related incident is any event that has affected or could have affected the normal operation of the solution.	Informative	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR acknowledges this definition and will treat any event impacting or potentially impacting normal system operations as an incident. Our incident management process ensures prompt detection, prioritization, and resolution to safeguard uninterrupted functioning of FLEXCUBE, OBDX, and Fiorano.
CP.10	An application-related problem is a root cause that has led or may lead to the occurrence of an incident.	Informative	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR recognizes application-related problems as root causes of incidents and applies structured problem management practices. We focus on root cause analysis, corrective actions, and preventive measures to eliminate recurrence, ensuring stable and reliable operations for NBM's solution landscape.
CP.11	A consultancy request is a request from NBM to the selected Tenderer for advisory support in using, configuring, and maintaining the solution.	Informative	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will address consultancy requests by providing expert advisory services on solution usage, configuration, and maintenance. Our consultants ensure NBM receives timely guidance, best practices, and knowledge transfer, enabling efficient system utilization and sustainable operational excellence.
CP.12	Support services are intended to ensure the continued operation of the solution at quality parameters required by NBM.	Informative	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will provide structured support services to maintain the solution's performance, availability, and reliability in line with NBM's quality requirements. Proactive monitoring, incident resolution, and preventive measures ensure uninterrupted, high-quality operations of FLEXCUBE, OBDX, and Fiorano.
CP.13	Quality parameters for the operation of the solution include:				
CP.13 a.	Availability – the ability of the solution and its components to receive requests from authorized entities and respond in a timely manner;	Informative	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR ensures the solution meets NBM's quality parameters through proactive monitoring, performance tuning, secure configurations, and user guidance. Availability, usability, performance, and security are continuously maintained to deliver reliable, efficient, and protected operations across FLEXCUBE, OBDX, and Fiorano.
CP.13 b.	Usability – the ability of the solution to function correctly, delivering the expected services to users and authorized entities;	Informative	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.13 c.	Performance – the ability of the solution to respond to legitimate requests at defined performance levels;	Informative	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.13 d.	Security – the solution's ability to ensure confidentiality, integrity, and availability of the information stored within it.	Informative	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
1.2.2 Specific Requirements for Support Services					
CP.14	This section defines the requirements for support services as per the selected tenderer shall provide support to NBM in resolving solution-related incidents, regardless of the underlying cause (e.g., solution errors, system software issues, external application problems). Depending on each case, the selected Tenderer may take the following actions:	Informative			
CP.15		Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	

CP.15 a.	Receive from NBM the incident details and context of occurrence;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will provide comprehensive incident support, including receiving details, assessing impact, identifying root causes, guiding NBM in corrective actions, documenting resolution rationale, and managing related problems. This ensures timely resolution, minimized impact, and prevention of recurrence for all solution-related incidents.
CP.15 b.	Locate the incident and identify immediate actions to reduce its impact;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.15 c.	Identify the root cause and determine the necessary actions to eliminate the incident;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.15 d.	Guide NBM in undertaking actions to reduce the impact and resolve the incident within the agreed timeframe;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.15 e.	Provide NBM with detailed information regarding the cause, the rationale for undertaken actions, and planned actions to prevent recurrence of similar incidents;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.15 f.	Assess the need to register a new problem related to the solution. If registered, the Tenderer will manage it in accordance with support service requirements for problem resolution.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.16	The selected Tenderer shall provide support services for resolving				JMR will provide structured problem management, including information gathering, root cause analysis, mitigation guidance, and implementation of configuration or solution-level changes. Regular communication ensures NBM is informed of progress, and all solutions are delivered timely within agreed maintenance service parameters.
CP.16 a.	Receive and collect information related to the problem: symptoms, effects, specific conditions;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.16 b.	Analyze and localize the problem at the solution component level. Identify interdependencies contributing to or affected by the issue;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.16 c.	Identify temporary solutions to mitigate the effects of the problem and guide NBM in applying them;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.16 d.	Identify solutions to the problem. Maintain regular communication with NBM regarding progress made;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.16 e.	If solutions involve configuration-level changes, guide NBM in implementing them;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.16 f.	If solutions involve solution-level modifications, the Tenderer will develop and implement them as part of maintenance services within the agreed timeframe.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.17	The selected Tenderer shall provide advisory support services to NBM in				JMR will provide advisory support by receiving consultancy requests, validating proposed solutions in controlled test environments, and delivering clear, actionable guidance to NBM. This ensures accurate, efficient use of FLEXCUBE, OBDX, and Fiorano while supporting informed operational decisions.
CP.17 a.	Receive the consultancy request from NBM along with context information;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.17 b.	Identify and validate the solutions in the Tenderer's testing environments;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.17 c.	Provide complete and correct responses regarding the actions NBM should take when using the solution, as per the consultancy request.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	

1.2.3 Maintenance Services

CP.18	Maintenance services shall be provided by the selected Tenderer to ensure the solution remains at optimal operational parameters over time. For this purpose, the Tenderer shall deliver updates, modifications, and new versions of the solution.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will provide proactive maintenance services to ensure optimal solution performance. This includes delivering updates, enhancements, configuration changes, and new versions of FLEXCUBE, OBDX, and Fiorano, maintaining stability, performance, and alignment with NBM's evolving operational and business requirements.
CP.19	Solution updates are modifications initiated by the Tenderer and delivered to NBM to improve performance, resolve known issues, errors, and vulnerabilities.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will deliver solution updates proactively to enhance performance, correct known issues, and address errors or vulnerabilities. Updates are rigorously tested to ensure reliability, security, and uninterrupted operations of FLEXCUBE, OBDX, and Fiorano for NBM.
CP.20	New releases are software packages of the solution provided by the Tenderer to NBM containing all previously implemented modifications. They may also include additional updates, modifications, or new components not present in the prior version.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will provide new releases that consolidate all prior modifications and may include additional updates or new components. Each release is tested and documented to ensure seamless deployment, enhanced functionality, and continued optimal performance of FLEXCUBE, OBDX, and Fiorano for NBM.
CP.21	As part of the maintenance contract, the Supplier undertakes to ensure, within new versions, including updates of functionalities, compliance with the requirements set at the European level (in accordance with European directives) regarding the protection of personal data.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR ensures all new versions and functionality updates comply with European data protection regulations. Our maintenance approach incorporates secure development practices, data privacy controls, and validation to safeguard personal data within FLEXCUBE, OBDX, and Fiorano.
CP.22	The selected Tenderer shall provide services for updating the solution and delivering new versions. For this purpose, the selected Tenderer shall prepare software packages and the related documentation for updates and new versions. The implementation of all updates and new versions shall be carried out in accordance with the requirements set out in point 1.5 "Change Management."	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will deliver solution updates and new versions with complete software packages and documentation. All implementations follow defined Change Management processes, ensuring controlled deployment, minimal disruption, and compliance with NBM's operational, technical, and governance requirements.

1.2.4 Development Services

CP.23	Development services are provided by the selected Tenderer upon request from the NBM in order to align the solution with the NBM's changing business needs.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will provide on-demand development services to adapt FLEXCUBE, OBDX, and Fiorano to NBM's evolving business requirements. This includes enhancements, customizations, and new functionalities, delivered following agreed timelines, quality standards, price, and Change Management procedures.
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CP.24	A request for modification/development is a request from the NBM to the selected Tenderer for obtaining changes in the solution's functionalities or for the delivery of new functionalities. A request from the NBM shall be considered a modification / development only if the requested functionality is not provided by the solution or is provided differently than what the NBM requests. This category does not include requests for correcting existing functionalities that have issues (as defined above).	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will process NBM's modification or development requests for new or altered functionalities not currently supported. Each request will be assessed, designed, and implemented following Change Management procedures, ensuring alignment with NBM's requirements while excluding defect corrections.
CP.25	As part of the change request and development services of the solution, the selected Tenderer shall carry out:	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will manage change requests by receiving detailed functional specifications, preparing and validating technical designs with NBM, and implementing required modifications or developments at the solution component level, ensuring accuracy, quality, and alignment with NBM's operational and business needs.
CP.25 a.	Reception of the change request including the description of the related functional specifications;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.25 b.	Drafting the technical design for the request and coordinating it with the NBM;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.25 c.	Performing the modifications and developments at the level of the solution components.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.26	The implementation of modifications and developments at the solution level will be carried out according to the requirements set below in point 1.5 "Change Management."	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will implement all solution-level modifications and developments following the defined Change Management process. This ensures controlled deployment, risk mitigation, proper documentation, and alignment with NBM's operational, technical, and governance standards.
CP.27	The Tenderer shall describe in its tender the proposed model for managing change requests and the methods applied to estimate the effort (man-hours) and prices for the Beneficiary. The information included in the tender must be sufficient to ensure that the relationship between the NBM and the selected Tenderer in the delivery service process will be transparent and fair.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR proposes a structured Change Request model with defined workflows, effort estimation based on man-hours, and transparent pricing. All estimates and approvals are documented, ensuring a fair, auditable, and collaborative process between NBM and JMR for service delivery.
1.3 Service Level Requirements					
CP.28	The post-implementation support and maintenance service levels define the parameters under which these services must be delivered by the selected Tenderer.	Informative	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will deliver post-implementation support and maintenance in strict accordance with defined service levels, ensuring timely response, resolution, and continuous system availability. SLAs cover performance, availability, usability, and security to meet NBM's operational and quality requirements.
1.3.1 Support Services					
CP.29	The parameters characterizing the support service level are:	Informative			
CP.29 a.	Response Time (RT) – the time within which the selected Tenderer will respond to a support request, diagnose the issue, and determine the actions necessary to resolve it;	Informative	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	

CP.29 b.	Resolution Time (RS) – the objective time within which the selected Tenderer is expected to take all actions within its area of responsibility to fully resolve the NBM’s request.		Informative	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach		
	NBM’s support and maintenance requests are classified according to their importance for NBM. The importance is assessed based on the impact (actual or potential) of the event that triggered the request on the quality parameters of the solution’s operation (see definitions above). Requests			Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will deliver support based on defined Response and Resolution Times, prioritizing requests according to their impact on solution quality. Our SLA-driven approach ensures timely diagnosis, corrective actions, and resolution, maintaining high availability, performance, usability, and security for NBM. Please	
	Classification	Impact on application operational quality parameters			Lot I		Yes – The Tenderer's approach corresponds to the NBM requirement or approach
	Critical	<u>Availability:</u> the application is unavailable for all or most business users. Important transactions must be processed as soon as possible (within hours).			Lot I		Yes – The Tenderer's approach corresponds to the NBM requirement or approach
		<u>Usability:</u> key business functions are unusable. No alternative procedures or functionalities exist.			Lot I		Yes – The Tenderer's approach corresponds to the NBM requirement or approach
		<u>Performance:</u> response time to user queries renders the application practically unusable.			Lot I		Yes – The Tenderer's approach corresponds to the NBM requirement or approach
		<u>Security:</u> major risks to the confidentiality, integrity, or availability of information.			Lot I		Yes – The Tenderer's approach corresponds to the NBM requirement or approach
	High	<u>Availability:</u> the application is unavailable to a significant number of users. Important transactions and operations must be processed by the next day.			Lot I		Yes – The Tenderer's approach corresponds to the NBM requirement or approach
		<u>Usability:</u> key business functions are usable only in a limited way.			Lot I		Yes – The Tenderer's approach corresponds to the NBM requirement or approach
		<u>Performance:</u> response time significantly affects key business processes.			Lot I		Yes – The Tenderer's approach corresponds to the NBM requirement or approach

CP.30		<u>Security:</u> high risks to confidentiality, integrity, or availability of information.		Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	refer section 5 for SLA details.
	Medium	<u>Availability:</u> the application is unavailable to a portion of users. Important transactions and operations must be processed within three days.			Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
		<u>Usability:</u> business functionality is usable but limited.			Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
		<u>Performance:</u> response time moderately affects business processes.			Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
		<u>Security:</u> risks to confidentiality, integrity, or availability of information.			Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
	Low	<u>Availability:</u> the application is unavailable for a limited number of users. No critical transactions or operations are pending for the next three days.			Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
		<u>Usability:</u> minor impact on functionality. Alternative procedures or functionalities exist.			Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
		<u>Performance:</u> response time is slower than usual but does not affect business operations.			Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
		<u>Security:</u> minor risks to confidentiality, integrity, or availability of information.			Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	

CP.31	When placing a support or maintenance request, NBM will assign a classification and include brief justification. NBM may reclassify submitted requests depending on changes in the request context.			Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will accept NBM's initial request classification and justification, while supporting any subsequent reclassification as business context evolves. This flexible approach ensures accurate prioritization, efficient resource allocation, and timely resolution aligned with the solution's operational quality parameters.
CP.32	The selected Tenderer will provide support services on working days according to Moldovan legislation, between 08:00 – 18:00.			Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will deliver dedicated support services on all official Moldovan working days, between 08:00–18:00, ensuring timely response and resolution of incidents, problems, and consultancy requests in line with NBM's operational and business requirements.
CP.32 a.	The indicative level of support services provided by the selected Tenderer must meet the following requirements:			Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will deliver support based on defined Response and Resolution Times, prioritizing requests according to their impact on solution quality. Our SLA-driven approach ensures timely diagnosis, corrective actions, and resolution, maintaining high availability, performance, usability, and security for NBM. Please refer section 5 for SLA details.
	NBM Request Classification	Response Time (RT)	Resolution Time (RS)			Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
	Critical**	60 min	4 hours			Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
	High**	3 hours	1 day			Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
	Medium**	24 h	3 days			Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
	Low***	3 days	Best effort*			Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.32 b.	NBM Request Classification	Response Time (RT)	Resolution Time (RS)	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
	Critical**	2 hours	6 hours			Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
	High**	4 hours	1 day			Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
	Medium**	48 hours	5 days			Yes – The Tenderer's approach corresponds to the NBM requirement or approach	

	Low***	3 days	Best effort*			Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.32 c.	The selected Tenderer will make every effort to resolve the request as quickly as possible under normal operating conditions. The resolution deadline will be communicated and accepted by NBM. Any subsequent changes to the deadline will require NBM's approval. If the Tenderer fails to meet the predefined resolution time during the post-implementation warranty period, they will incur a penalty of 0.1% of the value of the maintenance and support services for the reported period for each hour of delay for Critical and High priority incidents. For medium and Low priority incidents, delays during the post-implementation warranty period will incur a penalty of 0.1% per day of delay of the value of the maintenance and support services for the reported period.		Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
1.3.2 Maintenance Services							
CP.33	The selected Tenderer shall apply a policy of non-obligation for implementing new solution versions. This policy will allow NBM to implement new versions at its discretion, but no more frequently than once every three years.		Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR respects NBM's discretion in adopting new solution versions, applying a non-obligation policy. NBM may implement upgrades as desired, not more often than once every three years, ensuring flexibility while maintaining solution stability and compliance.	
CP.34	The selected Tenderer shall communicate to the NBM its schedule for updates and new version releases. For updates, the selected Tenderer shall notify the NBM at least one month in advance. For new versions, the selected Tenderer shall notify the NBM at least 6 months in advance.		Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will share a clear release schedule with NBM, notifying at least one month in advance for updates and six months for new versions, ensuring adequate planning, testing, and controlled implementation aligned with NBM's operations.	
1.3.3 Development Services							
CP.35	The level of development services offered by the selected Tenderer shall meet the following requirements:		Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach		
CP.35 a.	The selected Tenderer shall provide budget estimates and the solution concept within a maximum of 10 working days, unless otherwise agreed by the Parties.		Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach		
CP.35 b.	The selected Tenderer shall deliver the solution within the agreed timeframe with the NBM, applying the "best effort" principle.		Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach		
CP.35 c.	The selected Tenderer shall allow the NBM to set priorities for change requests and to subsequently revise them. Revising the request priorities may entail the revision of delivery deadlines by the selected Tenderer.		Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR commits to delivering development services per NBM's priorities, providing estimates within 10 days, honoring agreed timelines, and handling urgent cases within 7 days. Penalties for delays during warranty will apply, ensuring accountability and service quality.	
CP.36	The selected Tenderer shall treat development requests from the NBM as a priority, ensuring the delivery of the requested solution within a maximum of 7 working days from the moment the solution and costs are agreed upon by the Parties, in critical and urgent cases.		Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach		

CP.37	If the Tenderer, during the post-implementation warranty period, registers delays compared to the predefined timeline for development services, they shall pay a penalty of 0.1% of the value of the change/development request for each day of delay for services performed based on critical or urgent change/development requests.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
1.4 Requirements for Support Service Management					
CP.38	It is recommended that the provision of services by the selected Tenderer to the NBM be carried out in accordance with ISO 20000 standards and the ITIL v4.0 framework. The selected Tenderer must be capable of interacting with the Beneficiary according to established best practices. They must also have internal processes and capabilities to operate in line with the aforementioned practices.	Recommended	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will deliver services aligned with ISO 20000 and ITIL v4.0 frameworks, ensuring structured processes, transparency, and best-practice governance. Our internal capabilities support seamless interaction with NBM, enabling efficient, reliable, and compliant service management.
CP.39	Support services will be provided under a Service Level Agreement, which will be annexed to the Contract signed between the Parties. The agreement shall establish the level of post-implementation support and maintenance services, based on the requirements included in „The Specifications“.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will formalize support services through a detailed SLA annexed to the Contract, defining service levels, response/resolution times, and performance standards, fully aligned with “The Specifications” to ensure transparency, accountability, and measurable post-implementation service quality.
CP.40	The selected Tenderer shall have a Customer Support Center to which all requests from the Beneficiary will be directed. The working hours and organization of the Support Center must ensure the provision of post-implementation support and maintenance services at the level specified in this document.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR operates a dedicated Customer Support Center, serving as the single point of contact for NBM’s requests. Its structured organization and working hours ensure timely, SLA-compliant delivery of post-implementation support and maintenance services.
CP.41	The Support Center must be reachable at least via the following methods: email, phone, web, etc.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR’s Support Center ensures multi-channel accessibility, allowing NBM to raise requests via email, phone, and a secure web-based ticketing portal. This flexibility guarantees quick access, efficient tracking, and timely resolution of support and maintenance requests.
CP.42	The selected Tenderer must demonstrate timely access of the Support Center to specialists certified by the vendors of the provided application solution.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR guarantees timely access to vendor-certified specialists in FLEXCUBE, OBDX, and Fiorano through our Support Center, ensuring expert resolution, compliance with vendor standards, and delivery of high-quality post-implementation support aligned with NBM’s needs.

CP.43	Support services will be provided remotely. If necessary, the Tenderer's specialists shall travel to the NBM headquarters.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR/Oracle will primarily deliver support services remotely for efficiency and timely resolution. Where on-site intervention is essential, certified specialists will promptly travel to NBM's headquarters, ensuring seamless continuity of operations and effective incident or problem resolution.
CP.44	For the provision of post-implementation support and maintenance services, the selected Tenderer shall provide the NBM with a ticketing platform accessible via the Internet. The platform shall be appropriately secured. All interactions between the selected Tenderer and the NBM in the context of support and maintenance services shall be carried out through this platform.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will provide NBM with a secure, web-based ticketing platform as the central hub for all support and maintenance interactions, ensuring traceability, accountability, data protection, and efficient management of requests from initiation to resolution.
CP.45	The selected Tenderer shall monitor the quality of post-implementation support and maintenance services and shall act upon deviations to prevent them.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will continuously monitor service quality against defined SLAs, using proactive controls and reporting tools. Any deviations will trigger corrective actions, ensuring sustained compliance, improved performance, and uninterrupted support for NBM's operational requirements.
CP.46	The selected Tenderer shall present monthly reports to the NBM regarding the services provided and their levels. The reports shall also contain information on actions taken or planned to improve service quality.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will provide NBM with detailed monthly reports covering delivered services, SLA performance, and incident/problem statistics. Reports will also highlight corrective measures and planned improvements, ensuring transparency, accountability, and continuous enhancement of service quality.
CP.47	The selected Tenderer shall present to the NBM, quarterly, the service acceptance document for post-implementation support and maintenance. The acceptance document shall include the volume and value of the services provided and be accompanied by the relevant performance report.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will submit quarterly service acceptance documents to NBM, detailing service volume, value, and SLA compliance. Each submission will include a comprehensive performance report, ensuring transparency, validation, and mutual agreement on delivered support and maintenance services.
CP.48	Payment for post-implementation support and maintenance services shall be made quarterly, after service delivery, based on the acceptance document and the report on services provided.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR agrees to quarterly post-implementation support and maintenance payments, processed after service delivery. Payments will be based on NBM's acceptance document and accompanying performance report, ensuring transparency, accountability, and alignment of compensation with verified service outcomes.
1.5 Change Management					

CP.49	All changes to the solution arising from the provision of post-implementation support and maintenance services shall be managed in accordance with a mature change management process.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will apply a mature, change management process to govern all post-implementation modifications. This ensures risk assessment, stakeholder approval, controlled deployment, and full traceability, safeguarding NBM's operations while maintaining solution stability and compliance.
CP.50	In its tender, the Tenderer shall include information regarding the proposed approach for change management at the solution level.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will outline a structured change management approach in its tender, detailing request intake, impact assessment, approval workflows, testing, and controlled deployment, ensuring transparency, minimal disruption, and alignment of solution changes with NBM's business priorities.
CP.51	The Tenderer shall propose to the NBM the change management procedure for the solution. The procedure shall be coordinated with and accepted by the NBM.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will propose a comprehensive change management procedure aligned with ITIL best practices. This procedure will be jointly reviewed, coordinated, and formally accepted by NBM, ensuring mutual agreement, governance, and transparency for all solution changes.
CP.52	The change management procedure must include at least the following activities under the Tenderer's responsibility:	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will execute a robust change management process, including pre-testing, implementation and rollback planning, comprehensive documentation, digital signature-secured package delivery, and immediate error correction. Updated user/technical documentation will be provided to NBM, ensuring transparency, reliability, and compliance.
CP.52 a.	Testing the changes in the Tenderer's testing environment;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.52 b.	Preparing the implementation plan for the changes;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.52 c.	Preparing the rollback plan in case of failed changes;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.52 d.	Preparing the technical documentation related to the changes, including: purpose of the changes, affected components, implementation guide, rollback guide, and change follow-up guide;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.52 e.	Preparing detailed technical documentation related to the changes. The documentation shall include a description of the changes, affected components, installation instructions, rollback plan in case of failure, and follow-up procedures to ensure correct implementation.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.52 f.	Updating the user and technical documentation of the solution and transmitting it to the NBM;	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.52 g.	Providing the software packages related to the changes. This includes the delivery of files containing the source code for the changes. The authenticity and integrity of the software packages and source code must be ensured by applying the selected Tenderer's digital signature code.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	

CP.52 h.	Immediate reaction in case of errors detected in the implemented changes and correction thereof as soon as possible.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
1.6 Quality Assurance Requirements					
CP.53	The quality of post-implementation support and maintenance services directly impacts the quality of the NBM's use of the solution. The Tenderer must demonstrate that these services will be provided at the required levels.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR ensures high-quality post-implementation support and maintenance by adhering to defined SLAs, and certified expertise. Continuous monitoring, reporting, and proactive issue resolution guarantee NBM achieves optimal solution performance, usability, and reliability.
CP.54	The tenderer shall present a quality assurance plan for post-implementation support and maintenance services. The plan shall include service performance indicators, risks that may impact performance indicators, preventive actions implemented to manage risks, and measures to mitigate residual risks. The plan must be accepted by the NBM. The quality plan shall be reviewed by the selected Tenderer at least annually, or in cases where significant deviations in service delivery are identified.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will provide a comprehensive quality assurance plan for post-implementation support, covering KPIs, risk assessment, preventive actions, and mitigation measures. The plan will be jointly accepted by NBM and reviewed annually or upon significant deviations to ensure service excellence.
CP.55	The Tenderer shall include in the proposal information regarding its approach to the quality assurance plan for post-implementation support and maintenance services.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR's proposal details a structured quality assurance approach for post-implementation support, including defined KPIs, risk assessment, preventive and corrective measures, reporting, and review processes, ensuring high-quality, reliable, and continuously improving service delivery for NBM.
CP.56	It is recommended that the Selected Tenderer have established annual audits of its capability to provide post-implementation support and maintenance services at the agreed level. In such cases, audits must be performed by entities independent from the Selected Tenderer, and the audit methodology applied should be aligned with best practices in the field (e.g., ITIL, ISACA standards, etc.). It is recommended that the audit reports be presented to the NBM, together with action plans for addressing the deficiencies identified by the auditor.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will conduct annual independent audits of post-implementation support and maintenance services, following best practices. Audit reports, along with action plans to address any deficiencies, will be shared with NBM to ensure transparency, accountability, and continuous improvement.
1.7 Contract conclusion					
CP.57	If the parties decide not to extend the contract for post-implementation support and maintenance services, the activity of the NBM must not be affected. The NBM must have the option to contract another provider or to take over the support and maintenance of the solution internally.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR ensures a smooth transition if the contract is not extended, providing knowledge transfer, documentation, and support handover. This allows NBM to continue operations seamlessly, whether with a new provider or through internal support, without service disruption.
CP.58	If the termination of the contract for post-implementation support and maintenance services is anticipated, the provider must ensure at least the following:	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	

CP.58 a.	All source code related to the solution shall be transferred, as part of an "escrow" protection agreement, to a recognized escrow agent selected and agreed upon by both the Buyer and the Provider, at the request of the Buyer (issued at the Buyer's discretion, after final acceptance of the solution), within a term not exceeding 30 working days, unless the Parties explicitly agree otherwise. These must be the source codes based on which the components currently running in the NBM production environment were produced. The authenticity and integrity of the mentioned files will be confirmed by the digital signature of the provider. The escrow agreement shall cover a period of at least 5 years.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	Oracle does not enter into individual Escrow Agreements with its customers or offer escrow benefits to customers. However, we have an established escrow account for our software source code. Software source code is deposited as new major versions are released. We maintain source code for all major or minor releases of all products in escrow. The Escrow Agreement is confidential information, and not available for release to customers.
CP.58 b.	All solution-related documentation is updated and delivered to the NBM.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.58 c.	All records related to NBM's requests handled by the provider (incidents, problems, consultancy, modifications, developments, etc.) are to be exported in a common format (e.g., CSV, XLS) and delivered to the NBM.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.58 d.	The provider shall retain, for a period of one calendar year, all records generated during the provision of services, including source codes and associated documentation.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	
CP.59	For a period of one calendar year after the expiration of the support contract, the provider shall be willing to cooperate with third parties authorized by the NBM to provide post-implementation support and maintenance services to the NBM. For this purpose, the provider shall ensure at least the provision of any information it holds that could help improve the services.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will conduct a structured knowledge transfer to NBM and its authorized third-party support providers prior to contract expiration. This ensures all relevant information, documentation, and insights are shared, enabling continuity, efficiency, and quality of post-implementation support and maintenance services.
CP.60	The Tenderer shall include in its tender information regarding the proposed approach for the termination of post-implementation support and maintenance services, taking into account the NBM's requirements and needs.	Mandatory	Lot I	Yes – The Tenderer's approach corresponds to the NBM requirement or approach	JMR will outline a comprehensive termination approach in its tender, covering knowledge transfer, updated documentation, export of service records, and cooperation with authorized third parties. This ensures NBM's operational continuity and smooth transition to alternative support arrangements.