

**TECHNICAL SPECIFICATION**

[This table will be completed by the Tenderer in columns 2,3,4,6,7 and by the NBM – in columns 1, 5]

Tender number: <a href="#">ocds-b3wdp1-MD-1771242899805</a> from <u>16.02.2026</u>
Object of the procurement: <b>Implementation services of IT solutions for banking operations and enterprise resource management (licenses, implementation services, and warranty services)</b>

Name of services / goods	Model name of the service / good	Country of origin	The manufacturer	Full technical specification required by the contracting authority	Full technical specification proposed by the tenderer	Standard reference
1	2	3	4	5	6	7
<b>Services and Goods</b>						
<b><i>Lot 1: Implementation services of IT solution for banking operations (licenses, implementation services and warranty services)</i></b>						
Licenses for the IT solution for banking operations (CBS), including 1 year of manufacturer support	n/a	n/a	n/a	Detailed technical conditions are described in Annex no. 5 of the Specifications (Requirements)	n/a	n/a
Complementary licenses for running CBS (excluding operating system licenses), including 1 year of standard support from the manufacturer	n/a	n/a	n/a		n/a	n/a
Implementation services of the IT solution for banking	n/a	n/a	n/a		n/a	n/a

Name of services / goods	Model name of the service / good	Country of origin	The manufacturer	Full technical specification required by the contracting authority	Full technical specification proposed by the tenderer	Standard reference
operations (CBS)						
Training services related to the IT solution for banking operations (CBS)	n/a	n/a	n/a		n/a	n/a
Warranty services (maintenance and support) related to the IT solution for banking operations (CBS)	n/a	n/a	n/a		n/a	n/a
Services for additional developments and change requests	n/a	n/a	n/a		n/a	n/a
Solution integration services	n/a	n/a	n/a		n/a	n/a
<b>Lot 2: Implementation services of the IT solution for enterprise resource management (licenses, implementation services, and warranty services)</b>						
Licenses for the IT solution for enterprise resource planning (ERP), including 1 year of manufacturer support	Microsoft Dynamics 365 Finance & Supply Chain Management	USA	Microsoft Corporation	Detailed technical conditions are described in Annex no. 5 of the Specifications (Requirements)	Microsoft Dynamics 365 Finance & Supply Chain Management On-Premises ERP solution including Finance Management and Supply Chain Management modules. The proposed solution includes one year of	Microsoft Dynamics 365 Finance & Supply Chain Management

Name of services / goods	Model name of the service / good	Country of origin	The manufacturer	Full technical specification required by the contracting authority	Full technical specification proposed by the tenderer	Standard reference
					<p>manufacturer support from Microsoft and provides enterprise-grade security, audit trail, reporting, workflow management, and compliance capabilities.</p>	
<p>Complementary licenses for running ERP (excluding operating system licenses), including 1 year of standard support from the manufacturer</p>	<p>Microsoft SQL Server 2022 Standard</p>	<p>USA</p>	<p>Microsoft Corporation</p>		<p>Microsoft SQL Server 2022 Standard and other required Microsoft complementary components for operating the ERP platform in an On-Premises deployment model. Includes one year of standard manufacturer support.</p>	<p>Microsoft SQL Server 2022 Standard</p>
<p>Implementation services of the IT solution for enterprise resource planning (ERP)</p>	<p>Microsoft Dynamics 365 ERP Implementation Services</p>	<p>UAE</p>	<p>a-solutions DMCC</p>		<p>Provisioning, configuration, implementation, testing, deployment, and go-live services for Microsoft Dynamics 365 Finance &amp; Supply Chain Management. Services include Fit-Gap Analysis, Solution Design, Configuration, Data Migration, User Acceptance Testing support, Project Management, and Go-Live</p>	<p>a-solutions Implementation Methodology (CRP &amp; Agile)</p>

Name of services / goods	Model name of the service / good	Country of origin	The manufacturer	Full technical specification required by the contracting authority	Full technical specification proposed by the tenderer	Standard reference
Training services related to the IT solution for enterprise resource planning (ERP)	Microsoft Dynamics 365 ERP Training Services	UAE	a-solutions DMCC		support using CRP and Agile methodologies.  Comprehensive training services including Core Initiation and Orientation, Key User Training, End User Functional Training, System Administrator Training, User Acceptance Testing support, and Knowledge Transfer activities.	a-solutions Training Framework
Warranty services (maintenance and support) related to the IT solution for enterprise resource planning (ERP)	Microsoft Dynamics 365 ERP Warranty & Support Services	UAE	a-solutions DMCC		One year warranty and maintenance services including incident management, issue resolution, corrective support, product guidance, system stabilization, and post go-live Hypercare support.	a-solutions Support & Maintenance Framework
Services for additional developments	Microsoft Dynamics 365 ERP	UAE	a-solutions DMCC		Design, development, testing, deployment,	Microsoft Dynamics 365 Extension Framework

