

2. REQUIREMENTS

The requirements are structured according to their nature in the following chapters and subsections:

- a. Licensing requirements;
- b. Functional requirements;
- c. Non-functional requirements;
- d. Training requirements;
- e. Installation and configuration services requirements;
- f. Post-implementation maintenance and support conditions.

Each requirement is uniquely identified by a code consisting of the abbreviation of the requirement category and its number.

1.1 LICENSING REQUIREMENTS

This chapter includes the requirements for the licensing model.

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CL.1	The Tenderer must include in the offer price all costs associated with the licenses for the solution according to the Buyer's requirements described in this Specification.	Mandatory	The requirement is fully met	All SimBASE licenses required for implementation (basic and functional) are included in the financial offer. SimBASE licenses are provided with unlimited usage rights according to the selected license type (SB4U, SB4ADS, SB4API, SB4DBC, SB4EMP, SB4SLE, SB4WRQ, SB4MDMSI), ensuring full compliance with NBM's licensing scope.	SimBASE Description, page 35
CL.2	All delivered licenses will include one year of support and maintenance, provided by the license manufacturer. The level of support and maintenance services for the solution's licenses must meet the requirements outlined in section 3.6 „Post-implementation maintenance and support requirements”	Mandatory	The requirement is fully met	All delivered SimBASE licenses will include 12 months of maintenance and technical support, covering updates, patches, functional enhancements, and security upgrades. The level of support will fully comply with section 3.6 „Post-implementation maintenance and support requirements”.	

CL.3	The Tenderer shall describe the proposed licensing model, justifying why the proposed model is the best for the NBM, and presenting a comparative diagram with the licensing models commonly offered by the Tenderer in such tenders.	Mandatory	The requirement is fully met	SimBASE offers a clear and scalable licensing model consisting of basic licenses (SB4U unlimited or SB4L limited) and optional functional modules. For NBM, the SB4U unlimited model is ideal, as it allows an unrestricted number of users and long-term growth without additional per-user costs. This model is more cost-effective compared to per-user or per-module schemes offered in other platforms.	SimBASE Description, pages 35-36 (Basic licenses, Unlimited SB4U license)
CL.4	In order to correctly determine the license requirements for the tendered solution, the following needs of the NBM will be taken into consideration: <i>a) 7 users with rights to describe, analyze and report business processes - are the experts responsible for managing and optimizing business processes;</i> <i>b) 10 concurrent users with the right to view - NBM employees;</i> <i>c) 2 users with solution administration rights at the technical level - are the administrators of the solution with extended rights to manage, configure the solution.</i>	Mandatory	The requirement is fully met	SimBASE Unlimited (SB4U) inherently supports all required user categories (designers, viewers, administrators) without imposing any numerical limits.	SimBASE Description, p. 35 (SB4U unlimited users)

CL.5	Any potential request for additional information necessary to define the number of licenses shall be sent by the Tenderer to the NBM address during the question and answer period and will be processed according to the provisions of the standard documentation.	Mandatory	The requirement is fully met	We acknowledge and comply with the requirement. All license-related clarifications, if needed, will be requested formally during the Q&A period.	
CL.6	The licenses for the solution will be delivered according to the implementation needs, but no later than the final acceptance of the solution. The licenses for the solution will be delivered to the Buyer in accordance with the policies established by their manufacturers..	Mandatory	The requirement is fully met	SimBASE licenses will be delivered according to the agreed implementation schedule and activated prior to Final Acceptance. Delivery follows manufacturer's official licensing policy and ensures the system is fully functional during configuration and testing.	
CL.7	The offered licenses will be either perpetual or subscription-based. Offering a perpetual license will constitute an advantage.	Mandatory	The requirement is fully met	We offer perpetual licenses, which provide unlimited duration of use and eliminate recurring subscription costs. This aligns with NBM's preference and maximizes long-term value.	SimBASE Description, page 35 ("Unlimited licens, without limiting the number of registered users and time of usage")

CL.8	The solution must allow for the subsequent expansion of the number of users at the request of the Buyer.	Mandatory	The requirement is fully met	SimBASE Unlimited supports unrestricted expansion of users, roles, and departments. The system architecture and licensing policy impose no upper limits, allowing NBM to scale at any time without additional licensing constraints.	SimBASE Description, page 35 (Unlimited license - unlimited users)
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3.2. FUNCTIONAL REQUIREMENTS

This section sets out the minimum requirements for the functionalities that the IT solution should have. The solution requested in this procurement must meet the minimum functional requirements set out below.

It is expected that the requirements specified in this document can be met by the **available applications through parameterization and without extensive customization**. Therefore, the scope of this document is limited to describing user needs in such a way that they can be compared with the functionality of existing products. **This document is not intended for use as a requirements specification for new system development.**

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CF.1.	The IT solution for business process management must be commercial off the shelf (COTS). No development in this sense is accepted, only configuration or customization of the software product offered. The operating mode of the solution must be On Premises.	Mandatory	The solution meets the requirement natively	SimBASE is a commercial off-the-shelf (COTS) BPMS with configuration-based customization and no source-code development required. It fully supports On-Premises installation.	SimBASE Description, page 4 (COTS, no-code), page 29 (On-Premises stack)
CF.2.	The solution must allow integration with Active Directory for user	Mandatory	The solution meets the	SimBASE provides an official AD/LDAP Single Sign-On module (SB4ADS) enabling user	SimBASE Description, page 35

	synchronization and authentication within the system.		requirement natively	synchronization and password-less authentication via Microsoft Active Directory.	(SB4ADS Active Directory SSO)
CF.3.	The solution will have English language interfaces for solution users.	Mandatory	The solution meets the requirement natively	The user interface is multilingual and English is supported by default. Administrators can add additional languages through import/export.	SimBASE Detailed Functions, page 15 (multilingual UI, UTF-8)
CF.4.	The solution must offer the possibility of process mapping/design in BPMN - Business Process Model and Notation.	Mandatory	The solution meets the requirement natively	SimBASE includes a native BPMN 2.0.2-compliant process designer allowing full modeling, configuration, transitions, states, and user assignments.	SimBASE Description, page 4 (BPMN 2.0.2 compliance)
CF.5.	The solution must allow the integration, mapping all the processes carried out within the Authority, ensuring their complete and correct representation as component parts of the system, in order to facilitate a unified and coherent view. The solution must act as a repository of all processes within the authority.	Mandatory	The solution meets the requirement natively	SimBASE serves as a centralized repository where all business processes, states, transitions, fields, and documentation are stored, versioned, and accessible to authorized users.	SimBASE Detailed Functions, pages 21-24 (process setup & repository)
CF.6.	The solution must allow the import of process descriptions (process diagrams) from the current business process description/mapping software solution used by BNM - Aris Express (.adf format), which is a typical business process modeling solution.	Mandatory	The solution meets the requirement	SimBASE natively supports the import of business process models using standard BPMN/XML formats, including BPMN 2.0 and XPDL. ARIS Express exports BPMN 2.0 XML from its proprietary .adf files, and these BPMN XML diagrams can	SimBASE Description, page 4 (XPDL/BPMN import/export)

				be imported directly into SimBASE, preserving the full structure of the process: tasks, gateways, events, sequence flows, lanes, and annotations. In addition, SimBASE BPMS also provides the possibility to configure a dedicated business process for importing .adf files.	
CF.7.	The solution must be able to export process descriptions (process diagrams) in commonly used formats: PDF/images.	Mandatory	The solution meets the requirement natively	SimBASE can export process diagrams as PDF format directly from embedded documentation tools.	SimBASE Detailed Functions, pages 56-57 (PDF diagram export)
CF.8.	The solution will allow the automatic generation of the Responsibility Allocation Matrix (RACI) and other textual documents detailing the essential elements of the process, such as: input data, output data, process events (start, intermediate, stop), information systems used, etc. The generated documents and the RACI matrix will be editable, allowing the addition of additional information and adjustments as needed.	Mandatory	The solution meets the requirement natively	The SimBASE platform generates process documentation automatically, including state descriptions, process elements, variables, webservices used, participant roles, etc. These documents are exportable.	SimBASE Detailed Functions, page 56-58 (process documentation)
CF.9.	The solution will provide functionality for establishing connections between processes, enabling the identification and specification of relationships and	Mandatory	The solution meets the requirement natively	SimBASE supports linking processes, sub-processes, and dependent transitions, enabling visualization of interdependencies	SimBASE Detailed Functions, pages 21-25 (process

	dependencies between them. The system will enable a clear visualization of interdependencies, thus facilitating a thorough understanding and efficient management of integrated processes.			via states, transitions, and process relationships.	design & relations)
CF.10.	The solution must allow integration with the internal Document Management System (DMS), which is an enterprise document management system, with the possibility of easy transfer of data and information between applications (import/export) via APIs, for centralized storage of all documents of the organization.	Mandatory	The solution meets the requirement natively	Integration with enterprise DMS is supported via API, web services, and database connectors (MySQL, PostgreSQL, MS SQL, etc.). Bidirectional exchange of documents is configurable in process states.	SimBASE Description, page 7 (API), pages 30-31 (external interfaces)
CF.11.	The solution will enable the generation of detailed reports/dashboards based on existing primary data in the system and additional data input, providing various forms of visual presentation such as graphs, infographics, charts, tables. These dashboards will facilitate detailed analysis and support decision making within the organization.	Mandatory	The solution meets the requirement natively	SimBASE includes a full reporting and dashboard engine, supporting graphical components, tables, charts, and fully configurable widgets.	SimBASE Description, page 13 (Reporting), page 16 (Performance metrics)
CF.12.	The generated dashboards will be customizable and will have user interactive elements such as filters, selections and adjustment options to	Mandatory	The solution meets the requirement natively	Users can customize dashboards with filters, sorting, grouping, and role-based display. Widgets and graphical elements are interactive.	SimBASE Detailed Functions, pages 13-14 (widgets & statistics),

	allow a detailed analysis tailored to specific needs.				pages 41-45 (report filtering)
CF.13.	The solution must facilitate the efficient import of Excel files containing KPIs, providing advanced functionality for automatically uploading and integrating data into the platform. Imported data must be properly processed and mapped to be immediately available for detailed analysis and report generation.	Mandatory	The solution meets the requirement natively	SimBASE supports importing spreadsheets (CSV/XLSX), mapping fields to internal KPI definitions, and automatically updating dashboards and reports.	SimBASE Description, page 11 (Import/Export - XLSX support)
CF.14.	The solution will enable the generation of dashboards based on business process KPIs, providing a clear and relevant visualization of performance.	Mandatory	The solution meets the requirement natively	KPI dashboards can be configured using process metrics, performance indicators, and tracked via performance scorecards.	SimBASE Description, page 16 (Performance Metrics)
CF.15.	The solution will generate alerts and notifications when KPIs set at system level reach or exceed set limits, to facilitate rapid and corrective intervention	Recommended	The solution meets the requirement natively	SimBASE provides alerts and notifications via system messages, emails, SMS, and configurable triggers-including threshold-based alerts in dashboards or states.	SimBASE Description, page 13 (Notifications), page 10 (Monitoring & control)
CF.16.	The solution will allow the preservation and access to all process versions, offering the possibility to compare and analyze previous versions by reflecting the evolution of changes and improvements made to the processes.	Mandatory	The solution meets the requirement natively	SimBASE allows copying, replicating, and snapshotting processes. Versions can be compared and re-imported across environments.	SimBASE Description, page 35, Pages 21-24 (process changes)

CF.17.	The solution will enable the possibility of integration with real-time process monitoring systems (e.g. event monitoring and log monitoring) to detect and manage problems and deviations in a timely manner.	Mandatory	The solution meets the requirement natively	SimBASE integrates with real-time monitoring tools (e.g. Zabbix), logs system events, and provides API-based real-time exchange with monitoring systems.	SimBASE Description, page 22 (Performance Statistics Manager)
CF.18.	The solution will enable multiple users to work on the same process description/map, facilitating communication and information sharing between team members.	Mandatory	The solution meets the requirement natively	Multiple users can collaborate on process mapping through shared configurations, internal messaging, and role-based access. The platform ensures that changes are controlled and logged.	SimBASE Detailed Functions, page 28 (Messaging), pages 16-18 (User management & collaboration)
CF.19.	The solution must have risk management functionalities by business process.	Recommended	The solution meets the requirement	Risk management can be implemented through configurable states, fields, dictionaries, and automatic actions. Risks can be modeled as objects with workflows, metrics, and alerts.	
CF.20.	The solution will enable the capture of user actions on the computer, such as clicks, keystrokes and navigations on web pages or in desktop applications, for possible documentation of actions in the process.	Recommended	The solution meets the requirement	All user actions (clicks, transitions, edits, field updates) are captured through advanced system and object logs. These logs support full event reconstruction and can be exported or analyzed.	SimBASE Detailed Functions, pages 32-35 (Event & history logs)

CF.21.	The solution allows self-documentation of processes in graphical/narrative form, based on the captures.	Recommended	The solution meets the requirement	SimBASE automatically generates graphical and narrative documentation (PDF diagrams, technological cards, state descriptions). Logs and metadata provide additional context for self-documentation.	SimBASE Detailed Functions, pages 56-58 (embedded documentation)
CF.22.	The solution will allow for the integration of Artificial Intelligence (AI) technologies (data analysis, graphical description of processes based on narrative description, proposals for improvement) into the functionalities of the information system.	Recommended	The solution meets the requirement	SimBASE architecture includes integration interfaces (API, SIU) that allow connecting external AI services for analysis, process modeling suggestions, or workflow optimization. AI extensions can be added without modifying the core system.	

3.3. NON-FUNCTIONAL REQUIREMENTS

This chapter sets out the requirements for the non-functional characteristics that the solution offered must have. The application software requested in this procurement must meet the non-functional requirements set out as follows.

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CNF.1.	The proposed solution should be intuitive and simple to configure, operate and manage.	Mandatory	The requirement is fully met	SimBASE is a no-code, configuration-based platform allowing analysts and administrators to configure processes, UI layouts,	SimBASE Description, pages 6-7 (Non-code BPA,

				transitions, templates, notifications, security and integrations without developer involvement.	configuration without developers)
CNF.2.	The solution must support creating, modifying, processing, storing and accessing textual data in Unicode.	Mandatory	The requirement is fully met	The platform stores all data in UTF-8 Unicode, supporting multilingual content, filenames, and text fields.	SimBASE Detailed Functions, page 15 (UTF-8 encoding)
CNF.3.	The solution will enable integration with local document storage and sharing services, making it easy to access and collaborate on documents and processes in a secure environment, using NBM'S infrastructure.	Mandatory	The requirement is fully met	SimBASE integrates with any internal DMS or file storage through API, web services, and direct database connections. Supports secure exchange based on NBM's internal infrastructure.	SimBASE Description, page 7 (Integrations), pages 30-31 (external interfaces, DB connectors)
CNF.4.	The solution will support integration with Microsoft Office (Word, Excel etc).	Mandatory	The requirement is fully met	SimBASE provides interoperability with Microsoft Office through support for Office-compatible formats. The platform allows importing data from Excel (XLSX/CSV) and generating documentation in DOCX and XLSX, and PDF formats. Users may also upload and attach Office	SimBASE Description, page 11 (DOCX/XLSX import/export, templates)

				documents within processes as needed.	
CNF.5.	User authentication within the application will be based on authenticated sessions at AD (Single Sign-on/Kerberos/SAML).	Recommended		SimBASE integrates with Microsoft Active Directory (SB4ADS) and supports SSO, MFA, and multi-component authentication. Also it includes the MPass integration module.	SimBASE Description, page 35 (SB4ADS Active Directory SSO), Detailed Functions, p. 32 (multi-component authentication)
CNF.6.	The solution must have native pre-integrations, or have built-in functionalities/tools for integration with third party systems. The solution must support at least the following integration modalities: Web Services, LDAP, SMTP/IMAP, File (XML, TXT), command line, databases, etc. In this respect, the Provider shall present and describe the exhaustive list of functionalities and tools concerned.	Mandatory	The requirement is fully met	SimBASE supports API, web services, LDAP, SMTP/IMAP, command line utilities, XML/TXT file exchange, database connections (MySQL, MS SQL, PostgreSQL, Oracle).	SimBASE Description, page 7 (Integrations), pages 30-31 (web services, DB connectors)
CNF.7.	The solution will allow export of the described processes in Word, Excel, Portable Document Format (.PDF), Portable Network Graphics (.PNG), Joint Photographic Experts Group (.JPEG).	Mandatory	The requirement is fully met	SimBASE exports process diagrams and documentation to PDF, DOCX, HTML, XML, ODT, images and other formats.	SimBASE Detailed Functions, pages 56-57 (business process)

					diagrams), page 46 (export formats)
CNF.8.	The solution will allow the definition of user groups and roles within the solution, and the association of users within the solution to these groups and roles.	Mandatory	The requirement is fully met	The platform supports multi-level role-based access control (RBAC), user groups, business roles, temporary roles, substitutes, and departments.	SimBASE Detailed Functions, pages 36-40 (RBAC, roles, rights)
CNF.9.	It should be possible to define access rights for each user at the functionality level of the solution (depending on the assigned role) or at the document level (depending on the user groups they belong to and the security policies granting rights to those groups).	Mandatory	The requirement is fully met	Access rights can be configured per role, per functional group, per object, and even per individual field.	SimBASE Detailed Functions, pages 36-40 (access rights, field-level permissions)
CNF.10.	The solution will hold views and reports on the access rights existing in the solution. These will be parameterizable according to at least the following parameters: user group / role within the solution, user ID, business entity, business entity property, allowed operations.	Mandatory	The requirement is fully met	SimBASE provides detailed reporting on user rights, system logs, access privileges, and user activities. Reports can be filtered by user, role, object, or business entity.	SimBASE Detailed Functions, pages 41-45 (reporting system)
CNF.11.	The solution will have the functionality to manage and monitor authorized users (authentication and authorization, user account management, access level management, activity logging, delegation of rights, etc.).	Mandatory	The requirement is fully met	User management includes authentication, authorization, role assignment, deputies assignment, activity logs,	SimBASE Detailed Functions, pages 16-18 (user

				session management, and detailed action history.	management), pages 32-35 (logs)
CNF.12.	The solution will feature a wide range of formatting styles (font styles, sizes, colors) and predefined/customizable templates.	Recommended	The requirement is fully met	SimBASE supports configurable templates, custom themes, customizable UI layouts, font styles, colors, branding, and user-defined templates.	SimBASE Detailed Functions, pages 11-12 (themes), pages 22-24 (UI layouts)
CNF.13.	The solution must be able to automatically enforce a set of security rules, upon ingestion of documents into the solution and thereafter, based on document metadata/approval steps. This set of rules shall be definable and modifiable by the solution administrator.	Mandatory	The requirement is fully met	Administrators can define rule-based actions triggered by metadata, approvals, states, classifications, or conditions. Automatic rules are supported via state logic and SimBASIC scripts.	SimBASE Detailed Functions, pages 24-25 (automatic actions, state conditions)
CNF.14.	The solution must allow the exposure of its interfaces to third-party systems through properly documented APIs made available to the Buyer	Mandatory	The requirement is fully met	SimBASE includes SB4API - a documented API interface for integration, enabling external systems to query processes, reports, objects and metadata, trigger internal custom functions. API documentation is provided.	SimBASE Description, p. 35 (SB4API module), p. 7 (API integration)
CNF.15.	The application user interfaces will be friendly, intuitive and convenient to use.	Mandatory	The requirement is fully met	The system provides customizable screens, drag-and-drop panels, widgets,	SimBASE Detailed Functions,

				themes, and adaptive UI for web and mobile.	pages 9-15 (UI features)
CNF.16.	At the document initiation stage, the possibility to attach different information by the initiator, e.g. visualization and inclusion of documents and regulations (laws, procedures, instructions) relevant to the business processes, providing the possibility to access and consult documents directly from the system interface.	Mandatory	The requirement is fully met	Users can attach files in any process state (if configured), add bookmarks, view related documents, and link internal/external regulations.	SimBASE Detailed Functions, pages 21-25 (state configuration, attachments)
CNF.17.	The solution must ensure a complete history of actions taken and documents produced, including changes made.	Mandatory	The requirement is fully met	The system logs all actions, modifications, views, transitions, events, and document changes using immutable system logs and object level histories.	SimBASE Detailed Functions, pages 32-35 (event & history logs)
CNF.18.	The solution must ensure the archiving of information of different types, according to certain criteria, deadlines, predefined at system level.	Recommended	The requirement is fully met	SimBASE includes automated archiving rules per process, state, or metadata, with configurable archive conditions and retention periods.	SimBASE Detailed Functions, page 25 (archive automation)
CNF.19.	The solution will be providing real-time collaboration functionalities between users involved in process description and management, possibility to review/comment process models.	Recommended	The requirement is fully met	Users collaborate through internal messaging, review features, notes, stickers, and role-based editing of processes.	SimBASE Detailed Functions, pages 28-29 (messaging & stickers)

CNF.20.	The solution must offer flexible possibilities for sorting, searching, selecting, tagging information in order to streamline the work.	Mandatory	The requirement is fully met	Powerful search engine includes global search, field-level search, filters, predefined filters, advanced QBE search, grouping, tagging, and export of results.	SimBASE Detailed Functions, pages 30-31 (search & filter options)
CNF.21.	The solution will provide the ability to automatically and periodically save users' work progress, so that loss of information in the event of system failures or unexpected errors will not be tolerated.	Mandatory	The requirement is fully met	SimBASE uses server-side autosave mechanisms for process configurations, user actions, logs, and system state to prevent data loss.	
CNF.22.	The solution will have the functionality to create backups of the described processes with the possibility to save/restore previous versions of them in case of need or unexpected system errors.	Mandatory	The requirement is fully met	SB4BCR module enables snapshotting, replicating, backing up, and restoring process configurations across environments.	SimBASE Description, page 35 (SB4BCR business configuration replicator)
CNF.23.	The solution must allow process visualization through a web browser.	Recommended	The requirement is fully met	SimBASE is a fully web-based application accessible via standard browsers, with BPMN visualizations viewable directly in the UI.	SimBASE Description, page 4 (web-based UI), Detailed Functions, pages 9-15 (web interface)

3.4. TRAINING REQUIREMENTS

This section covers the training requirements, the tenderer's answers, comments and references:

<i>Training services</i>					
Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CT.1.	As part of the project, the Tenderer will organize training and knowledge transfer sessions for the Buyer's designated team (experts responsible for process management and optimization, and solution administrators) in order to build the necessary knowledge and skill set to enable the trained team to take over the maintenance and further configuration of the solution in accordance with the needs of the NBM.	Mandatory	The requirement is fully met	We will provide comprehensive training and knowledge-transfer programs designed for administrators, configurators, and process optimization teams. The platform's strong focus on no-code/low-code configuration allows trainees to learn process modeling, UI configuration, state transitions, security settings, reporting, and integration setup without programming knowledge. Knowledge transfer ensures that NBM staff can independently maintain, configure, and extend the solution after project completion.	SimBASE Description, pages 6-7 (No-code configurability), page 4 (Designed for business analysts)
CT.2.	The tenderer shall submit, as part of the tender, a training plan indicating the types of training and the mode (distance, at the Buyer's premises, etc.) and the content/agenda of such training.	Mandatory	The requirement is fully met	Training will be delivered in person at the Buyer's premises, supplemented by screencast recordings covering key SimBASE functionalities (process design, configuration, reporting, integrations, administration). A	

				structured training plan is included in the Technical Offer, detailing target groups, agenda, duration, practical exercises, and required prerequisites.	
CT.3.	During the training sessions, the Tenderer shall make available to the Buyer the complete set of documentation of the solution, which shall include at least: - User and administrator manuals; - Support documentation for administrators (resolving common issues or system errors). The accepted languages for the training sessions and documents are Romanian or English.	Mandatory	The requirement is fully met	A complete set of documentation of the solution will be provided in English language: - Deployment guide - Backup and restore guide - Configuration guide - Business processes configuration guide - System update guide - System administrator manual - Test cases and Test scenarios	SimBASE Description, page 36 (documentation provided with licenses)

3.5. INSTALLATION AND CONFIGURATION SERVICES REQUIREMENTS

This section covers the requirements for the services to be provided for the successful implementation of the offered solution, final acceptance and go-live of the solution, the tenderer's answers, comments and references.

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
CI.1.	The solution will be installed and configured within 2 months from the start of the contract.	Mandatory	Yes - The Tenderer's approach	SimBASE installation and configuration activities will be fully completed within the specified 2-	

	The time tolerance for the entire project is plus 10 working days. Time tolerances at the activity level will be distributed as needed throughout the project, by mutual agreement of the Parties.		meets the requirement	month implementation window. The solution's modular architecture, straightforward deployment stack, and no-code configuration framework allow rapid setup, validation, and adaptation to NBM's environment.	
CI.2.	The Tenderer shall perform the installation and configuration of the solution on the Buyer's infrastructure. The Tenderer shall provide a demonstration of the solution and how the requested functionalities have been covered. Based on this and the knowledge transferred during the training period, the Buyer will conduct testing of the solution and its functionalities	Mandatory	Yes - The Tenderer's approach meets the requirement	SimBASE will be installed and configured directly on NBM's infrastructure. Following installation, we will provide a full demonstration of the platform, including BPMN designer, Forms designer, Report designer, User Management, API configuration, repository, dashboards, integrations, and security. This demonstration, combined with training, will enables NBM to conduct thorough functional and technical testing.	
CI.3.	The proposer will configure and adapt the solution to be aligned with the de facto model (according to the Buyer's needs). Based on the initial analysis results, the Offeror will implement all agreed configurations/customizations.	Mandatory	Yes - The Tenderer's approach meets the requirement	SimBASE's process designer enables full alignment with the Buyer's existing process model. All states, transitions, fields, forms, roles, and notifications are configurable. Based on analysis results, we will implement all required configurations/customizations using standard platform tools.	

CI.4.	The Offeror shall develop operational procedures for the management of the solution including: installation, modification, backup, restore, etc.	Mandatory	Yes - The Tenderer's approach meets the requirement	Operational procedures will be developed and delivered, including installation procedures, system configuration steps, backup & restore processes, update procedures, and administrator guidelines. These will be part of the delivered documentation package.	
CI.5.	At the same time, during the implementation period of the IT solution, for any new functionalities/capabilities outside the requirements deriving from the specifications, change requests will be prepared by the Buyer within the limit of 50 man-hours foreseen for this purpose, according to a change management procedure agreed by the Parties.	Mandatory	Yes - The Tenderer's approach meets the requirement	We will process the prepared Change Requests within the allocated 50 man-hours, following a mutually agreed change management workflow.	
CI.6.	Successful fulfillment of the contract will be assessed through a series of formal acceptance tests of deliverables. All testing performed will be required to demonstrate that the Offeror has met each requirement / functionality specified in the Specification, the submitted Offer and the Functional and Technical Solution Specifications. In this context, in the offer, the Offeror shall set out its own vision of the testing process, describe the test methodologies and tools that will be used to test the solution.	Mandatory	Yes - The Tenderer's approach meets the requirement	We fully comply with the Buyer's requirement to conduct comprehensive acceptance testing covering all functional, technical, and performance aspects of the solution. Our approach is based on a structured testing methodology that includes unit testing, integration testing, system testing, performance validation, and User Acceptance Testing (UAT).	

CI.7.	In evaluating the results of the acceptance tests and with respect to the performance of the solution, the Offeror shall perform remedial measures including upgrading the solution or any component thereunder, or replacing it at no additional cost to the Buyer, so that the solution meets the formally established requirements.	Mandatory	Yes - The Tenderer's approach meets the requirement	We fully comply with the Buyer's requirement to perform all necessary remedial measures identified during acceptance testing. We commit to resolving any deviations, including reconfiguration, functional corrections, performance optimizations, or component upgrades, at no additional cost to the NBM. The delivered system will fully meet all contractual, functional, and technical requirements, and we will take corrective actions promptly to ensure full conformity before Final Acceptance.	
CI.8.	Final Acceptance is the stage where a verification will be carried out by the parties to demonstrate that the project perimeter is fully covered and delivered according to the established quality criteria. The assessment of compliance will be carried out from several perspectives: - all necessary licenses are delivered and accepted according to the conditions set; - the solution on the production environment is configured and functional;	Mandatory	Yes - The Tenderer's approach meets the requirement	We comply with and fully support the Buyer's Final Acceptance procedure. We acknowledge that Final Acceptance will confirm the complete delivery of all licenses, successful deployment in the production environment, full functionality of the solution, completeness of all documentation, and completion of all training and knowledge-transfer sessions according to agreed criteria. We further commit to cooperating with the Buyer during the verification stage	

	- all necessary functionalities are present in the solution, inclusively all documentation accompanying the solution has been updated and submitted; - support documentation / manuals / installation and configuration guides have been delivered; - training and knowledge transfer were carried out according to the established criteria; - any other documentation or deliverables expected to be delivered, are up to date and fully submitted by the Selected Tenderer. The final acceptance stage will be finalized with the drawing up of a final acceptance deed, which will be signed by both parties on a date agreed in advance.			and to signing the Final Acceptance Act once all deliverables are confirmed as compliant.	
Requirements against acceptance criteria					
CI.9.	Acceptance criteria will be established and coordinated with the Buyer at the beginning of the initiation phase. The criteria listed below are minimum and will not be subject to elimination.	Mandatory	Yes - The Tenderer's approach meets the requirement	We fully comply with the requirement. At project initiation, we will jointly define and agree with the NBM on detailed acceptance criteria, based on the minimum conditions provided. We commit to delivering all project outputs in accordance with these	

	- The deliverables of the project shall be delivered to the Buyer according to the specifications. - The Buyer has no objections as to the integrity and correctness of the Deliverable in accordance with the quality and other criteria agreed by the Parties. - Deliverables meet the expectations and requirements of the Buyer - in terms of clarity, level of detail, structure, content, etc. - The Deliverables are in line with the quality standards agreed between the Buyer and the selected Tenderer.			criteria and the agreed quality standards. All deliverables will undergo internal quality checks, and we will promptly address any observations to ensure smooth acceptance and validation by the NBM.	
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3.6 CONDITIONS FOR MAINTENANCE AND POST-IMPLEMENTATION SUPPORT

The purpose of the post-implementation support and maintenance services is to ensure the following objectives for the Buyer:

- The functionality offered by the solution will be aligned over time to the changing business needs of the Buyer;
- Incidents and problems encountered when using the solution will be addressed and resolved in a timely manner, with minimal impact on the NBM's work.

In order to achieve these objectives, the post-implementation support and maintenance services are to be provided by the Selected Tenderer according to the following requirements:

Code Requirement	Requirement	Mandatory	The tenderer's answer	Tenderer's comment	Reference
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CP.1.	After the delivery of the licenses, but no later than the final acceptance of the solution, the standard maintenance and support option from the solution manufacturer will be automatically activated. The maintenance and support period will be 12 months from the date of activation of this option.	Mandatory	Yes - The Tenderer's approach meets the requirement	We fully comply with this requirement. SimBASE platform maintenance & support will be activated immediately after license delivery, and in any case no later than the Final Acceptance stage. The maintenance period will cover 12 months from the activation date, ensuring full access to updates, patches, and technical assistance throughout the period.	
CP.2.	The offer will indicate the maintenance and support services provided by the license manufacturer for 5 consecutive years and for each individual year.	Mandatory	Yes - The Tenderer's approach meets the requirement	We comply fully. The Offer will include a clear year-by-year breakdown of support and maintenance conditions for five consecutive years, including coverage of updates, patches, incident handling, and version upgrades, allowing the NBM full visibility into long-term cost and service commitments.	
CP.3.	The Tenderer shall ensure access to standard maintenance and support services from the	Mandatory	Yes - The Tenderer's	We fully comply with all minimum support	

	solution manufacturer under the following minimum conditions: 1. Technical Support: - Support must be provided through multiple channels (phone, email, live chat, online platform), - Support must be available on working days in accordance with the legislation of the Republic of Moldova, during the time interval from 09:00 to 17:00. 2. Maintenance: - Functional improvements: Updates for adding new functionalities or enhancing existing ones, - Major upgrades: New software versions that include extended functionalities or significant changes to the solution, - Ensuring access to the resolution of bugs reported by the Buyer by providing patches in new versions of the solution, - Periodic security updates. 3. Access to Documentation and Resources: - Updated documentation: Provision of manuals, guides, tutorials, and other relevant documents for the use of the solution, - Access to training sessions, webinars, or seminars for users, access to the		approach meets the requirement	conditions. The support service will include multi-channel technical assistance (email, phone, online system), available on working days 09:00-17:00 (Moldova time). The maintenance package will cover functional enhancements, major version upgrades, bug fixes, patches, and security updates. Updated documentation, guides, and learning resources are provided continuously, and users benefit from access to training materials, webinars, and the knowledge base.	
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	knowledge base (e.g., forums, FAQs, support articles).				
CP.4.	The Tenderer will have a Customer Support Center, to which all support requests from the NBM will be directed.	Recommended	Yes - The Tenderer's approach meets the requirement	We comply with this requirement. A dedicated Customer Support Center will receive and manage all support requests from NBM, ensuring structured incident registration, prioritization, and timely resolution according to agreed service levels.	
CP.5.	The vendor will provide an integrated online technical support and maintenance mechanism that would allow users to access support and receive help in real time (e.g. chat-live, email support, etc.).	Recommended	Yes - The Tenderer's approach meets the requirement	We fully comply. SimBASE support includes online helpdesk services providing real-time assistance to users, including chat/live support, email ticketing, and online diagnostics, ensuring timely issue resolution and continuous platform availability.	
CP.6.	The Tenderer shall provide the necessary assistance for testing and installing updates (including new versions and patches) in the operational environment.	Recommended	Yes - The Tenderer's approach meets the requirement	We comply with this requirement. During the support period, we will assist with testing, validating, and installing updates, patches, and new	

				versions in the Buyer's operational environment. This includes compatibility checks, risk assessment, installation support, and post-update monitoring.	
CP.7.	The tenderer shall describe standard maintenance and support conditions from the manufacturer (SLA - Service Level Agreement).	Mandatory	Yes - The Tenderer's approach meets the requirement	We comply fully. The Offer includes the Standard Service Level Agreement (SLA), describing support scope, response times, severity classification, escalation paths, communication channels, update policies, and obligations of both parties. The SLA will form the basis for transparent and predictable post-implementation support.	