Request for Proposal

**Tender For** **Loan Origination System Solution**

**Designed to serve MSME Business and Retail Segment**

Contents

[1. Executive Summary 3](#_Toc179554108)

[2. Glossary 4](#_Toc179554109)

[3. Disclaimer 4](#_Toc179554110)

[4. Introduction 5](#_Toc179554111)

[4.1. ProCredit Group 5](#_Toc179554112)

[4.2. ProCredit Bank Georgia 5](#_Toc179554113)

[4.3. Overview of Bank’s Software Layer 6](#_Toc179554114)

[4.4. Hardware Layer 6](#_Toc179554115)

[4.5. Data Storage Layer 6](#_Toc179554116)

[4.6. Network Layer 7](#_Toc179554117)

[4.7. Software Layer 7](#_Toc179554118)

[5. Loan Origination System Implementation Project 7](#_Toc179554119)

[5.1. Project Overview 7](#_Toc179554120)

[5.2. Objectives 8](#_Toc179554121)

[5.3. Core Components 8](#_Toc179554122)

[5.4. Project Scope 9](#_Toc179554123)

[5.5. Project Success Criteria 10](#_Toc179554124)

[6. LOS Solutions' Eligibility Criteria 10](#_Toc179554125)

[7. Project Phasing 11](#_Toc179554126)

[8. Requirements for the Solutions for phase 1 (PI Loans) 12](#_Toc179554127)

[9. Bidder Eligibility Criteria 18](#_Toc179554128)

[10. Submission Timeline and Requirements 18](#_Toc179554129)

[10.1. Initial Submission Deadline: 18](#_Toc179554130)

[10.2. Secondary Submission Deadline: 19](#_Toc179554131)

[10.3. Response types and descriptions: 21](#_Toc179554132)

[10.4. Proposal Guidelines for Specific Requirements 22](#_Toc179554133)

[10.5. Browser Compatibility 23](#_Toc179554134)

[10.6. Proposal Evaluation Criteria 23](#_Toc179554135)

[10.7. Additional Considerations 24](#_Toc179554136)

1. Executive Summary

ProCredit Bank Georgia is seeking proposals from qualified vendors for the implementation of a comprehensive Loan Origination System (LOS). The system will support all types of loan products for Private Individuals and MSME clients. The bank aims to automate and optimize its loan origination processes to enhance customer experience, improve operational efficiency, and ensure regulatory compliance.

1. Glossary

* **Bank**: ProCredit Bank Georgia (PCG)
* **Bidder**: Respondent to the RFP document
* **Proposal**: Response to the RFP document
* **Proposed** **Solution**: The proposed LOS software solution

1. Disclaimer

This Request for Proposal (RFP) is neither an agreement nor an offer. It is solely an invitation by ProCredit Bank Georgia (the Bank) to interested parties for the submission of bids. The purpose of this RFP is to provide potential bidders with information to assist in the formulation of their proposals. This RFP does not plan to contain all the information each bidder may require. Bidders are expected to conduct their own investigations and analysis, verify the accuracy, reliability, and completeness of the information provided in this RFP, and obtain independent advice where necessary.

The Bank adheres to the highest ethical and professional standards in all its activities. In accordance with the Bank's internal regulations, Bank employees and their related persons shall not have direct or indirect financial interests with the vendors or other service providers of the Bank, thus avoiding any conflict of interest. Therefore, there should be no conflict of interest between the bidder and any Bank employee or related person. The Bank reserves the right to reject any proposal that, in its opinion, does not adhere to these standards or where such conflicts of interest are identified.

Additionally, the Bank is not liable for any costs incurred by the bidders in the preparation and submission of their proposals. All submitted documents and materials will become the property of the Bank and will not be returned.

The Bank reserves the right to amend, modify, or cancel this RFP and any related processes at any time without prior notice. Participation in this RFP process does not guarantee any further business engagement with the Bank.

1. Introduction
   1. ProCredit Group

ProCredit Bank Georgia is part of the international ProCredit group of banks, which operates mainly in Eastern and South-eastern Europe in countries with transition economies as well as in Germany. ProCredit Holding is the group’s parent company.

During its many years of operation in the banking sector, the group has undergone several different stages of development, each of which has entailed strategic changes. However, at each stage, the group’s target segment has always been the SME business sector, which it has provided with comprehensive banking services on the “Hausbank” principle.

The ProCredit group is serious about its responsibility to offer ethical banking services in all of the countries where it operates; this includes compliance with social, ethical and environmental standards. Membership of the international group of banks allows ProCredit customers to take advantage of the best conditions for the most popular banking services.

This modern highly integrated banking group, which has successfully established itself in Eastern Europe, is now listed on the Frankfurt Stock Exchange’s Prime Standard, underlining its financial strength and worldwide reputation.

* 1. ProCredit Bank Georgia

ProCredit Bank Georgia has been operating in the Georgian banking sector since 1999, primarily focusing on providing comprehensive banking services to small and medium-sized enterprises (SMEs). Historically recognized as an SME bank, ProCredit is now expanding its focus to include retail banking, aiming to serve a broader range of customers. Our business strategy emphasizes long-term relationships with clients and staff, and a commitment to sustainable economic, social, and ecological development.

The international rating agency FITCH RATINGS has assigned ProCredit Bank a “BB+” rating, which is the highest possible rating in Georgia and is even one notch higher than the country’s sovereign rating. This rating reflects the high quality of the bank’s assets, its excellent corporate governance, and its strong risk management practices.

* 1. Overview of Bank’s Software Layer

To support and develop the bank’s business processes, products, and services, ProCredit Bank Georgia utilizes its own dedicated IT infrastructure and human resources, complemented by the support and services from ProCredit Group's subsidiary company, Quipu GmbH. Quipu provides the bank's core banking software, CW.Net, and its processing center. The involvement of Quipu is essential when developing features of certain complexity in CW.Net. Additionally, Quipu provides shared services for M365 products, including Exchange Server, Office, SharePoint, Teams, and more.

* 1. Hardware Layer

The bank maintains a central location for all its servers and storage hardware in two data centers (primary/production and disaster recovery), geographically separated by 16 kilometers, both located in Tbilisi. The hardware resources at both data centers are identical in terms of brand, model, and capacity, ensuring consistency and reliability. All hardware components are under active support and warranty contracts with the respective manufacturers.

The server and storage hardware are fully virtualized using VMware products in both the primary and disaster recovery data centers, with the exception of the core banking database servers. The database servers in use are two Lenovo ThinkSystem SR850 V2 with 1024 GB DDR4 memory and 2x32 cores 3 GHz CPUs, and two Lenovo ThinkSystem SR850 with 1024 GB DDR4 memory and 2x32 cores 2.9 GHz CPUs, which are used to host production environment databases. Additionally, there are six Lenovo ThinkSystem SN550 Blade servers, each equipped with 1024 GB DDR4 memory and 2x32 cores 2.66 GHz CPUs, to meet other computational needs.

* 1. Data Storage Layer

HP 3PAR 8200 storage subsystem stores all production data of the bank, with fast 15K and 7.2K disks dedicated to different systems according to their performance requirements.

There is storage data replication between two datacenters.

Some of the data are kept on secondary storage cluster for which HPE MSA 2060 are used which are not replicated between each other.

* 1. Network Layer

The bank’s network is designed and built following best practices and international standards in network architecture. It employs a star topology, interconnecting its seven offices (six branches, one standalone 24/7 zone, and the headquarters with an integrated branch) using DM VPN connections provided by two independent ISPs. To ensure high availability, two dedicated fiber channel connections are converged into one EtherChannel, linking the primary and disaster recovery data centers with two alternate routes.

The network is segmented into different blocks to simplify maintenance and enhance protection, availability, and resilience.

* 1. Software Layer

The bank’s application software is predominantly (>90%) based on Microsoft technologies such as Windows, Internet Information Services (IIS), SQL Server, SQL Server Reporting Services (SSRS), and M365 Shared Services. The core banking product, developed by our sister company Quipu GmbH, is based on the .NET Framework 4.6 and .NET Core 6.

CRM applications we provided by Quipu, which utilizes Microsoft Dynamics.

1. Loan Origination System Implementation Project
   1. Project Overview

The Bank requires a Loan Origination System (LOS) to manage the end-to-end loan process, from application to disbursement. The system must seamlessly integrate with our core banking system, CRM, and other internal and external sources. Additionally, it should support omnichannel loan origination across in-branch, online, and mobile channels.

* 1. Objectives

The bank’s objective is:

1. **Automation:** Streamline the entire loan lifecycle—from application to disbursement.
2. **Customer Experience:** Enhance customer experience through faster, more accurate loan processing.
3. **Compliance:** Ensure compliance with regulatory requirements via automated compliance checks.
4. **Data Analytics:** Improve decision-making with integrated analytics and credit scoring systems.
5. **Scalability:** Implement a solution scalable to support future growth and new loan products.
6. **Security and Data Privacy:** Secure handling of borrower data, ensuring customer trust and compliance with privacy regulations.
   1. Core Components
7. **Application Processing:** Digital application/submission, document collection, and verification.
8. **Credit Scoring and Decisioning:** Automated credit scoring models, integration with credit info and Revenue Service, and other decision engines.
9. **Underwriting:** Workflow automation/semi automation, including rules-based checks, risk assessment, and automated creation of Credit Decision Form.
10. **Disbursement:** Automate/semi-automate loan disbursement, ensuring timely fund transfers.
11. **Compliance & Reporting:** Automated compliance checks, regulatory reporting, and adherence to local/international standards.
    1. Project Scope
12. **System Integration:**
    1. Core Banking System (CBS) integration for seamless data flow.
    2. CRM alignment to unify customer experience.
    3. Integration with third-party APIs (Credit Info, SMS, Mobile/Internet Banking, Collateral Evaluation, DMS, regulatory bodies, other if necessary).
13. **Process Automation:**
    1. Automate loan application workflows from onboarding to disbursement.
    2. Implement digital document management for verification, approval, and storage.
    3. Configure business rules and risk models to automate decision-making.
14. **User Experience & Accessibility:**
    1. Ensure the interface is simple, intuitive, and easy to navigate for users with varying technical expertise.
    2. Streamline workflows so that loan processing tasks follow a logical sequence and automate where possible.
15. **Security & Compliance:**
    1. Ensure robust data security (encryption, access control, audit trails).
    2. Implement automated compliance checks (e.g., AML, KYC).
    3. Build audit-ready reporting functionalities.
16. **Testing and Quality Assurance:**
    1. Conduct system testing for performance, security, and functionality.
    2. Perform User Acceptance Testing (UAT) to ensure effective system use.
17. **Deployment & Post-Go-Live Support:**
    1. Plan phased or full deployment.
    2. Establish support mechanisms for post-go-live issues and iterative improvements.
18. **Timeline & Milestones:**
    1. Define project kick-off, phased deliverables, and final deployment.
    2. Project Success Criteria
19. **User Interface:** Intuitive and efficient user tailored to different roles, accessible via desktop and mobile.
20. **Integration:** Seamless integration with internal and external systems.
21. **Security:** Compliance with industry security protocols (e.g., encryption, multi-factor authentication, access control).
22. **Compliance:** Adherence to banking regulations (NBG, AML, GDPR).
23. **Reporting:** Built-in reporting and analytics for performance tracking and regulatory compliance.
24. **Performance & Scalability:** Efficient performance underload and scalability to accommodate growth.
25. **Testing & Quality Assurance:** Comprehensive testing (unit, integration, UAT) and issue resolution.
26. **Documentation:** Complete documentation of system architecture, processes, and user manuals.
27. **Timeline & Budget Compliance:** Adherence to project timelines, milestones, and budget.
28. **Infrastructure Setup:** Robust infrastructure supporting high availability and disaster recovery.
29. LOS Solutions' Eligibility Criteria

* **Scalability:** Support future growth in customers, branches, and services without performance degradation.
* **Compliance & Security:** Meet local/international regulations and provide robust security features.
* **Integration Capabilities:** Seamless integration with existing and external systems (e.g., core banking, digital platforms, APIs).
* **Customization & Flexibility:** Customizable workflows, reports, and business rules.
* **User-Friendly Interface:** Intuitive UI minimizing the learning curve.
* **Deployment Options:** Support for cloud, on-premises, or hybrid deployment models.
* **Vendor Reputation & Support:** Proven experience in the financial sector with reliable support and training services.
* **Data Analytics & Reporting:** Advanced analytics, real-time reports, and visual dashboards.
* **Customer Support & Training:** Comprehensive vendor support, training, and ongoing education.
* **Multilingual & Multi-Currency Support:** Support for multiple languages (e.g., English, Georgian) and currencies (GEL, EUR, USD).

1. Project Phasing
2. **Phase 1: Private Individual Loan Processing**
   * Focus on personal loan processing, automation, workflow management, credit scoring integration, and regulatory compliance.
   * Deliverables: Fully functional LOS for personal loans.
3. **Phase 2: MSME Business Client Loan Processing**
   * Focus on business client loan processing after successful Phase 1 completion.
   * Deliverables and timeline will be defined during Phase 2 planning.
4. Requirements for the Solutions for phase 1 (PI Loans)

|  |  |
| --- | --- |
| **Function** | **Details** |
| 1. Customer onboarding and Application management | 1.1 The system must support multi-channel application intake, including web, mobile, branch, and call center. |
| 1.2 The system must allow Data Aggregation and Pre-filling: Leverage third-party data sources and open banking APIs to pre-fill applications and streamline data collection. |
| 1.3 The system must provide or have the capability to be integrated with a secure and user-friendly online application portal for borrowers. |
| 1.4 The system must enable real-time application tracking and status updates for borrowers and internal staff. |
| 1.5 The system must allow for document upload and management with support for various file formats. |
| 1.6 The system must support registration of multiple co-borrowers |
| 2. Customer Management | 2.1 The system must include or be integrated with customer identification and verification (KYC) functionalities. |
| 2.2 The system must integrate with Customer Relationship Management (CRM) systems to maintain comprehensive customer profiles. |
| 2.3 The system must support automated credit scoring and risk assessment through built-in or integrated scoring models. |
| 2.4 The system must provide tools for managing customer communications and notifications. |
| 3. Loan Product Management | 3.1 The system must support the configuration of various loan products and terms. |
| 3.2 The system must manage interest rates and fees, including the ability to offer promotional rates and discounts. |
| 3.3 The system must allow for the customization of product rules and eligibility criteria. |
| 4. Decisioning and Underwriting | 4.1 The system must include an automated decisioning engine for initial credit assessments. |
| 4.2 The system must provide Real-time Decisioning Engine, namely Provide real-time loan eligibility and pre-approval decisions to customers. |
| 4.3 The system must support customizable underwriting criteria and workflows. |
| 4.4 The system must integrate with credit bureaus and other external data sources for comprehensive risk assessment and advanced decision making. |
| 4.5 The system must provide manual underwriting support and exception handling. |
| 5. Workflow and Process Management | 5.1 The system must offer customizable workflows and business rules to streamline loan processing. |
| 5.2 The system must allow building-up automated workflows: Utilize pre-defined workflows with conditional branching to automate loan processing tasks. |
| 5.3 The system must include task assignment and management functionalities. |
| 5.4 The system must support escalation and exception handling processes. |
| 5.5 The system must provide tools for tracking service level agreements (SLAs) and performance metrics. |
| 6. Compliance and Regulatory Requirements | 6.1 The system must include automated compliance checks for regulations such as AML, GDPR, etc. |
| 6.2 The system must generate regulatory reports and maintain audit trails for all actions. |
| 6.3 The system must ensure secure document retention and management. |
| 6.4 The system must manage customer consent and notifications in accordance with regulatory requirements. |
| 7. Collateral and Security Management | 7.1 The system must support collateral valuation and management. |
| 7.2 The system must track and register securities, including integration with external valuation services and public registry. |
| 7.3 The system must automate lien perfection and release processes. |
| 8. Loan Disbursement | 8.1 The system must automate disbursement processing with support for multiple channels (transfer on client or bank transfer to meet the loan purpose. Etc.). |
| 8.2 The system must allow for fund disbursement scheduling (Tranches) and tracking. |
| 8.3 The system must integrate with core banking systems for seamless disbursement. |
| 8.4 The system must support electronic document signing by the bank staff as well as clients |
| 9. Post-Origination Management | 9.1 The system must integrate with CBS and other relevant loan servicing platforms for ongoing loan management. |
| 9.2 The system must support payment processing and schedule management. |
| 9.3 The system must include or be integrated with delinquency and default management functionalities. |
| 9.4 The system must provide a customer service portal for loan servicing inquiries and support. |
| 10. Reporting and Analytics | 10.1 The system must offer real-time dashboards for key performance indicators (KPIs). |
| 10.2 The system must provide customizable reporting and analytics tools. 1 |
| 10.3 The system must support loan performance and portfolio analysis. |
| 10.4 The system must include predictive analytics and trend forecasting capabilities. |
| 11. Integration Capabilities | 11.1 The system must support API-based integration with third-party systems. |
| 11.2 The system must integrate with core banking, CRM, and ERP systems. |
| 11.3 The system must facilitate data import/export functionalities. |
| 12. User Experience and Accessibility | 12.1 The system must have an intuitive and user-friendly interface. |
| 12.2 The system must support multi-language capabilities. |
| 12.4 The system must be mobile-friendly and responsive. |
| 13. Security and Data Protection | 13.1 The system must provide data encryption at rest and in transit. |
| 13.2 The system must support role-based access control and multi-factor authentication. |
| 13.3 The system must undergo regular security audits and vulnerability assessments. |
| 14. Technical Requirements | 14.1 The system must offer both cloud-based and on-premises deployment options. |
| 14.2 The system must ensure high availability and disaster recovery. |
| 14.3 The system must be scalable to handle high transaction volumes. |
| 14.4 The system must include performance optimization and monitoring tools. |
| 15. Support and Maintenance | 15.1 The vendor must offer comprehensive support services with defined service level agreements (SLAs). |
| 15.2 The vendor must provide regular updates and upgrades to the system. |
| 15.3 The vendor must offer training and onboarding support for users. |
| 15.4 The vendor must supply detailed user manuals and documentation. |
| 16. User Management and User Administration | 16.1 The system must support role-based access control to manage user permissions effectively. |
| 16.2 The system must include a user-friendly interface for user administration tasks such as adding, modifying, and deleting users. |
| 16.3 The system must allow administrators to define user roles and assign appropriate access levels based on job functions. |
| 16.4 The system must provide detailed audit logs of user activities for security and compliance purposes. |
| 16.5 The system must support multi-factor authentication (MFA) to enhance security. |
| 16.6 The system must allow for the management of user sessions, including the ability to terminate sessions remotely. |
| 16.7 The system must include password management features, such as password expiration policies and complexity requirements. |
| 16.8 The system must enable the delegation of administrative tasks to ensure efficient user management without compromising security. |
| 16.9 The system must support integration with corporate directories (e.g., LDAP, Active Directory) for centralized user management. |
| 16.10 The system must provide automated alerts and notifications for critical user management events, such as failed login attempts or changes in user roles |
| 17. Loan Modification and Maintenance | 17.1 The system must allow for the modification of loan terms post-disbursement, including changes to loan: maturity, interest rate, collateral, payment schedule etc. |
| 17.5 The system must provide a detailed audit trail of all modifications made to loan terms. |
| 17.6 The system must support approval workflows for loan modifications to ensure proper authorization. |
| 17.7 The system must notify relevant stakeholders (e.g., borrowers, loan officers) of any changes to loan terms. |
| 17.8 The system must ensure compliance with regulatory requirements during the modification of loan terms. |
| 17.9 The system must integrate with core banking systems to reflect changes in loan terms in real-time. |
| 17.10 The system must provide reporting and analytics on loan modifications, including impact assessments and historical data analysis. |
| 18. Pre-Approval of Loans | 18.1 The system must support the initiation of loan pre-approvals for multiple clients based on criteria predefined by the bank. |
| 18.2 The system must allow the bank to set and manage pre-approval criteria, such as credit score thresholds, income levels, and account history. |
| 18.3 The system must automatically identify clients who meet the pre-approval criteria and generate pre-approval offers. |
| 18.4 The system must enable the bank to notify clients of their pre-approved loan offers through multiple channels, including email, SMS, and in-app notifications. |
| 18.5 The system must allow pre-approved limits to be applied automatically when a client applies for a loan. |
| 18.6 The system must track and report on the utilization of pre-approved loans and limits. |
| 18.7 The system must provide an audit trail for all pre-approval actions and decisions. |
| 18.8 The system must ensure compliance with regulatory requirements during the pre-approval process. |
| 18.9 The system must integrate with customer relationship management (CRM) systems to ensure consistent communication with clients. |
| 18.10 The system must provide analytics and reporting on pre-approval outcomes, including acceptance rates and performance metrics |
| Customization and Flexibility | The system should allow for extensive customization to meet specific business needs. |
|  |  |
|  |  |

**Project Delivery Timeline**: Delivery of all project components should be completed within a maximum of ten months from the project initiation date. Due to the multitude of features and the technical complexity of the LOS application, the implementation and launch will be performed in a phased manner, gradually adopting new features and functionalities.

1. Bidder Eligibility Criteria

To ensure that ProCredit Bank Georgia partners with a competent and reliable vendor for LOS implementation project, bidders must meet the following eligibility criteria:

To be eligible to respond to this RFP, the bidder must meet the following criteria:

1. **Financial Stability**: Bidders must provide evidence of financial stability.
2. **Experience**: Demonstrated experience in implementing similar solutions for banks of comparable size and complexity.
3. **Technical Expertise**: Bidders must possess the technical expertise and resources to deliver the proposed solution, including certifications and partnerships with relevant technology providers.
4. **References**: Bidders must provide references from at least three previous clients for similar projects.
5. **Compliance**: Bidders must comply with all regulatory requirements and industry standards relevant to the proposed solution.
6. Submission Timeline and Requirements
   1. Initial Submission Deadline:

**Bidders are required to submit the following information electronically except for the financial proposal, which must be submitted in physical form**

* **Company Profile**: A detailed profile outlining the company’s history, expertise, and key achievements.
* **Project Plan**: A comprehensive project plan including timelines, milestones, and deliverables.
* **Technical Specifications**: Detailed technical specifications and documentation of the proposed solution, including architecture and interfacing details with the bank’s host system.
* **Financial Offer**: A detailed financial proposal including cost breakdowns for implementation and ongoing maintenance.
* **Experience Description**: Detailed description of the bidder’s experience in designing and implementing LOS Solutions.
* **Project References**: Contact details of references from at least three financial institutions.
  1. Secondary Submission Deadline:

Shortlisted bidders will be notified and required to submit the following additional documents by the secondary submission deadline:

* **Financial Statements**: Audited financial statements .
* **Certification Copies**: Copies of relevant certifications.
* **Case Studies**: Detailed case studies of similar projects completed.
* **IT Infrastructure Sizing**: Sizing of IT infrastructure components according to the requirements provided in this RFP document.
* **Software Licenses**: List of additional non-bidder manufactured software licenses required for designing and building the primary, disaster recovery, and testing IT infrastructure of the proposed solution, considering the sizing for the bank.
* **Experience Description**: Detailed description of the bidder’s experience in designing and implementing Internet and Mobile Banking Solutions.
* **Integration Experience**: Description of the bidder’s experience in integrating solutions with systems operating in ProCredit Bank Georgia.
* **Staff Information**: Number of full-time, part-time, and contractor staff in the organization.
* **Project Examples**: Examples of successful projects involving the implementation of Internet and Mobile Banking solutions.
* **Resource Allocation**: Anticipated resources that will be assigned to this project, including total number, role, title, and experience.
* **Project Management Methodology**: Description of the project management methodology to be used.
* **Security Validation Results**: Third-party IT security validation results based on penetration tests and source code tests.

**Outsourcing and Contracting**: If the company submitting a proposal must outsource or contract any work to meet the requirements, this must be clearly stated in the proposal. All costs included in proposals must be all-inclusive, covering any outsourced or contracted work. Proposals that involve outsourcing or contracting work must include the name and description of the organizations being contracted.

**Contract Terms and Conditions**: Contract terms and conditions will be negotiated upon selection of the winning bidder. All contractual terms and conditions will be subject to review by the ProCredit Bank Georgia Legal Department and will include scope, budget, schedule, and other necessary items pertaining to the project.

**Compliance with RFP Requirements**: To be considered a valid document, every requirement provided in the RFP must be properly addressed. Bidders should respond to the requirements listed in the Project Purpose and Descriptions section in a tabular format, filled separately for each subparagraph (Business, Security, and technical requirements).

**Response Matrix:** Bidders should provide their responses to the requirements listed in Section 7 of the RFP (Requirements for the Solutions), which include Business, Security, and technical requirements and requirements for Administrative Module, in the following matrix format:

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Feature** | **Requirement Description** | **Response** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

* 1. Response types and descriptions:

|  |  |
| --- | --- |
| **Response** | **Description** |
| N/A | Requirement is not available and will not be made available by the  bidder |
| A | Requirement is readily available and to will be provided by the bidder |
| C | Customizable without cost |
| N/C | Customizable with cost (details of the customization costs should be  provided in budget section of the proposal) |

* 1. Proposal Guidelines for Specific Requirements

**Business Requirements:** In addition to the requirements listed in the business requirements section of the Project Purpose and Descriptions paragraph, bidders should provide a list and short description of functionalities that are already available and part of their standard solutions but not listed in the RFP.

**Security Requirements:** In addition to the requirements listed in the security requirements section of the Project Purpose and Descriptions paragraph, bidders should provide a list and short description of functionalities that are already available and part of their standard solutions but not listed in the RFP.

**Technical Requirements:** In addition to the requirements listed in the technical requirements section of the Project Purpose and Descriptions paragraph, bidders are required to provide complete technical documentation in both soft and hard copies. This documentation should include details regarding application architecture, database, network infrastructure requirements, backup, high-availability, and disaster recovery plans. All documents must be in English.

* 1. Browser Compatibility

Bidders should provide their response on browser compatibility in the following format:

|  |  |
| --- | --- |
| **Supported Browsers** | **Support Level** |
| Google Chrome 125.0.6422.176 | Level 1 |
| Microsoft Edge 126.0.2592.56 | Level 2 |
| Firefox 127.0.1 or newer version | Level 3 |

Definitions of Internet Browser Support Levels:

Level 1: Bidder supports this browser and carries out Software Quality Assurance across at least one operating system.

Level 2: Bidder supports this browser but does not carry out Software Quality Assurance to verify the impact of any changes made to the proposed solution. The support level is based on tests conducted on different operating systems or newer versions of this browser.

Level 3: Bidder does not test this browser. Bidder does not support the visual display rendered by this browser, although the functionality of the proposed solution should remain fully accessible.

* 1. Proposal Evaluation Criteria

Evaluation of the proposals will be based on the proposed project budget, compliance with business, technical, and security requirements, vendor eligibility criteria, and additional factors outlined below:

* **Feature Presence**: Presence of listed features within the solution or indication if they need to be developed additionally.
* **Configuration Inclusions**: Whether the developed features are included in the purchased configuration or require additional purchase.
* **Additional Benefits**: Features and functionalities that are not listed in the solution eligibility criteria but are already available and part of the proposed standard solutions will be considered an additional benefit.
* **Technical Compatibility**: Compatibility of the proposed solution with the bank’s existing IT infrastructure, including integration capabilities with core banking systems and third-party services.
* **Compliance with Requirements**: Adherence to the requirements outlined in the RFP, including business, security, and technical specifications.
* **Scalability and Flexibility**: Ability of the proposed solution to scale and adapt to future business needs and technological advancements.
* **Project Timeline and Deliverables**: Ability to meet the project timeline and deliverables as specified in the RFP.
* **Vendor Experience and Expertise**: Demonstrated experience and technical expertise in implementing similar solutions.
* **Financial Stability**: Financial stability and capability to support the project.
* **References and Past Performance**: Positive references and past performance on similar projects.
* **Support and Maintenance**: Capability to provide dedicated support and maintenance for the entire contract period.
* **Service Level Agreements (SLAs):** Response and Resolution Times
* **Cost-Effectiveness**: Overall cost of the solution, including initial implementation costs and ongoing maintenance and support costs, with a focus on cost-effectiveness and value for money.
  1. Additional Considerations

**Clarification Requests:** Bidders may request clarifications on the RFP. All requests must be submitted in writing to [contact email] by [clarification deadline date]. Responses to all clarification requests will be shared with all bidders to ensure equal access to information.

**Confidentiality**: All proposals will be treated as confidential and will only be used for the purposes of evaluating this RFP. ProCredit Bank Georgia will not disclose any information provided in the proposals to third parties without the bidder's consent.

**Evaluation Process**: The evaluation process will be conducted in multiple stages, including initial screening, detailed evaluation, and final selection. Proposals will be assessed based on compliance with the RFP requirements, financial feasibility, technical capability, and bidder's experience.