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Request for Proposal

**UI/UX Design for Mobile and Internet Banking Applications   
Tailored for Corporate and Retail Segments**

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1. Executive Summary

ProCredit Bank Georgia invites proposals from qualified UI/UX design firms to establish a design system and to redesign the user interfaces and user experiences of our mobile and internet banking platforms. This project aims to improve usability, accessibility, and visual coherence across our digital channels, enhancing the customer experience and aligning with modern banking standards.

1. Glossary

* **Bank**: ProCredit Bank Georgia (PCG)
* **Bidder**: Respondent to this RFP document
* **Proposal**: Response to this RFP
* **Proposed Solution**: UI/UX design solution and design system

1. Disclaimer

This RFP is not an agreement or offer. It is solely an invitation to solicit proposals for consideration.

1. Introduction
   1. ProCredit Group and Bank Overview

ProCredit Bank Georgia, a member of the international ProCredit Group, is focused on providing ethical and innovative banking solutions. This RFP aligns with our commitment to modernizing our digital interfaces to meet the growing needs of our users.

* 1. Project Overview

This RFP seeks to achieve two key objectives:

1. Establish a reusable design system for consistent branding and efficient design updates across our digital platforms.
2. Redesign our internet and mobile banking applications to enhance user experience, reduce user journey friction, and improve accessibility.
3. Scope of Work

The selected firm will be responsible for the following:

* 1. Design System Development

Develop a cohesive design system, including color schemes, typography, iconography, and components, ensuring scalability and usability across future updates.

* 1. User Research and UX/UI Redesign
* Conduct user research to identify customer needs, pain points, and preferences.
* Provide detailed wireframes, prototypes, and high-fidelity designs for both the internet and mobile banking applications, ensuring optimal functionality and aesthetic appeal.
* Deliver a responsive, accessible design.
* Testing and Validation
* Conduct usability testing with key user groups to validate the design’s effectiveness.
* Provide detailed feedback loops and revision cycles to ensure the design meets business and customer requirements.

1. Proposal Requirements

Proposals should include:

* Company Background: Overview of relevant experience and case studies in the financial services sector.
* Project Approach: Explanation of methodology, design tools, and key steps in the project timeline.
* Portfolio: Samples of previous work related to UI/UX design in banking or financial sectors.
* Budget Estimate: Detailed cost breakdown by project phase and milestone.
* Project Timeline: Proposed timeline from project kickoff to final delivery, including milestone dates.

1. Evaluation Criteria

Proposals will be assessed based on the following:

* Experience and Relevant Case Studies
* Understanding of Project Scope and Requirements
* Design Methodology and Tools Used
* Compliance with Accessibility Standards
* Proposed Project Timeline
* Cost-Effectiveness

1. Requirements for the Solutions

But is not limited to, the following functionalities:

|  |  |  |  |
| --- | --- | --- | --- |
| **Servicies** | **ID** | **IB** | **MB** |
| **Log in page** | **1.1** | Onboarding | Onboarding |
| **1.2** | Password reset | Password reset |
| **1.3** | Log in with OTP | Log in with strong authetication |
| **1.4** | Add trusted Devices | Add trusted Devices |
| **1.5** | NA | Quick access with finger print , pass code or face identification |
| **Main Page** | **1.6** | Consolidated Balance | Consolidated Balance |
| **1.7** | Consolidated Debts | Consolidated Debts |
| **1.8** | Managable Offers | Managable Offers |
| **1.9** | Transaction History With Filters | Transaction History With Filters |
| **2** | Blocked Amounts | Blocked Amounts |
| **My profile** | **2.1** | **Personal Information** | **Personal Information** |
| **2.2** | Change phone number/Email/Address | Change phone number/Email/Address |
| **2.3** | **Users** |  |
| **2.4** | Register additional users |  |
| **2.5** | Set different righs for additional users |  |
| **2.6** | Block/Unblock additional user |  |
| **2.7** | Dark Light Mode | Dark Light Mode |
| **Transactions** | **2.8** | Currency convesion | Currency convesion |
| **2.9** | Curency Conversion with individual rate (treasury approval) | Curency Conversion with individual rate (treasury approval) |
| **3** | Transfer between own accounts | Transfer between own accounts |
| **3.1** | Transfer Inside PCB IBAN/Mobile/Tax Number | Transfer Inside PCB IBAN/Mobile/Tax Number |
| **3.2** | Domestic Transfers | Domestic Transfers |
| **3.3** | Payment to State Budget | Payment to State Budget |
| **3.4** | International Transfers | International Transfers |
| **3.5** | Transfer back function | Transfer back function |
| **3.6** | Reuse transaction function | Reuse transaction function |
| **3.7** | Transaction Templates | Transaction Templates |
| **3.8** | NA | Transaction authorisation with face ID or fingerprint |
| **3.9** | Send/receive Fast money transfer (Western Union , Ria , Money Gram and etc.) | Send/receive Fast money transfer (Western Union , Ria , Money Gram and etc.) |
| **4** | Invoice upload for internation payments | Invoice upload for internation payments |
| **4.1** | Online Payment - utility and other payments | Online Payment - utility and other payments |
| **4.2** | Standing orders | Standing orders |
| **4.3** | Card To Card Transfer | Card To Card Transfer |
| **4.4** | Split payment | Split payment |
| **4.5** | Documet Share and downloading | Documet Share and downloading |
| **Accounts for Personal and Legal** | **4.6** | Current account opening | Current account opening |
| **4.7** | Flex Save opening | Flex Save opening |
| **4.8** | Term Deposit opening | Term Deposit opening |
| **4.9** | Eco Deposit opening | Eco Deposit opening |
| **5** | Opening deposit certificate | Opening deposit certificate |
| **5.1** | Savings plan deposit opening | Savings plan deposit opening |
| **5.2** | Account details | Account details |
| **5.3** | Account name changing | Account name changing |
| **5.4** | Set Favorite Account | Set Favorite Account |
| **Loans** | **5.5** | Partial prepayment of loan - (in progress) | Partial prepayment of loan - (in progress) |
| **5.6** | Loans statement | Loans statement |
| **5.7** | Loan Details | Loan Details |
| **5.8** | Info about Loan schedule | Info about Loan schedule |
| **5.9** | Credit line disbursement/return | Credit line disbursement/return |
| **6** | Apply for the loan | Apply for the loan |
| **Servicies** | **6.1** | SMS registration | SMS registration |
| **6.2** | Drop Box Registration | Drop Box Registration |
| **Card for Personal and Legal** | **6.3** | Card registration | Card registration |
| **6.4** | Account changing on card | Account changing on card |
| **6.5** | Plastic cards blocking / unblocking | Plastic cards blocking / unblocking |
| **6.6** | Main Account changing on card | Main Account changing on card |
| **6.7** | Removing acoount from card | Removing acoount from card |
| **6.8** | Change Card Profile | Change Card Profile |
| **6.9** | Cash/Payment daily limit change at POS-Terminal | Cash/Payment daily limit change at POS-Terminal |
| **7** | NA | Adding Card toApple pay wallet |
| **7.1** | NA | Adding Card to G-pay wallet |
| **7.2** | Card Activation | Card Activation |
| **7.3** | Pin code changing | Pin code changing |
| **7.4** | Card Details visibility | Card Details visibility |
| **7.5** | NA | Cash withwrawal with QR Code |
| **7.6** | Messages (incoming/outgoing) | Messages (incoming/outgoing) |
| **Other** | **7.7** | NA | Quick access with finger print , pass code or face identification |
| **7.8** | Invite Friend | Invite Friend |
| **7.9** | Gemification | Gemification |
| **8** | NPS/CSAT | NPS/CSAT |