

***Request for Proposal (RFP)***

**“For Implementation of Customer Flow Management Solution by FINCA Bank Georgia in 2017-2018”**

##

## About FINCA Bank Georgia

FINCA Bank Georgia is a Joint Stock Company built on the platform developed for over 18 years of operations in the country. The company is a part of Global network of financial institutions indirectly owned by FINCA Microfinance Holdings (FMH), a group comprised of shareholders such as: FINCA International, (USA), International Financial Corporation (IFC, World Bank Group)(USA) KfW Bankengruppe- the German development bank, FMO - the Netherlands development bank, responsAbility Social Investments AG, and Triple Jump.

FINCA Bank Georgia, a new member of Georgian commercial banking sector, is a well-capitalized institution, with strong corporate governance, and expertise in financial services management. It has leading position in the field of micro financing. Currently the network of FINCA Bank includes 40 service centers located almost in all regions of the country. FINCA is making a difference: brings a local, trusted banking partner to communities around Georgia, reaches underserved people in urban and rural areas, provides opportunities for micro-entrepreneurs to improve their lives and their communities, over 80 000 people earn their livelihoods in the businesses that FINCA Bank Georgia finances.

FINCA Bank Georgia identifies, pilots and partners with other service providers to bring new life-enhancement services to clients, and funds cutting-edge research to track the benefits to clients allowing the bank to better serve them and maintain a leading position in Georgian microfinance sector. FINCA Bank Georgia is committed to ensure this through its commercial principles of performance and sustainability.

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# Disclaimer

This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice.

The Bank conducts its activities according to the highest ethical and professional standards and as per Bank’s internal regulation, Bank employees and/or their related persons shall not have direct or indirect financial interests with the Vendors or other Service Providers of the Bank (Conflict of Interest). Therefore, there should not be conflict of interest between the bidder and bank’s employee or related person.

**Purpose of the RFP**

The purpose of the tender **“Implementation of Customer Flow Management System by FINCA Bank Georgia in 2017-2018”** is to select a supplier to provide FINCA Bank Georgia with queue management system in 2017-2018.

FINCA Bank Georgia needs RFP regarding to the product is expressed below

**Acknowledgment of receipt**

***Acknowledgment of receipt of the invitation to the RFP* (a standard form given as Annex #1 to be filled in) should be replied via mail (scanned) by January 15th, 2016.**

It shall be noted that:

* As soon as a bidder sends the proposal, it gives up the property to FINCA Bank Georgia. FINCA Bank Georgia will have all the rights to copy, modify, adapt or use it; and
* The bidder will not charge FINCA Bank Georgia with any cost for the Proposal preparation and for the whole RFP process.

**Statement of Confidentiality**

The RFP documents constitute as confidential and proprietary material of FINCA Bank Georgia and shall not be disclosed in whole or in part by the bidder to any third party, or to any employees of the bidder other than those who have a need to know such information. Besides, it shall not be duplicated or used by the bidder for any other purpose than to supply a response to this RFP.

The confidentiality of this document will remain whatsoever you decide to answer this RFP or not.

Respondents shall not use FINCA Bank Georgia’s (and FINCA International) name, trademark or refer to, identify, “FINCA Bank Georgia” or any FINCA Bank Georgia entity in publicity releases, promotional or marketing materials, announcements, customer listings, testimonials, advertising or otherwise without the prior written consent of FINCA Bank Georgia.

On other hand, FINCA Bank Georgia takes an obligation not to reveal the information received from bidder to the third party.

# General information

## Contact information and submission of the bids

During the RFP process your contacts will be:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **First Name** | **Last Name**  | **Position** |  **phone** | **Email** |
| Sopio | Uznadze | Procurement Specialist | 2207410 ( 1025) | procurement@finca.ge  |
| Nino  | Revishvili | Project Manager | 2207410 ( 1081) | nrevishvili@finca.ge |

The bidder is free to provide any additional relevant information not covered by the RFP or an alternative proposal if he considers them more tailored to the client. Such items will be submitted as attachments to the proposal.

The price offer and all price figures shall be answered in a separate form (an annex #4 of the RFP).

The financial proposal must comply with Microsoft Excel framework.

**The bids (in Georgian/ English) shall be received not later than January 23rd, 2017 via sealed envelope ( CD or USB to be included in the envelope with all the materials in the electronic form) at HO of FINCA Bank Georgia at 71 Vazha Pshavela avenue, III Floor, office N12, 0186, Tbilisi, Georgia, during the working hours 9:00 - 18:00 and dropped into the locked box.**

### Tender language

For any additional question a bidder fills the form (Annex # 2) and addresses FINCA Bank Georgia contact person by email or phone call or face to face meeting.

The Proposal must be prepared in Georgian or bilingual. The questions and the answers can be in Georgian or bilingual.

**NOTE: FINCA Bank Georgia reserves the right to discontinue the Tender Process at any time with no financial compensation, and makes no commitment that this process will result in a business transaction with one or more third parties.**

**1.1.4 Conflict of Interests; Rules and Conditions to Avoid it.**

1. Conflict of interests may arise at any stage of the Tender.

2. The Committee shall be prohibited to accept, review or take into consideration any solicitation of FINCA Bank Georgia’s employees regarding the selected suppliers.

3. If the person in senior management of selected suppliers is a close relative of the Committee Member, the member of the Committee must be changed;

4. The Committee Members shall not have any personal or business ties with the precedents: the Committee Members shall not be founders of the legal entity participating in the tender or have a share in its capital.

6. If one of the above violations is revealed (at the preparatory stage) with regards to any of the selected supplier, the Member of the Committee shall declare about it and either the supplier will not be considered or the member will leave the Committee.

7. If at the stage of checking the data of the awarded supplier(s) it is revealed that one of the provisions related to the conflict of interest is violated, the tender results shall be regarded void with regards to this supplier; in case a Member of the Evaluation Committee is involved in the violation administrative sanctions shall be taken against him/her.

8. The invited Experts shall not be an employee of the selected supplier.

**1.1.5. Repeated Tender**

1. If during the receipt and evaluating of bidsit is revealed that:

– None of the proposals meet the requirements of the RFP Package and/or

– During the visits/tests and evaluation of bids the winner could not be identified; or

– At the stage of *checking the data* it was discovered that the information received from the awarded supplier(s) does not correspond with reality; or

– Conflict of interest is revealed

The Committee can decide to organize a *repeated tender.*

2. Based on the decision of the Administrative Department a Repeated RFP shall be organized either by the same Committee or a new Committee where some of the members are changed.

**1.1.6 Other provisions**

1. The final version of the Agreement to be signed between the FINCA Bank Georgia and the awarded supplier(s) shall not significantly differ from the Draft approved by the Committee and given to the selected suppliers.

 2**.** If the awarded supplier(s) refuses to sign the Agreement or requests to make significant changes to the Agreement, the Committee shall make a decision either to award the supplier(s) that has 2nd, 3rd etc as the winner(s) or organize repeated RFP.

## RFP process

Phases and timetables for procurement

|  |  |  |
| --- | --- | --- |
| RFP Stages | Deliverable | Deadlines |
| Receipt of Acknowledgment Letter | Bidders must approve their participation by sending a Letter of Acknowledgment to FINCA Bank Georgia e-mail indicated in clause 1.1 | 15.01.2017 |
| Receipt of bids | The Bidders submit their proposal to FINCA Bank Georgia | 23.01.2017 |

## Evaluation Criteria of the Bids

As a reminder, it is expected that the bidder shall submit their best price offer for the services requested at the time the proposal is sent.

This Request for Proposal represents the requirements for an open and competitive process. Proposals will be accepted until 6pm January 23, 2017. Any proposals received after this date and time will be returned to the sender. All proposals must be signed by an official agent or representative of the company submitting the proposal.

Bidders should provide their responses to requirements, listed below of this document, in a form of table, filled separately for each subparagraph.

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

Responses towards the requirements should be provided according to matrix, provided below.

|  |  |
| --- | --- |
| **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) |

The bid with highest sum of ratings (i.e. score) wins. The next awarded bidder is the one having the score next to the highest one.

**Please provide timeline for the project implementation including requirements which need customization.**

### Technical criteria

* Adequacy of maintenance/service levels as requested.
* Adequacy of the proposal with FINCA Bank Georgia constraints
* Competitiveness of product-mix (including in the RFP)

### Financial cost

* Overall cost of the proposed solution (detail initial investment/cost). Description and duration of service provided during guarantee period.
* Enlargement of service during guarantee period, description and costs.
* After guarantee period, the description of the support service, noting deadlines according to years.
* All proposals must include proposed costs to complete the task. Cost should be stated as one-time cost of monthly recurring costs.

(Prices or initial percentage of investment or cost in USD)

NOTE: Please explicit **costs break-down by part of the RFP as defined in Annex 4 “Costs break-down”**. *Public prices, FINCA International negotiated conditions and specific extra discounts shall be explicitly mentioned* (besides, the base shall be the Global Price List, its date)

NOTE:  Any additional add-on after contract shall benefit from price condition

### Company reputation

* Supplier profile: overall company financial health
* References (banking sector or not) related to similar needs.
* Company experience.

### Quality criteria (Overall quality of the proposal)

* Overall the technical quality of the proposal and means involved to respond to the service levels requested
* Adequacy of the proposal with the expressed needs (RFP)
* Suggestions and proposals to get better service levels than those expressed and/or to optimize the costs.

Evaluation of the provided proposals will be performed based on proposed project budget, compliance with business and technical requirements provided above and vendor eligibility criteria.

NOTE: Formal (contract based) agreement of the Supplier to comply with **its obligation of results is** to meet the expected performances.

The bidders may check if any global contract exists between FINCA International and the fabricant to guarantee FINCA Bank Georgia a minimal discount consider as a basis for the best price.

FINCA Bank Georgia needs ( RFP)

**! THIS RFP IS CONFIDENTIAL AND IS THE PROPERTY OF**

**FINCA Bank Georgia, subsidiary of FINCA International**

## Project Scope

In order to achieve successful implementation of Customer Flow Management system solution, following tasks are considered to be completed by solution Vendor Company within the project scope:

* Detailed Gap Analysis between requirements of the bank and suggested solution;
* Preparation of the prototype for presentation layer of the solution based on bank’s requirements;
* Cooperation with the banks representatives during the agreements and detailed project implementation plan preparation activities;
* Software amendments in order to meet requirements of FINCA Bank Georgia Defined in RFP documents and as a result of gap analysis;
* Vendor should provide information regarding support and maintenance;
* Conducting trainings for trainers;
* Active involvement in the testing process;
* Vendor should submit expendable materials prices, including thermal paper roll cost for ticket printer

Following criteria must be met to achieve a successful project:

* Ensure all kind of preparation work for infrastructure set up; (Ensure power system and network cabling)
* Hardware installation includes: installation in appropriate place, drill holes in the walls. Repair of damaged places as a result of the installation, damaged wall surfaces should be brought to the original state.
* Identification and installation of the sufficient hardware to manage customer flow in the service center;
* Smooth customer navigation in service centers;
* Ticket printer interface with appropriate design;
* Development and configuration of software according to the requirements;
* User- friendly interface;
* Generate reports;

## The RFP

The RFP shall describe in introductory letter:

* its staff and staff policy for the year to come
* its regional coverage (both: supply of product and service) and development policy
* its strategy regarding the requested devices
* its levels of service (generally and specifically in the context of this RFP)
* its stock management (generally and specifically in the context of this RFP)

Any other relevant information will be appreciated.

Note: In order not to miss the essential information on Bidder, they are expected to fill in the questionnaire (Annex # 3).

## Description of Requirements

 **Ticket Printer/ Printed Ticket/ Operator Display/** **LCD TV**

|  |  |
| --- | --- |
| ID | Requirement |
| 1.1 | The ticket printer terminal with floor stand should have a sensor screen; it should have the ticket printer in terminal with automatic cutting system after pushing on appropriate order |
| 1.2 | The ticket printer menu should be on several languages and the client should have the possibility of choosing the language (Georgian, Russian, English, Azerbaijani, Armenian) |
| 1.3 | The ticket printer menu could be configurable via user interface (UI) by the bank’s staff |
| 1.4 | The ticket should be printed immediately after pushing the appropriate order button |
| 1.5 | The printed ticket should have the queue number |
| 1.6 | The ticket should contain the information on the number of clients waiting for the same service/queue |
| 1.7 | The system should have the possibility of affixing marketing message on printed ticket surface |
| 1.8 | The information on the ticket should be configurable via UI by the bank’s staff |
| 1.9 | The Operator Display should be Red – LED |
| 1.10 | The Operator Display should have proper mount for installation on the desk or on the ceiling (mounts and other necessary equipment should be included) |
| 1.11 | Ability to control queue on the LCD –TV  |
| 1.12 | The monitor should show the information regarding the queue, advertisement, and in case of necessity, the creeping line |
| 1.13 | The monitor should be configurable via UI by the bank’s staff |

**Business Requirements**

|  |  |
| --- | --- |
| ID | Requirement |
| 2.1 | The system should have the possibility to call next client automatically or manually |
| 2.2 | The system should have the possibility to redirect client to a different operator or a different queue |
| 2.3 | The system should have the possibility to delay client call  |
| 2.4 | The system should have the possibility to cancel client call |
| 2.5 | The system should have the possibility to recall the client |
| 2.6 | The system should have the possibility to call the client according to ticket number |
| 2.7 | The system should have the possibility to pause automatic call function  |
| 2.8 | The system should have the possibility to call ticket number out of turn |
| 2.9 | The system should have the possibility to open/close/pause workstation  |
| 2.10 | Priority in the queue should be given to the client according to the ticket acquisition time or according to operation type |
| 2.11 | System should have possibility to redirect client with the first taken ticket number  |
| 2.12 | System should have possibility to use one user for serving several queues |
| 2.13 | In case of redirection to a different queue or to a different employee the preference is given to the redirected client/ or preference should be given based on operation type. |
| 2.14 | In case queue is overloaded, system should identify operation type and give the priority based on predefined logic or make redirection of tickets into another queue. |
| 2.15 | System should have possibility to make automatic closure of active workstation in case of long predefined service time  |
| 2.16 | System should have possibility to manage sound (gong)  |
| 2.17 | The system should have the possibility to be integrated with web and audio camera solutions for controlling service quality  |
| 2.18 | The system should have the possibility of giving maximum time on each service listed in the printer and after its exhaustion the consequent service center responsible employee should receive a message (SMS/mail) for controlling service time and employee efficiency |
| 2.19 | The system should have the possibility of making advance appointments for clients |

**Real time monitoring**

In the aspect of service center or bank, there should be the possibility of monitoring queue management system in current mode (real-time monitoring)

Real time monitoring should give possibility to monitor (included but not limited):

|  |  |
| --- | --- |
| ID | Requirement |
| 3.1 | Number of served customers  |
| 3.2 | Number of waiting customers  |
| 3.3 | Waiting time in the queue |
| 3.4 | Running service time for the customer being served |
| 3.5 | Number of cancelled tickets |
| 3.6 | Open/closed/serving employees |

**Reports**

Report data should include, but not limited**:**

|  |  |
| --- | --- |
| ID | Requirement |
| 4.1 | The system should have the possibility of generating statistical data according to different parameters (e.g. service center, service center employee, position, service, date, duration of provided service/operation, waiting time, etc.).  |
| 4.2 | Statistical data should be received both individually according to service center/centers, and on bank scale |
| 4.3 | Open/Active workstations |
| 4.4 | All login, logout, lunch times for employee  |
| 4.5 | Total log in/ log out time for each employee |
| 4.6 | Automatic closed workstation |
| 4.7 | Total tickets served ( number of service center visitors) |
| 4.8 | Maximum/ average waiting time |
| 4.9 | Waiting time by category of service/ queue |
| 4.10 | Number of operations by category of service (presented in the menu) |
| 4.11 | Longest/ average service time (presented in the menu) |
| 4.12 | Total service time |
| 4.13 | Idle time  |
| 4.14 |  Number of redirected clients/ transfers to other queue  |
| 4.15 | Report of sent alerts ( SMS/ e-mail) |
| 4.16 | Total Services time customer get for the one ticket number  |
| 4.17 | Possibility of exporting data in various file formats (Excel, CSV, XML, PDF) |
| 4.18 | System should have possibility to configure the reports to ignore transaction times shorter then (for example) 20 seconds. This typically indicates that the customer was not shown when his/her ticket was called. This should not be considered as employees’ service time  |
| 4.19 | Possibility of working out new reports upon requests |

### Description of Technical Requirements

**User Management**

|  |  |
| --- | --- |
| ID | Requirement |
| 5.1 | System should have central user and password management capabilities: a) Users should have the ability to login to system with their domain username and password (Administrator should be able to assign/define different roles to domain users) OR b) system itself should have the ability to manage users (enforce password aging policies, block/unblock users, assign roles to users, etc.) centrally without logging in to each branch OR C) changes should be covered with appropriate support contract and SLAnote: Domain integration will be preferred over central user management |

**Device Characteristics**

|  |  |
| --- | --- |
| ID | Requirement |
| 5.2 | Display should be able to operate on a single cable  |
| 5.3 | Printer should be able to work on 650VA UPS in case of power failure |
| 5.4 | System should have the ability to integrate video/audio camera solutions |

**System Management**

|  |  |
| --- | --- |
| ID | Requirement |
| 5.5 | Administrator should have the ability to push configuration changes to branch offices effortlessly, without logging into each branch device and manually applying changes or changes should be covered with appropriate support contract and SLA |
| 5.6 | System should be able to monitor branch offices centrally - report errors, display number of branches online/offline, log changes, etc. |
| 5.7 | System should be able to send e-mail alerts to Administrators in case of critical errors |
| 5.8 | System should be able to automatically generate reports and send it via e-mail |

## Delivery Conditions

###

### Contacts

For information on the RFP, or with any other questions, please contact:

*Project Manager* – **Nino Revishvili**

Head of Customer Support Department

e-mail: nrevishvili@finca.ge

*Procurement contact* – **Sopio Uznadze**

Procurement Specialist

T: +995 32 2207410/11/12

 e-mail: procurement@finca.ge

## Price and payment conditions

**All prices must be in USD and include all Taxes.**

Has the Bidder searched for FINCA International global agreements with fabricant: (YES/NO)

NOTE: 1. FINCA International global agreements are intended as base price and FINCA Bank Georgia expects extra effort from fabricant and supplier according to the volume.

2. All along the contract FINCA Bank Georgia shall benefit from a price-list decrease (if it occurs)

If the price list of the product decreases, the price for FINCA Bank Georgia must be adjusted accordingly. The total discount itself will remain valid during the Contract period.

## Services, Warranty and Maintenance

Maintenance – Please provide us description of the process and be specific.

During the maintenance of a device, the supplier must immediately provide a replacement one.

The supplier shall define its response time after a phone call to bring replacement device.

The damaged device will be delivered to Supplier / taken by Supplier within the next day for the ones in Tbilisi and within the next 2 working days for those out of Tbilisi.

A device which was in maintenance shall be returned reinstalled with the next regular delivery following problem solving.

This kind of devices will be specified to FINCA Bank Georgia, so that FINCA Bank Georgia can manage the life cycle of it.

# Annex #1

**ACKNOWLEDGEMENT OF RECEIPT**

**Of Invitation to the RFP**

 **(Including the STATEMENT OF CONFIDENTIALITY)**

Answer by fax or mail and include a hard copy into the envelope

+ (995 32) 2 20 74 10

E-mail: Procurement@finca.ge

Attention: Sopio Uznadze

|  |
| --- |
| **The information included in this document, as well as any that may be made available as part of this selection process is confidential. We agree not to disclose or communicate this information to any third party, without the express written agreement of FINCA Bank Georgia.** |

The undersigned hereby acknowledges participation in the RFP: **“Implementation of Customer Flow Management solution by FINCA Bank Georgia in 2017-2018” and** receipt of RFP Pack related to this RFP.

The undersigned hereby acknowledges that all data included in the document transmitted will be taken into account and included in the proposal he intends to submit

The undersigned hereby has no intention of submitting a proposal for this RFP and sends back all the document of this Tender

**In both cases,**

The undersigned shall:

* Keep strictly confidential and abstain from communicating them to whomever, except purposes strictly necessary to the response to the present consultation; and
* Abstain from exploiting them directly or indirectly, or allowing their exploitation by a third party under their control, at any end other than the constitution of the response to the present consultation.

The undersigned commits in particular not to reveal any information concerning FINCA Bank Georgia or its customers within the framework of the constitution of the response to the present consultation.

The obligation of confidentiality applies to the data communicated before the signature of a contract (if any). The Undersigned will be bound by the present obligation as long as the data concerned will not have fallen into the public domain, except prior specific written agreement of FINCA Bank Georgia to release him of this obligation of confidentiality.

The undersigned shall ensure that its representatives, agents or subcontractors duly authorized, shall respect the obligation of confidentiality.

The following will be the primary correspondent all along the RFP:

Undersigned name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Occupation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Complete address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

FAX: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[Signature] , [Stamp]

Date

# Annex # 2

 *Questions Concerning the Tender*

 **“Implementation of Customer Flow Management Solution by FINCA Bank Georgia in 2017-2018”**

 Send by e -mail to: procurement@finca.ge

 Attention: Sopio Uznadze

*Notes:*

* Any question must be submitted by **January 15 th, 2017**  at the latest.
* Replies to all questions asked will be sent to all Bidder that have notified their intention to take part in the present bidding process

Questions:

1.

2.

3.

# Annex # 3

***Introducing the Bidder***

***(Presentation of the company)***

|  |  |  |
| --- | --- | --- |
| # | Questions | Answers |
| 1 | Company name |  |
| 2 | Legal status |  |
| 3 | Tax identification code |  |
| 4 | Address |  |
| 5 | Telephone/Fax |  |
| 6 | Date of establishment |  |
| 7 | Corporate capital |  |
| 8 | Staff number (management, administration, specialists, …) |  |
| 9 | Turnover (USD) for the year 2016 |  |
| 10 | Service bank name |  |
| 11 | Representation of the international brands, *please specify* , *indicate representation status* |  |
| 12 | Authorized Service Centers |  |
| 13 |  Main customers |  |

Also, thanks to provide the following information in detail:

1. Major business lines (inc. prioritized )
2. Experience in working in banking sector
* partner banks
* partnership duration and type (strategic/ occasional )
1. Partnership with FINCA Bank Georgia
* please specify the product(s), project(s) sold/ fulfilled
* partnership duration and type (strategic/ occasional )
* FINCA Bank Georgia share in your sales
1. Significant projects fulfilled for the last years
2. Product range (mix)
3. Regional coverage in Georgia (supply of product and service)
4. An organizational chart of the company

# Annex # 4

Prices should be provided per service center considering below mentioned numbers of service centers:

|  |  |
| --- | --- |
| Number of service centers | >10 |
| 11-20 |
| 20< |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|   | Unit Cost with one year warranty | Unit cost with 3 year Warranty  | NRC (Non-Recurring cost) | MRC (Monthly recurring cost) | Brand of the Device | Comment |
| Ticket Printer with floor pedestal |   |   |   |   |   |  |
| Operator Display RED-LED  |   |   |   |   |   |  |
| Main Display- LCD TV 40-42" |   |   |   |   |   |  |
| Other HW |   |   |   |   |   |  |
| Software |   |   |   |   |   |  |
| Installation (cabling, mounting, testing, etc.) |   |   |   |   |   |  |
| Support and Maintenance |   |   |   |   |   |  |
| Thermal paper roll cost for ticket printer |   |   |   |   |   |  |
| Cost of system module licenses |   |   |   |   |   |  |
| Other (please specify) |   |   |   |   |   |  |

**In case of additional expenditure for project implementation please provide detail information**.