Abstract

This document includes the statement of Georgian Card JSC about the proposals to purchase the product (including services). Document includes procurement’s procedure, where the requirements may be described in terms of conceptual principle (in general), but also with functional and result-oriented specifications – without mentioning a specific way (detailed technical specifications) to achieve the desired result

Details

Tender № 15 Announcement Date: 5/2/2024

End Date: 5/23/2024

**purchasing of Learning platform**

Request for Tender Proposal

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**INTRODUCTION**

## Briefly about our Georgian Card JSC

Georgian Card JSC is the leading service operator of the payment business, providing the service to the companies in Georgia since 1997. Until today, Georgian Card retains its position of the market leader: processing up to 200 operations per second for 1000 ATM-s, more than 10000 POS terminals and more than 3000 Self-Service terminals

Georgian Card JSC (JSC Bank of Georgia’s processing center) is seeking proposals for the procurement of a comprehensive learning platform to enhance our organization's training and development initiatives. We are inviting interested vendors to submit their proposals in response to this Request for Tender.

**GENERAL REQUIREMENTS**

**Deployment and Infrastructure**

* The learning platform should be provided as an on premise solution, allowing for installation and hosting within our organization's infrastructure.
* The services associated with the platform shall be web-based and therefore shall not require Installation of all application software on user computers.
* Layout and content should adapt fluidly to different screen sizes, including mobile devices.

**Language Support**

* The learning platform must fully support the Georgian language, including user interfaces, content management, and communication features.
* All text elements, navigation labels, and instructional content should be available in Georgian.

**FUNCTUAL REQUIREMENTS**

**User Roles and Permissions**

* Ability to define user roles (e.g., administrators, students) and associated permissions.
* Ability to outline access levels and capabilities for each user role within the platform.

**User authentication and profile management**

* Ability to authenticate users securely, manage user registration, and allow users to update their profile and personal data.
* 2Factor Authentication capability
* Include automated password recovery management for user convenience and security.

**Course Catalog**

* Publicly accessible course catalog showcasing available courses, descriptions, and enrollment options.
* Display a list of enrolled courses for each user with progress indicators (e.g., completion status, grades).
* Notify users of new course materials, messages, and administrative announcements.
* Provide access to course materials (e.g., lectures, documents, videos) within the platform.
* Support for categorizing and organizing course materials based on topics or modules.
* Enable students to access assessments, quizzes, and assignments within the platform.
* Provide tools for submitting assignments and viewing evaluation results.

**Course Categories and filtering**

* Categorize courses based on subjects, levels, or other criteria to facilitate easy navigation and discovery.
* Implement filtering options to allow users to find courses based on their interests.

**Admin Panel Features**

**Course Creation**

* Ability to create, edit, and manage courses within the platform.
* Ability to upload and manage various types of content, including videos, quizzes, documents, etc.
* Manage student enrollments, registrations, and course access permissions.
* Admin panel for managing user accounts, roles, permissions, and profiles.
* Each course should have its own specific logo

**Alerts and Notifications**

* Implement alert and notification features to inform users about course updates, deadlines, and important announcements.
* Support customizable notification preferences for users.

**Analytics and Reporting**

* Provide interactive dashboards with key performance indicators (KPIs) and analytics.
* Analyze user engagement, course completion rates, and learning progress.
* Track course performance metrics, and outcomes.
* Send important announcements and notifications to users.

**Customization and integration**

* Provide customization capabilities for branding, theming, and interface layout to align with organizational requirements.
* Support integration with third-party systems (e.g., learning management systems, Outlook) for data exchange and interoperability

**VENDOR REQUIREMENTS**

**In order to qualify for the review, the bidder must meet all the requirements listed below:**

* Must be able to conduct assessments/requested services in region of Georgia.
* Must be able to start within 10 (calendar days) from the signing of agreement.
* Must not face insolvency proceedings and must not be in the process of liquidation / reorganization.
* Experience and expertise in developing scalable and secure administrative interfaces for learning platforms.
* Provide references or case studies demonstrating successful implementations;
* Must have at least **5** (**five**) years of experience in providing similar services.

# DISCLAIMER

The announcement of the tender does not oblige Georgian Card JSC to sign a contract with any of the participants and at any stage of the tender Georgian Card JSC reserves the right to terminate the tender without disclosing reason to any of the bidders.

# EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

* Experience and qualifications of the bidder and its personnel.
* Proposed approach to conducting the assessment.
* Cost of the service.
* References from previous clients.

# PROPOSAL SUBMISSION

Bidders must submit a proposal that includes the following:

* Bidders are obliged to provide the documents required by the tender requirements – to the contact person, indicated in this document;
* Additional information – if needed, should be obtained or clarified by contacting to the person – via e-mail or telephone, indicated on the cover page of this document;
* After the completion is over, the tender commission will review the bids and select the supplier with the best conditions;
* The bidder should submit the total price of the service;
* The bidder should submit a presentation of the proposed product (or service) and datasheet files;
* Proposal currency should be indicated in **USD excluding VAT**;
* All documents and information that should be submitted by the bidder must be certified with the signature and seal of the authorized representative;
* In order to participate in the tender, it is necessary for the organization to submit the following mandatory documents:
* Suggested price list (**Appendix 1**);
* Bank details (**Appendix 2**);
* Product/Service characteristics (**Appendix 3**);
* During the tender, bidder is obliged to submit an additional legal or financial document upon the request;
* The proposal must be valid at least for 90 calendar days.

# ASSIGNMENTS DESCRIPTION

A detailed description of the subject solution/service characteristics shall be given in **Appendix 3** (only when needed and if not pre-filled).

# ATTACHED DOCUMENTATION

* Appendix 1: Price list;
* Appendix 2: Bank details;
* Appendix 3: Product/Service characteristics.

### Appendix 1: – Price List

|  |  |  |  |
| --- | --- | --- | --- |
| Product Description | Quantity | Price | Service Delivery Date |
| Learning Platform | 1 |  |  |

### Appendix 2: Bank Details

|  |  |
| --- | --- |
| Information about bidder organization | |
| Company Name: |  |
| Company Identification Number: |  |
| Company Business Address: |  |
| Address 2: (if different from above) |  |
| Manager Name and Surname: |  |
| Manager Identification Number: |  |
| Manager Phone Number: |  |
| Name and Surname of the contact person: |  |
| Contact Person Identification Number: |  |
| Phone: |  |
| E-mail: |  |
| Web-page: |  |
| Bank Name: |  |
| Bank Code: |  |
| Bank Account Number: |  |

### Appendix 3: Product/Service characteristics

|  |  |  |
| --- | --- | --- |
| N | Product (Service) Name/Description | Quantity |
| 1 | N/A | 1 |
| 2 | N/A | 1 |
| 3 | N/A | 1 |
| 4 | N/A | 1 |