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

**“Purchase of Tablet Computers by FINCA Bank Georgia”**

**Dated: February 16, 2017**

*JSC FINCA Bank Georgia is a part of FMH (FINCA Microfinance Holding). Its Partners are IFC, World Bank Group, KFW, Bankengruppe, FMO, Development Bank of Germany, Development Bank of Netherlands, responsAbility GLobal Microfinance Fund, Triple Jump and other international financial organizations. FINCA Bank Georgia serves more than 100 000 clients through 39 service centers in almost all regions of Georgia.*

*FINCA Bank Georgia conducts its activities according to the highest ethical and professional standards and as per Bank’s internal regulation, customer employees and/or their related persons shall not have direct or indirect financial interests with the Vendors or other Service Providers of the Customer (Conflict of Interest). Therefore, there should be no kind of Conflict of Interest with the Supplier and Customer employees and/or related person.*

**Purpose of the RFP**

The purpose of the tender **“Purchase of Tablet Computers”** is to select a supplier to provide FINCA Bank Georgia with mobile computing devices **– Tablet PCs.** The contract will be signed for 1 year and FINCA Bank Georgia will undertake the obligation to purchase requested quantities of the equipment in the given time period. In case FINCA Bank George remains satisfied with the Goods and service offered by the supplier during those 12 months, the contract would be extended for the next 12 months with additional quantities of equipment.

The aims are to ease the management of these devices, namely,

* life cycle management
* change management,
* installation
* delivery time

and improve the quality of support and reactivity of supplier (s).

FINCA Bank Georgia wants to ensure the warranty of delivery of the same model of equipment for this period. In exchange FINCA Bank Georgia is ready to purchase devices only from selected supplier.

FINCA Bank Georgia needs (RFP) regarding this products are 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 send via mail (scanned) by February the 23rd, 2017 and hard copy included in the envelope contents, indicating your intention to submit a proposal or otherwise. Please use acknowledgement of receipt form included in the RFP pack**.

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 | Email |
| Sopio | Uznadze | Procurement Specialist | [procurement@finca.ge](mailto:procurement@finca.ge) |
| Iulia | Meladze | Digital Banking Manager | [iulia.meladze@finca.ge](mailto:iulia.meladze@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 shall be received not later than March the 2nd, 2017 via sealed hard copy 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.**

### Proposal validity

Tender Proposal must remain open and valid for consideration for a period of 1 month from the date it was received by FINCA Bank Georgia.

### 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 **English or Georgian** Languages. The documents obtained from the officials, can be in Georgian. Also, the questions and the answers can be in English or in Georgian.

**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 the 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*.

**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.

3**.** RFP will be attached to the contract as appendix

## 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 | FEB 23rd 2017 |
| Receipt of bids | The Bidders submit their proposal to FINCA Bank Georgia | MAR 2nd 2017 |
| Evaluation of bids and awarding the Bidder(s),  Final negotiations and contracting | FINCA Bank Georgia select short list of Suppliers and  awards contract | APR 2nd 2017 (tentatively) |
| Contracting | Finalization of contract signature | APR 5th 2017  (tentatively) |

## 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.

The Bids will be evaluated based on the evaluation criteria, listed below.

Each evaluation criteria is graded by 5-point system. (Very Good (5) –> Good (4) –> Satisfactory (3) –> Inadequate (2) –> Unacceptable (1)) Criteria are graded by voting for proposed grade.

To get the rating for each criterion its grade is multiplied by its weight

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.

### Technical criteria

* Adequacy of maintenance/service levels as requested.
* Adequacy of the proposal with FINCA Bank Georgia constraints
* Is the vendor of proposed product(s) included in FINCA International global list
* 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 care-pack service, noting deadlines for 4 years, for 5 years or according to years.
* It is preferable to have in the offer 3 types of services.
  1. The provision of equipment from the HO.
  2. Service from regional centers. (Please include the list of regional centers).
  3. Local service in offices. (In case of necessity).

(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.

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**

## Overview

The binderer can reply for all or part of the devices listed above.

Devices purchased will be used to equip existing employees of the Bank in order to improve mobility of sales team.

## 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).

## Requested Items:

1. Tablet Computers
2. Tablet Computer covers with branding capability
3. Smudge and fingerprint resistant tablet Computer screen protection stickers with at least 94% light penetration

## Technical specification of Tablet Computers

**At any time FINCA Bank Georgia shall be able to change the specifications of the devices.**

**Required Quantity: 140 Pcs**

**Screen Size: >= 7 inches**

**Display Brightness Peak Luminance (for white) > 400 cd/m2**

**Screen Reflectance All Directions > 8%**

**Contrast Rating for High Ambient Light > 40**

**Manufacturer warranty: 3 years**

**Memory Size: > 1.5 GB**

**Connectivity Features: LTE, Wi-Fi**

**Location Technology: GPS, Glonass**

**Ingress Protection – 54, 55, 56, 57, 64, 65, 66, 67**

**MIL STD 810G**

**Battery Life > 8 hours**

**Rear facing camera with HD resolution**

## Requested Quantities

Prices to be calculated according to the following quantities and procurement methods:

Method 1.

1. 70 Tablet Computers – **Single Term Purchase**
2. 70 Tablet Computer covers – **Single Term Purchase**
3. 70 Tablet Computer screen stickers – **Single Term Purchase**

Method 2.

1. 140 Tablet Computers – (Contract to be issued for 140 Tablet Computers according the following terms: immediate purchase 70 Tablet Computers the rest quantity 70 pcs to be purchased during one year.)
2. 140 Tablet Computer covers – (Contract to be issued for 140 Tablet Computer Covers according the following terms: immediate purchase 70 Tablet Computer Covers the rest quantity 70 pcs to be purchased during one year.)
3. 140 Tablet Computer screen stickers - (Contract to be issued for 140 Tablet Computer screen stickers according the following terms: immediate  purchase 70 Tablet Computer screen stickers the rest quantity 70 pcs to be purchased during one year.)

Method 3.

1. 140 Tablet Computers – **Single Term Purchase**
2. 140 Tablet Computer covers – **Single Term Purchase**
3. 140 Tablet Computer screen stickers – **Single Term Purchase**

## Delivery Conditions

### Contacts

When the contract is signed the following person will contact from FINCA Bank Georgia.

*Procurement contact* – **Sopio Uznadze**

Procurement Specialist

T: +995 32 2207410

e-mail: [procurement@finca.ge](mailto: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

Regular delivery

The delivery will always be made to the address indicated in PO

Maintenance (Please to provide us description of the process and be specific)

The service support must be prolonged at least 1 year after warranty period.

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.

Broken device

If a device is declared broken under a warranty period, the one for replacement shall be considered as the substitute one.

Devices that are decommissioned either being renewed or replaced shall be destroyed by proper means by the Supplier.

Bidder should provide the spreadsheet describing how many days will be required to replace broken hardware with new ones according to quantity of the broken hardware.

|  |  |
| --- | --- |
| Number of broken Device | How many days you need for replacement |
| <5 |  |
| 5-15 |  |
| >15 |  |

# 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: **“Purchase of Tablet Computers by FINCA Bank Georgia”** andreceipt 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*

**“Purchase of Tablet Computers by FINCA Bank Georgia”**

Send by e -mail to [Procurement@finca.ge](mailto:Procurement@finca.ge)

Attention: Sopio Uznadze

*Notes:*

* Any question must be submitted by **FEB 23rd, 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

## Cost breakdown

For 70 Pcs Single term Procurement

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Item Description | Unit Price in USD | Discount | Unit Price in USD ( including VAT) after discount | Warranty | Total Price in USD ( with VAT) for 70 Pcs |
| Item1 |  |  |  |  |  |  |
| Item2 |  |  |  |  |  |  |
| ….. |  |  |  |  |  |  |
| Item4 |  |  |  |  |  |  |

For 140 Pcs (70 Pcs by single term and the rest during one year)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Item Description | Unit Price in USD | Discount | Unit Price in USD ( including VAT) after discount | Warranty | Total Price in USD ( with VAT) for 140 Pcs |
| Item1 |  |  |  |  |  |  |
| Item2 |  |  |  |  |  |  |
| ….. |  |  |  |  |  |  |
| Item4 |  |  |  |  |  |  |

For 140 Pcs single term procurement

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Item Description | Unit Price in USD | Discount | Unit Price in USD ( including VAT) after discount | Warranty | Total Price in USD ( with VAT) for 70 Pcs |
| Item1 |  |  |  |  |  |  |
| Item2 |  |  |  |  |  |  |
| ….. |  |  |  |  |  |  |
| Item4 |  |  |  |  |  |  |