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

**“Purchase of Workstations, Laptops and Printers by FINCA Bank Georgia in 2017-2018”**

*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 100000 clients through 36 service centers in almost all regions of Georgia.*

*FINCA Bank Georgia Branch of FINCA International Inc. – a fund in Partnership with the international community was established in Georgia in May 1998 by support of the US Agency for International Development and US Department of Agriculture. Fore more information visit:* [*www.FINCA.org*](http://www.FINCA.org)*,* [*www.FINCA.ge*](http://www.FINCA.ge)

*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 Workstations, Laptops and Printers by FINCA Bank Georgia in 2017-2018”** is to select a supplier to provide FINCA Bank Georgia with workstations, Laptops and Printers in 2017-2018. 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 replied via mail (scanned) by November 28th, 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** |  **phone** | **Email** |
| Eka  | Chkheidze | **Assets/Inventory Management Specialist** | 2207410 ( 1004) | eka.chkheidze@finca.ge  |
| Nino  | Makhatadze | **Head of IT Service Operations Unit** | 2207410 ( 1118) | nino.makhatadze@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 English) shall be received not later than December 4th, 2017 via sealed hard copy and electrical forms (CD) 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. The documents obtained from the officials, can be in Georgian. Also, 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 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 RFP*.

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.

 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 | 28.11.2017 |
| Receipt of bids | The Bidders submit their proposal to FINCA Bank Georgia | 4.12.2017 |
| Evaluation of bids and awarding the Bidder(s)**,**Final negotiations and contracting | FINCA Bank Georgia select short list of Suppliers andawards contract | 6.12.2017 |
| Contracting | Finalization of contract signature | 21.12.2017 |

## 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.

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. (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 in 2017-2018 will either be used to replace old workstations (renewing) or to equip newly opened Service Centers.

As mentioned above this RFP covers year 2017-2018.

## 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).

## Technical specification

These are different requirements valid for all devices:

* The different model should not come to end end-of-life at least before one year. FINCA Bank Georgia tries to limit the number of different models. (The bidders shall mention the expected end of life of its proposal.)
* At any time FINCA Bank Georgia shall be able to change the specifications of the devices.
* FINCA Bank Georgia expects to be proposed international reliable brand and preferably those which have a global agreement with FINCA International (HP, Dell, Lenovo, Lexmark, Kyocera, etc.)

### Workstation

FINCA Bank Georgia defines 2 models of workstation. All workstations must be installed with a common basis (master) that will ensure the proper work of application of FINCA Bank Georgia and interoperability within the staff and other FINCA International units.

Model description (W1)\*

In future communication with the Bidder this model will be named “W1”.

Required Quantity:

**Following Workstation models are required:**

**HP 280 MT G2 or HP 280 MT G3**

|  |  |  |
| --- | --- | --- |
| **Workstation** | **Description** | **Comments** |
| * Chassis
 | Micro tower |  |
| * Chipset
 | Intel |  |
| * CPU
 | Intel Core™ i3 |  |
| * DDR
 | 4 GB DDR, SATA |  |
| * HDD
 | 500 GB HDD, SATA |  |
| * CD/DVD player
 | yes |  |
| * USB port
 | USB 3.0; USB 2.0 |  |
| * LAN adapter
 | Integrated Ethernet controller 10/100/1000 |  |
| * Video
 | Integrated Intel Graphics Media accelerator |  |
| * Audio
 | Integrated High Definition audio |  |
| * Bluetooth adapter
 | No  |  |
| * IR adapter
 | No |  |
| * Wireless adapter
 | No  |  |
| * Modem
 | No  |  |
| * OS
 | See master |  |
| * Screen
 | M1 | See details below |
| * Keyboard
 | USB |  |
| * Mouse
 | USB / scroll mouse |  |
| * Software
 | Free Dos |  |

\* In case of different specification, overall capacity of proposed Workstation should not be less than described above.

Model description (W2)\*

In future communication with the Bidder this model will be named “W2”.

Required Quantity:

Following workstation models   are required:

**HP ProDesk 400 G3 or similar**

|  |  |  |
| --- | --- | --- |
| Workstation | Description | Comments |
| * Chassis
 | Micro tower |  |
| * Chipset
 | Intel |  |
| * CPU
 | Core™ i5 |  |
| * DDR
 | 8GB (2x4GB) up to 16gb  min. PC2-6400 DDR3 1333MHz memory |  |
| * HDD
 | 500GB 7200 rpm, SATA hard drive |  |
| * CD/DVD player
 | yes |  |
| * USB port
 | USB 3.0; USB 2.0 |  |
| * LAN adapter
 | Integrated Ethernet controller 10/100/1000 |  |
| * Video
 | Integrated Graphics Media Accelerator 4500 up  |  |
| * Audio
 | Integrated HD audio with AD1884A codec |  |
| * Optical Drive
 | SATA DVD+/-RW 16x SuperMulti LightScribe drive |  |
| * Networking
 | Integrated Intel 82567LM Gigabit Network Connection |  |
| * Bluetooth adapter
 | No  |  |
| * IR adapter
 | No |  |
| * Wireless adapter
 | No |  |
| * Modem
 | No |  |
| * OS
 | See master |  |
| * Screen
 | M2 | See details below |
| * Keyboard
 | USB |  |
| * Mouse
 | USB / scroll mouse |  |
| * Software
 | Free Dos |  |

\* In case of different specification, overall capacity of proposed Workstation should not be less than described above.

### Monitor

FINCA Bank Georgia defines 2 models of monitors.

Monitor (M1)

In future communication with the Bidder this model will be named “M1”.

Required Quantity:

**Following Monitor models   are required:**

**HP P202 or similar**

|  |  |  |
| --- | --- | --- |
| Screen size | 20” | Comments |
| * Widescreen
 | YES |  |
| * Recommended Resolution
 | 1280 x 1024 |  |
| * Viewing angle
 | 160 (H) / 160 (V) |  |
| * Brightness
 | 300cd/m2 |  |
| * Contrast
 | 800:1 |  |
| * Response Time
 | 5 ms |  |
| * Display Type
 | SXGA |  |
|                                                                CONNECTIVITY |
| * Input Video Compatibility
 | Analog RGB |  |

\* In case of different specification, overall capacity of proposed Monitor should not be less than described above.

Monitor (M2)

In future communication with the Bidder this model will be named “M2”.

Required Quantity:

Following Monitor models   are required:

**HP V243 or similar**

|  |  |  |
| --- | --- | --- |
| Screen size | 24” | Comments |
| * Widescreen
 | YES |  |
| * Recommended Resolution
 | 1280 x 1024 |  |
| * Viewing angle
 | 160 (H) / 160 (V) |  |
| * Brightness
 | 300cd/m2 |  |
| * Contrast
 | 800:1 |  |
| * Response Time
 | 5 ms |  |
| * Display Type
 | SXGA |  |
|                                                                CONNECTIVITY |
| * Input Video Compatibility
 | Analog RGB |  |

\* In case of different specification, overall capacity of proposed Monitor should not be less than described above.

### Laptop

FINCA Bank Georgia defines 2 models of laptop. All laptops must be installed with a common basis (master) that will ensure the proper work of application of FINCA Bank Georgia and interoperability within the staff and other FINCA International units.

Laptop (L1)

In future communication with the Bidder this model will be named “L1”.

Required Quantity:

Following laptop models   are required:

**HP Probook 440 G4  or HP Probook 440 G5**

|  |  |  |
| --- | --- | --- |
| Screen size | 14” | Comments |
| * Chipset
 | Intel |  |
| * CPU
 | Core™ i5 |  |
| * DDR
 | 4 GB |  |
| * HDD
 | 500GB HDD, SATA |  |
| * CD/DVD player
 | yes |  |
| * USB port
 | USB 3.0; USB 2.0 |  |
| * LAN adapter
 | Ethernet controller 10/100/1000 |  |
| * Audio
 | Integrated audio |  |
| * Bluetooth adapter
 | Yes, Integrated |  |
| * IR adapter
 | No |  |
| * Wireless adapter
 | Yes, Integrated |  |
| * Modem
 | Yes, Integrated |  |
| * OS
 | See master |  |
| * Software
 | Free Dos |  |
| * Processor
 | i5 ( min) |  |

\* In case of different specification, overall capacity of proposed laptop should not be less than described above.

Laptop (L2)

In future communication with the Bidder this model will be named “L2”.

Required Quantity:

Following laptop models are required:

**HP EliteBook 820 G3 or HP EliteBook 820 G4**

|  |  |  |
| --- | --- | --- |
| Screen size | 12.5” | Comments |
| * Chipset
 | Intel |  |
| * CPU
 | Core™ i5 |  |
| * DDR
 | 8 GB |  |
| * HDD
 | 500GB HDD, SATA |  |
| * CD/DVD player
 | yes |  |
| * USB port
 | USB 2.0; USB 3.0 |  |
| * LAN adapter
 | Ethernet controller 10/100/1000 |  |
| * Audio
 | Integrated audio |  |
| * Bluetooth adapter
 | Yes, Integrated |  |
| * IR adapter
 | No |  |
| * Wireless adapter
 | Yes, Integrated |  |
| * Modem
 | Yes, Integrated |  |
| * OS
 | See master |  |
| * Software
 | Free Dos |  |
| * Processor
 |   i5 (Min) |  |

\* In case of different specification, overall capacity of proposed laptop should not be less than described above.

###  Printer

### FINCA Bank Georgia uses   multifunctional printers (print, scan, copy).

### Following Printer models   are required:

### HP LaserJet 426 dnf or similar.

###

Required Quantity:

Basic specifications are given in the spreadsheet below:

|  |  |  |
| --- | --- | --- |
|  | Description | Comments |
| * Functions
 | Print, copy, scan |  |
| * AIO multitasking supported
 | Yes |  |
| * Print speed black (normal A4)
 | Up to 21 ppm |  |
| * Print technology
 | Monochrome Laser |  |
| * Print quality black (best)
 | up to 600 x 600 dpi (1200 dpi effective output) |  |
| * Number of print cartridges
 | 1 (black) |  |
| * Processor speed
 | 600 MHz |  |
| * Standard memory
 | 128 MB (internal fixed) |  |
| * Scan type
 | Flatbed |  |
| * Optical scanning resolution
 | Up to 1200 dpi |  |
| * Bit depth
 | 24-bit |  |
| * Scan size flatbed (maximum)
 | 21.6 x 29.7 cm |  |
| * Copy speed (black, draft quality, A4)
 | Up to 14 cpm |  |
| * Copy resolution (black text)
 | Up to 1200 x 1200 dpi |  |
| * Copier resize
 | 25 to 400% |  |
| * Maximum copies
 | Up to 99 |  |
| * Standard connectivity
 | Hi-Speed USB (compatible with USB 2.0 specifications) |  |
| * LAN
 | 10/100Base-T Ethernet network port |  |

### Thin Client

Following Thin Client model are required:

HP t420 or HP t530 or HP t730

|  |  |
| --- | --- |
| Thin client | Description |
| * Chipset
 | Intel |
| * Processor
 | Intel  |
| * Memory
 | 4  GB up to 16 |
| * Storage
 | 16 GB |
| * USB port
 | USB 2.0; USB 3.0 |
| * Audio
 | HD audio with Realtek |
| * Networking
 | Ethernet |
| * Protocol Support
 | Microsoft RDP VMWare Horizon View through PCoIP |

### \*In case of different specification, overall capacity of proposed Thin Client should not be less than described above.

###  Business Carrying Case for 14 inches Laptops

###  Business Carrying Case for 14 inches Laptops

###  Required Quantity:

### \*Offered carrying cases should be of the same brand with the offered Laptop Brand

### During the year our estimated purchases are following:

|  |  |  |  |
| --- | --- | --- | --- |
| Device | Model | Quantity |  |
|  |
|  |
|  |
| Note Book | HP Pro Book 440  |  30 |  |
| HP Elite Book 820  | 2 |  |
| Workstation | Desktop PC HP 280 | 80 |  |
| HP Pro Desk 400 | 2 |  |
| Monitor | HP P202 | 50 |  |
| Hp V243 | 2 |  |
| Printer | HP LaserJet Pro M426 dw | 35 |  |
| Case | Business Carrying Case for 14 Inches Laptops  | 15 |  |
| Thin Client | HP t420 or HP t530 or HP t730 | 20 |  |

**Master**

The master is an image of a standard installed workstation.

The Supplier will have to deliver all workstations with installed master.

The Supplier will be provided with new release of Master and will have to apply after reception.

The content of the master as well as related licenses are under responsibility of FINCA Bank Georgia.

The Supplier must not disclose the content of the master or any specific configuration.

The Supplier will be trained and explained how to install and test the master.

FINCA Bank Georgia will be in charge of adding other specific software.

## Delivery Conditions

###

### Contacts

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

These persons will be further defined in the contract.

*IT contact* – **Nino Makhatadze**

Head of IT Service Operations Unit

e-mail: nino.makhatadze@finca.ge

T: +995 32 2207410(1118)

Assets/Inventory Management Specialist– **Eka Chkheidze**

T: +995 32 2207410(1004)

 e-mail: eka.chkheidze@finca.ge

### Delivery SLA

FINCA Bank Georgia will request the delivery of workstations, laptops and peripheral equipment by Purchase Order (PO).

The Bidder shall provide FINCA Bank Georgia time-guaranteed delivery of devices according to different volume (see bellow).

|  |  |  |
| --- | --- | --- |
| **Type of Device** | **Quantity** | **Delivery period** |
| Workstation | Less than 5 | Within 3 working days from PO placement date |
| Workstation | Between 5 – 10  | Within 5 working days from PO placement date |
| Workstation | More than 15 | Within 30 working days from PO placement date |
| Monitor | Less than 5 | Within 3 working days from PO placement date |
| Monitor | Between 5 – 10  | Within 5 working days from PO placement date |
| Monitor | More than 15 | Within 30 working days from PO placement date |
| Laptop | Less than 5 | Within 3 working days from PO placement date |
| Laptop | Between 5 – 10  | Within 5 working days from PO placement date |
| Laptop | More than 15 | Within 30 working days from PO placement date |
| All-in-One | Less than 5 | Within 3 working days from PO placement date |
| All-in-One | Between 5 – 10  | Within 5 working days from PO placement date |
| All-in-One | More than 15 | Within 30 working days from PO placement date |

## 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 workstation will be delivered with installed master (whatever the quantity delivered).

The fabricant warranty must not be altered by the installation of the master.

The delivery must respect the schedule and criteria (defined in section **Error! Reference source not found.** and **Error! Reference source not found.**)

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.

The content of drive of a workstation, laptop or peripheral device going to maintenance must be backup in a readable format by FINCA Bank Georgia and flushed.

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: eka.chkheidze@finca.ge

Attention: Eka Chkheidze

|  |
| --- |
| **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 Workstations, Laptops and Printers 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*

 **“Purchase of Workstations, Laptops and Printers by FINCA Bank Georgia in 2017”**

 Send by e -mail to eka.chkheidze@finca.ge

 Attention: Eka Chkheidze

*Notes:*

* Any question must be submitted by **November 30th, 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 2015 |  |
| 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

Model W1

For 1 piece

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Item | Price List | Extra Discount |  Total discountedprice (w/out VAT) |  Total Price with 3 year Warranty  |
| Item1 |  |  |  |  |  |
| Item2 |  |  |  |  |  |
| ….. |  |  |  |  |  |
| Item4 |  |  |  |  |  |

Model W2

For 1 piece

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Item | Price List | Extra Discount | Total discountedprice (w/out VAT) |  Total Price with 3 year Warranty  |
| Item1 |  |  |  |  |  |
| Item2 |  |  |  |  |  |
| ….. |  |  |  |  |  |
| Item4 |  |  |  |  |  |

Monitors

Model M1

For 1 piece

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Item | Price List | Extra Discount | Total discountedprice (w/out VAT) | Total Price with 3 year Warranty  |
| Item1 |  |  |  |  |  |
| Item2 |  |  |  |  |  |
| ….. |  |  |  |  |  |
| Item4 |  |  |  |  |  |

Model M2

For 1 piece

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Item | Price List | Extra Discount | Total discountedprice (w/out VAT) | Total Price with 3 year Warranty  |
| Item1 |  |  |  |  |  |
| Item2 |  |  |  |  |  |
| ….. |  |  |  |  |  |
| Item4 |  |  |  |  |  |

All-in-Ones

For 1 piece

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Item | Price List | Extra Discount | Total discountedprice (w/out VAT) | Total Price with 3 year Warranty  |
| Item1 |  |  |  |  |  |
| Item2 |  |  |  |  |  |
| ….. |  |  |  |  |  |
| Item4 |  |  |  |  |  |