**THE CJSC “FINCA BANK” ISSUES A TENDER FOR PURCHASING AN AUTOMATED SYSTEM OF HR ACCOUNTING, PAYROLL ACCOUNTING AND PERSONNEL RECRUITMENT**

Hereby we suggest you to consider the opportunity of sending a commercial offer for sale of an automated system of HR accounting, payroll accounting and personnel recruitment, taking into account the following requirements:

**The set of tender documents:**

1. Application Form of a Tender Participant (see the form attached);
2. Tender proposal;
3. Bid (see the form attached);
4. The letter of confirmation of the existence/ absence of legal actions (see the form attached);
5. References of the previous customers, their comments on cooperation with the participant;
6. Other materials promoting (in the opinion of the participant) the improvement of the rating of the participant.

**Requirements to a participant:**

The list of documents for the legal entities to be provided by participants to confirm their qualification data:

* Copies of registration documents (The registration certificate and the Charter);
* A copy of the passport of the head of the organization (the Chief Executive Officer);
* A copy of the constituent decision on the appointment of the Chief Executive Officer, if a replacement of the CEO took place;
* Tax clearance certificate from the tax authorities;
* The Certificate confirming the absence of debt from the Social Insurance Fund;
* A copy of the license;
* References of the previous customers, their comments on cooperation with the participant and the use of the equipment being the subject of the tender;
* Data on the qualification of the participant for the last 3 years;
* Experience of work at the international market;
* Experience of work in the banking sector;
* Ready-made solution (a ready developed product).

**Preferred terms and conditions and assessment of the proposals received**

Assessment and analysis of the proposals received shall be made in respect of the following indicators and criteria:

**Price index (the amounts shall be indicated with all the taxes allowed for):**

* The calculation of the amount of the specification, including all the taxes and levies;
* Analytics of the man-hour costs in respect of the developers, the project (product) manager and other specialists to be involved in the process of the product delivery.

**Personnel:**

* The number of software developers
* The developers’ qualification shall be at least Middle and Senior
* Experience
  + of working in one of the object-oriented programming languages Java 8+, C#/C++
  + of working in scripting languages (Preferably) - Python 3.7+ , PHP 7.3+,
  + of development of Frontend applications (Preferably) in JQuery, JavaScript; Bootstrap 3.0+; React; Django;
* The number of the project managers and their qualification (with the certification of PMP at least);
* The number of the product managers;
* The number of business analysts and their qualification;
* Project managers’, analysts’ and developers’ experience of work in the banking sector.

**Portfolio**

* The number of years the company has been working on the market;
* Partners among the financial and credit institutions;
* Successfully implemented product (web-sites, links, presentations of real companies where the product has been implemented).

**Terms and conditions of the agreement:**

* Executing a long term fee-based service agreement;
* Obligatory opening a settlement account in the CJSC “FINCA Bank” in the event of approval;
* The supplier shall provide the registration certificate of the organization, a copy of the Charter, a copy of the passport of the head of the organization (the Chief Executive Officer), the constituent decision on the appointment of the new Chief Executive Officer (if a replacement of the CEO) took place, copies of licenses;
* Checking up the supplier in respect of involvement in terrorism financing and money laundering;
* Providing the data about the supplier to the State Financial Intelligence Service.

**Payment terms and conditions**

* On a prepaid basis;
* Payment separately for each delivered module/ functionality;
* Noncash settlement (money transfer).

**Experience of work of the company:**

* Experience of work at the international market;
* Experience of work in the banking sector;
* Experience of work (other).

**The criteria for the assessment of Tender Participants**

**The tender committee shall evaluate and compare the bids of the participants based on the pricing proposal and qualification characteristics of the participants.**

The applicant shall provide the original copy of the tender proposal marked: “TENDER-HR system”.

All the prices in the tender bids/ proposals shall be indicated with all the taxes and levies allowed for, according to the legislation of the Kyrgyz Republic (VAT, sales tax etc.).

Tender proposals/ bids shall be delivered not later than **17:00 of February 28, 2020,** to the following address: 93/2, Shopokov Street, Bishkek, the CJSC “FINCA Bank”.

Please call: +996 (312) 440440 (extension 113) to discuss possible issues related to the tender.

**Appendix 1**

To the T**ender Committee**

of the CJSC “FINCA Bank”

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_2020.

**Bid.**

**(Application for participating in the tender).**

We, the undersigned, have examined tender documents for purchase of an automated system of HR accounting, payroll accounting and personnel recruitment, and we suggest to supply the service mentioned above in accordance with the indicated tender documents.

If our proposal is accepted, we undertake a commitment to carry out insurance of complex banking risks, as well as risks of cyber crime and computer-related crime, as described in the tender documents.

We confirm our consent to deem this tender proposal valid for the period of \_\_\_\_\_\_ (\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) calendar days from the date indicated in the tender documents as the tender opening date and we undertake to deem it as binding for us.

We acknowledge all your rights as set forth in the tender documents. We understand that you have no obligation to accept the tender bid with lowest cost or any of the bids you have received at all.

Date: \_\_\_\_\_\_\_\_\_\_\_ month \_\_\_\_\_\_\_\_\_\_\_\_ 2020.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Signature) (Position)

Having full legal powers to sign the Tender Bid in the name of and on behalf of

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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(the name of the organization of the Supplier, position, full name)

**Appendix 2**

To the T**ender Committee**

of the CJSC “FINCA Bank”

**Application Form of a Tender Participant**

| **#** | **Name** | **Data about the Tender Participant (to be filled by the Tender Participant)** |
| --- | --- | --- |
|  | The legal form of organization and the trade name of the Participant |  |
|  | Tax reference number of the Participant |  |
|  | Legal address |  |
|  | Postal address |  |
|  | Branches: list the names and postal addresses of the branches |  |
|  | The Participant’s phone numbers |  |
|  | E-mail address of the Participant |  |
|  | Surname, first name and patronymic, the date of birth of the head (the top manager) of the Participant who is authorized to sign, according to the constituent documents, with the indication of the position and the contact phone number (attach the copy of the passport) |  |
|  | Surname, first name and patronymic of the designated officer of the Tender Participant, with the indication of the position and the contact phone number |  |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(signature , seal)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Surname, name and patronymic of the signatory, position)

*Participants shall fill all the fields of the table above.*

*In the event if some data is absent, please write “no”.*

**Appendix № 3**

To the T**ender Committee**

of the CJSC “FINCA Bank”

**Terms of Reference**

|  |
| --- |
| **Functions** |
| **1. Staff recruitment block** |
| 1.1. Job opening: |
| * + 1. Automatically, after relevant manipulations in the Automated HR Accounting and Payroll Accounting System (AHRAPAS) due to resignation/ dismissal of an employee. |
| 1.1.2. By means of opening a job opportunity by the designated officer of the HR Department. |
| 1.2. Collecting submitted CVs of applicants and automatic distribution by the code of the position. |
| 1.3. Сapability of assigning the status to the applicant with an opportunity of indicating certain comments of the designated officer of the HR Department: |
| 1.3.1. The applicant’s job application has been declined. |
| 1.3.2. The applicant’s job application has been sent to the reserve |
| 1.3.3. The applicant’s job application has been accepted for employment |
| 1.4. Сapability of setting up a selection board consisting of current employees by the designated officer of the HR Department. |
| 1.5. Automated system of approval of the nominees to the position by the members of the selection board. |
| 1.6. Automatic filling up the key fields of the Staff recruitment block of the Automated HR Accounting and Payroll Accounting System (AHRAPAS) by means of readout of the data from the submitted CVs of applicants (Full name, contact details). |
| 1.7. Сapability of sending template notifications to the e-mail addresses of the applicants when the relevant status is assigned to the applicants by the designated officer of the HR Department. |
| 1.8. When an applicant is approved as an employee of the Bank, his/her account shall be automatically created in the Automated HR Accounting and Payroll Accounting System (AHRAPAS) and other systems of the Bank. |
| 1.9. Reporting on this block. |
| **2. HR Accounting** **block.** |
| **2.1. Staff appointments** |
| 2.1.1. Нiring |
| 2.1.2. Resignation/ dismissal |
| 2.1.3. Reassignment to another position |
| 2.1.4. Salary change history |
| 2.1.5. Creating or cancellation of a staffing position |
| 2.1.6. Staff evaluation |
| 2.1.7. Time-keeping (staff work time logging) |
| 2.1.8. Staff schedule |
| 2.1.9. Payroll |
| 2.1.10. Оrganizational chart |
| **2.2. Staffing orders (automatic generation)** |
| 2.2.1. Hiring order |
| 2.2.2. Order on employment termination |
| 2.2.3. Order on transfer to another job |
| 2.2.4. Order on salary changes |
| 2.2.5. Order on leaving for vacation and order on recalling from leave (by means of “The personal cabinet” of the employee). |
| 2.2.6. Order on substitution of leave with monetary compensation (by means of the employee’s “personal cabinet”) |
| 2.2.7. Order on temporary replacement/ temporary redelegation of authority |
| 2.2.8. Order on name change (the change of name/ surname/ patronymic) |
| 2.2.9. Order on business trip (by means of the employee’s “personal cabinet”) |
| 2.2.10. Order on weekend work |
| 2.2.11. Bonus order |
| 2.2.12. Order on recovery of living expenses |
| 2.2.13. Order on opening a staffing position |
| 2.2.14. Order on admonition |
| 2.2.15. Order on a reprimand |
| 2.2.16. Generation of a staff pass |
| **2.3. Information about the employee** |
| 2.3.1. Full name (Surname, First name, Patronymic) |
| 2.3.2. Date of birth |
| 2.3.3. The date of entering employment in general. |
| 2.3.4. The date of entering employment in the CJSC “FINCA Bank”. |
| 2.3.5. Citizenship |
| 2.3.6. Sex |
| 2.3.7. Residential address |
| 2.3.8. Passport details and personal tax reference number |
| 2.3.9. Liability for military service |
| 2.3.10. Contact details of the relatives we contact in the case if something happens. |
| 2.3.11. Family status |
| 2.3.12. Information about the children |
| 2.3.13. Photograph of the employee |
| 2.3.14. Position |
| 2.3.15. Department |
| 2.3.16. Branch |
| 2.3.17. Information on additional parameters |
| 2.3.17.1. Pensioner |
| 2.3.17.2. Military veteran |
| 2.3.17.3. Disability |
| 2.3.18. The employee’s training history |
| 2.3.19. History of the employees’ performance evaluation (by means of the employee’s “personal cabinet”) |
| **2.4. HR accounting** |
| 2.4.1. Staff work time logging (by means of the employee’s “personal cabinet”) |
| 2.4.2. Keeping track of the employee’s vacations (by means of the employee’s “personal cabinet”) |
| 2.4.3. Vacation schedule (by means of the employee’s “personal cabinet”) |
| 2.4.4. History of redeployment of staff |
| 2.4.5. Keeping track of absence on sick leave (by means of the employee’s “personal cabinet”) |
| 2.4.6. Keeping track of maternity leave |
| **2.5. Reporting** |
| 2.5.1. Reporting on all the movements mentioned above, all types of accounting and tracking, and orders |
| 2.5.2. Report on personnel turnover (broken down by the Bank, by branches, by departments, by positions) |
| 2.5.3. Staff schedule (forming as of the date) |
| 2.5.4. Оrganization chart (with a breakdown across the Bank, by branches, by departments) |
| 2.5.5. Repots prepared in accordance with the planned template (FINSTAT, ECONOMIST, Periodic Regulatory Banking Reporting) |
| 2.5.6. Report on people liable for military service (according to the template) |
| **3. Personnel accounting block** |
| **3.1. Payroll accounting** |
| 3.1.1. According to the position salary and on the ground of time recording sheet |
| 3.1.2. Incentive payments and bonuses |
| 3.1.3. Additional payments and allowances (fringe benefits) |
| 3.1.4. Compensation for living expenses (accommodations per diem) |
| 3.1.5. Compensation for transportation costs (supplement separate file loading) |
| 3.1.6. Leave allowances (holiday pay) |
| 3.1.7. Sick leave allowances |
| 3.1.8. Capability of parameter input |
| **3.2. Withholdings** |
| 3.2.1. Tax withholding and deductions, according to the requirements of the legislation of the Kyrgyz Republic |
| 3.2.2. Withholdings (corporate communications, loan to the employees, alimony etc.) |
| 3.2.3. Other planned withholdings |
| 3.2.4. Capability of parameter input |
| **3.3. Reporting** |
| 3.3.1.  Automatic generation of payroll statements |
| 3.3.2. Automatic generation of the planned reports to the Social Insurance Fund, the Tax Service of the Kyrgyz Republic and other government agencies |
| 3.3.3. Automatic generation of salary certificates (by means of the employee’s “personal cabinet”) |
| 3.3.4. Automatic generation of salary statements |
| 3.3.5. Report on the change of the wage pool (broken down by the Bank, by branches, by departments, by positions). |
| **4.     NOTA BENE (a very important moment):** |
| The HR Department plans to implement the concept of the employee’s “personal cabinet”). The concept implies an opportunity for an employee to log in the Automated HR Accounting and Payroll Accounting System (AHRAPAS) using his/ her own login and password and have access to the following information: |
| **1. See the information about his/ her historical data** |
| 1.1. Date of hiring |
| 1.2. Position and the history of staff appointments with the dates of changes |
| 1.3. The size of the position salary and the history of salary changes |
| 1.4. About the remaining (unutilized) days of the annual leave |
| 1.5. Tasks for the performance evaluation period and the history of previous evaluations |
| 1.6. Job description |
| 1.7. Payroll accounting information for the period |
| **2. An opportunity to request the line management to request:** |
| 2.1. Absence (vacation, unpaid vacation, a personal day off, rescheduling of the vacation). |
| 2.2. Certificate (salary certificate on the recent 12 months; certificate of employment confirming that the employee works in the Bank). |
| 2.3. Leave an appeal to the Chairperson of the Management Board or to the HR Manager |
| **3. An opportunity to download:** |
| 3.1. The job description on his/her position |
| 3.2. The Personnel Manual of the Bank |
| 3.3. Forms of applications |
| 3.4. The forms of the Bank’s policies which are necessary for the work |
| 3.5. Forms for receiving a loan by an employee |
| 3.6. Information on the Insurance Plan |
| 3.7. Information on time recording sheet |
| 3.8. Print out the labour agreement for further signing and sending to the HR Department |
| **4. Report (only for the designated officers of the Bank)** |
| 4.1. The structure of the branch/ department |
| 4.2. The staff schedule of the branch/ department |
| 4.3. The list of the personnel of the branch/ department |
| 4.4. Report on the personnel turnover for the period |
| 4.5. Report on the employees hired and fired for the period |
| 4.6. Report on the absence of the employee |
| 4.7. The history of changes of the salaries of the employees of the branch/ department |
| 4.8. Report on the remaining days of vacations of the employees of the branch/ department |
| 4.9. Access to authorization of / approval of/ declining the employee’s requests (rescheduling vacation, granting vacation time, recalling from leave, business trips) |
| 4.10. An opportunity to print out statements/ certificates upon an employee’s request for further signing. |
| **5. Training block** |
| 5.1. Order (automated issuing of an order with automated filling the employee’s data) to receive training (internal/ external) |
| 5.2. The dates of the training (The date of the beginning – the end of the end) |
| 5.3. Structural unit/ branch |
| 5.4. Category of training – internal/ external |
| 5.5. The full name (Surname, first name, patronymic) of the trainer/ the name of the training center (vendor/ supplier) |
| 5.6. The full name of the training |
| 5.7. The number of hours of training (in respect of every training) |
| 5.8. The amount of the training |
| 5.9. Reporting on training [broken down by]:          - the employee/ the structural unit/ the branch          - the category of training          - the name of the training          - by periods of time          - by the number of hours of training |

**Technical requirements:**

|  |  |  |
| --- | --- | --- |
| **#** | **Requirement** | **Category** |
| 1 | Virtualization platform Vmware support | Obligatory |
| 2 | Virtualization platform Hyper-V support | Preferably |
| 3 | Integration with Active Directory (authorization) | Preferably |
| 4 | Integration with Active Directory (user data synchronization) | Non-obligatory |
| 5 | Capability of server-clustering (load balancing and fault-tolerance) | Preferably |
| 6 | Scalability (Capability to add auxiliary servers in the event of load increase) | Preferably |
| 7 | Capability of individual application server deployment, separately from the data base server | Preferably |
| 8 | Capability of backup without stopping the service ("hot") | Obligatory |
| 9 | Embedded data back-up system | Preferably |
| 10 | Support of backup and recovery of utility programs of the operating system | Obligatory |
| 11 | Support of mainstream utility programs on backup and recovery (Fbackup, Acronis etc.) | Preferably |
| 12 | Logging of all actions (of users and administrators) | Obligatory |
| 13 | Support for logging protocol syslog | Preferably |
| 14 | Integration with the log gathering system Splunk | Preferably |
| 15 | An opportunity to send notifications by e-mail (Exchange Online) | Preferably |
| 16 | An opportunity to send text notifications using SMS (SMS- gateway) | Preferably |
| 18 | Support of \ Integration with monitoring systems (Nagios, Zabbix) | Preferably |
| 19 | Availability of API (for automation and integration) | Non-obligatory |
| 20 | Access through web based interface | Obligatory |
| 21 | Database - only MS SQL Server 2012+ or My SQL EE | Obligatory |
| 22 | Operating systems Centos 7+ , Windows Server 2012 R2 + | Obligatory |
| 23 | Two- or three-layer client server application | Obligatory |

A participant of the tender has a right to supplement the commercial proposal with any suggestions which, according to the Tender Participant, can be an advantage.

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**Appendix № 4**

To the T**ender Committee**

of the CJSC “FINCA Bank”

#\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_ 2020.

Bishkek

The CJSC “FICNA Bank”

Hereby the LLC / Sole Proprietorship “\_\_\_\_\_\_\_\_\_\_\_\_” presents its compliments. In response to your request related to the information about lawsuits on which the LLC / Sole Proprietorship “\_\_\_\_\_\_\_\_\_\_\_\_” acts as a plaintiff or defendant, we inform you as follows

As of \_\_\_\_\_\_\_\_\_\_\_\_ 2020, the LLC / Sole Proprietorship “\_\_\_\_\_\_\_\_\_\_\_\_” acts as defendant on \_\_\_\_\_\_\_\_\_\_\_\_ (quantity) lawsuits.

The first lawsuit was initiated by \_\_\_\_\_\_\_\_\_\_\_\_ (Full name (Surname, first name, patronymic) / the name of the company) with a requirement to \_\_\_\_\_\_\_\_\_\_\_\_. The amount in dispute is \_\_\_\_\_\_\_\_\_\_\_\_ soms. Currently the lawsuit is under consideration in the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ court.

The second lawsuit was initiated by \_\_\_\_\_\_\_\_\_\_\_\_ (Full name (Surname, first name, patronymic) / the name of the company) with a requirement to \_\_\_\_\_\_\_\_\_\_\_\_. The amount in dispute is \_\_\_\_\_\_\_\_\_\_\_\_ soms. Currently the lawsuit is under consideration in the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ court.

As of \_\_\_\_\_\_\_\_\_\_\_\_ 2020, the LLC / Sole Proprietorship “\_\_\_\_\_\_\_\_\_\_\_\_” acts as plaintiff on \_\_\_\_\_\_\_\_\_\_\_\_ (quantity) lawsuits.

The LLC / Sole Proprietorship “\_\_\_\_\_\_\_\_\_\_\_\_” filed a suit against the LLC / Full name (Surname, first name, patronymic \_\_\_\_\_\_\_\_\_\_\_\_ for \_\_\_\_\_\_\_\_\_\_\_\_. The amount in dispute is \_\_\_\_\_\_\_\_\_\_\_\_ soms. Currently the lawsuit is under consideration in the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ court.

The LLC / Sole Proprietorship “\_\_\_\_\_\_\_\_\_\_\_\_” confirms that the information above is true and complete. The LLC / Sole Proprietorship “\_\_\_\_\_\_\_\_\_\_\_\_” acknowledge the fact that any deliberate distortions and omissions can trigger disqualification of the tender participant.

Sincerely yours,