30 апреля, 2020

**THE CJSC “FINCA BANK” ISSUES A TENDER FOR THE PROCUREMENT OF SERVICES (technical support and consulting services on IT, Information security, business continuity anf Risk Management)**

 In order to identifythe strategic supplier for 2020, we suggest you to consider the possibility to send a commercial offer on selecting the suppliyer for the procurement of services (technical support and consulting services on IT, Information security, business continuity and Risk Management) for the CJSC “FINCA Bank” in 2020.

In the view of the above, the Buyer invites you to participate in an open tender and suggests you to submit your tender bid in accordance with the specification indicated in the "Technical Compliance Information" in respect of the quantity, the cost and the time limits of fulfillment.

Preferred terms and assessment of the received bids

Assessment and analysis of the received bids shall be performed based on the following indicators and criteria, in the order of importance:

1. **Price index (it’s desirable to have the amounts denominated in Kyrgyz soms and indicated with all the taxes allowed for):**
* The calculation of the amount of the specification, including all the taxes and levies
1. **Portfolio**
* The number of years the company has been working on the market, the experience of working on the specification according to the Appendix 3. The list of partners the activities on the implementation and procurement of services were conducted with.
1. **Terms and conditions of the agreement:**
* Executing a fixed-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 (the LLC, the Sole Proprietorship), 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, copies of the payment slips confirming the payment for the patent and certificate of insurance;
* 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.
1. **Payment terms and conditions**
* On the basis postpayment;
* Noncash settlement (money transfer).
1. **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 data and the qualification characteristics of the participants.
1. **The Tender Bid (Application for participation in the tender)**

For legal entities:

Coloured copies of original documents (as hard copies):

• A copy of the certificate of registration with the Ministry of Justice;

• The Charter of the company;

• 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;

• Tax clearance certificate from the tax authorities;

• The Certificate confirming the absence of debt from the Social Insurance Fund;

• References of the previous customers, their comments on cooperation with the participant;

• The data about the participant’s qualification for the last three years;

• Other materials promoting (in the opinion of the participant) the improvement of the rating of the participant.

1. The information about lawsuits.

# CONTENTS OF THE TENDER BID

Your Tender Bid shall contain the following forms:

**Appendices:**

Appendix 1 Application Form of a Tender Participant

Appendix 2 Bid (Application for participating in the tender).

Appendix 3 Terms of Reference

Appendix 4 The information about lawsuits.

In your bid you should answer all the questions, item by item, in due order, without omitting the items mentioned above, according to this announcement and the specification.

It’s preferable that all the prices in the tender bids should be demonimated in Kyrgyz soms (KGS), and indicated with all the taxes and levies allowed for in accordance with the legislation of the Kyrgyz Republic (VAT, sales tax etc.).

Preference will be given to the applicant who has indicated the following:

* + Full compliance of the offered services with the Terms of Reference;
	+ Maximal compliance of the offered services with the Terms of Reference;
	+ Optimal low cost;
	+ High warranty commitments;
	+ The terms of prepayments and postpayment preferable for the Buyer;
	+ Favourable terms and time limits of fulfillment of the order.

The Tender bids shall be delivered not later than **17:00 on May 15, 2020,** to the following address**:** the CJSC “FINCA Bank”, 93/2, Shopokov Street, Bishkek,

To receive additional information, please contact the following employees:

|  |  |  |  |
| --- | --- | --- | --- |
| Service Category | Person | e-mail | Phone |
| IT Services | Mirlan Saidyrakmanov  | Mirlan.Saidyrakmanov@finca.kg | +996 (312) 440-440 (ext.333) |
| Risk and BCM | Nargiz Alieva | Nargiz.Alieva@finca.kg  | +996 (312) 440-440 (ext.170) |
| Information Security | Sanjar Osmonov | Sanjar.Osmonov@finca.kg  | +996 (312) 440-440 (ext.354) |
| Scoring | Alex Khvan | Alex.Khvan@finca.kg  | +996 (312) 440-440 (ext.210) |

Appendix 1

To the Tender Committee

of the CJSC “FINCA Bank”

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

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, his/her position)

Participants shall fill all the fields of the table above.

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

Appendix 2

To the Tender Committee

of the CJSC “FINCA Bank”

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

Bid.

(Application for participating in the tender).

We, the undersigned, have examined the open tender documents for the PROCUREMENT OF SERVICES, and we suggest to supply the service mentioned above in accordance with the indicated tender documents.

We confirm our consent to deem this tender bid 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 in the course of executing the agreement.

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 the least 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

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

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

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

Appendix 3

To the Tender Committee

of the CJSC “FINCA Bank”

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

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Terms of reference

Terms and definitions

|  |  |
| --- | --- |
| Term | Definition |
| AML | Anti-Money Laundering  |
| AWS | Amazon Web Services |
| BCM Project | Business Capability Management Project |
| BCM | Business Continuity Management |
| EDW | Enterprise Data Warehouse |
| IaaS | Infrastructure as a Service |
| PaaS | Platform as a Service |
| PMO | Project Management Office |
| SaaS | Software as a Service |
| SSC | Shared Services Company |
| VM | Virtual Machine |

The key requirements:

1. Due to the fact that the services described below are closely interconnected, and due to the necessity to ensure unified approach in accordance with the strategy and the policies of the Bank, it’s reauired to receive all the specified services from the same Supplier;
2. The Service Provider (the Supplier) shall provide the integration of all the services indicated in the Appendix (including Active Directory, Office 365, EDW etc.) with the services of the Global FINCA Network;
3. The cost of the services shall include all the associated costs (on the part of the Supplier) in the course of providing services, including but not limited to the following:
	* Costs of integration of all the specified services with the services of the Global FINCA Network;
	* Costs of licenses\ subscriptions for all the necessary IaaS, SaaS, PaaS specified in the Appendix;
	* Costs of licenses\ subscriptions for all software and information systems used by the Supplier when providing the services;
	* Costs of licenses for Office 365 E1 for 1, 100 users and E3 for 5 users (till September 2021);
	* Costs for channels of communications (costs for ISP for the Data Processing Center used by the Supplier for providing the services);
	* Travel expenses of the employees of the Supplier, necessary for providing the services.
4. For the employees of the Supplier involved in providing the services, at least 3-5 years of experience in the field of the service rendered is obligatory;
5. Obligatory knowledge of English and Russian (at least at the Intermediate level) for the employees of the Supplier involved in providing the specified services.

Services and cost

Note: See the detailed description of the services in the Appendix. It’s necessary to indicate the cost for one calendar year.

|  |  |  |
| --- | --- | --- |
| # | Billing/Budgeting Article | Service Fee $ |
| 1 | IT Management |   |
| 2 | Global Infrastructure Support |   |
| 3 | Data Warehouse |   |
| 4 | Global Active Directory |   |
| 5 | Global Service Desk |   |
| 6 | Office 365 |   |
| 7 | Global PMO Support |   |
| 8 | AML |   |
| 9 | Global Technology Support |   |
| 10 | Fusion Risk |   |
| 11 | BCM Project |   |
| 12 | FINCA Learning Zone |   |
| 13 | Global Information Security Support |   |
| 14 | Scoring |   |
|   | Total |   |

|  |
| --- |
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|

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| --- |
| Appendix |
| Detailed description of the services |

 |
| Service groups and subgroups | Service Categoty | Service Scope | Service Description | Service Type | Service Hours | Service Support Hours | Billing/ Budgeting Article |
| Business Support Services |
| Business Applications Support | Collaboration Platform Support  | Enteprise Collaboration Platform (Microsoft Office services) | Maintenance and support of Microsoft Office services. Includes: Outlook, Exchange, OWA, Teams, S4B, other Office tools- Managing and monitoring Office services- Configuring and administering Exchange, OneDrive, Teams, and Skype for business, etc.- Troubleshoot and resolve issues with user access to services. | Recurring | 24/7 | 24/7 | Office 365 |
| Business Applications Support | Collaboration Platform Support  | EDW SharePoint (AWS) | Administration and support of Microsoft SharePoint collaboration and content management platform specific to EDW reporting (hosted in AWS cloud) | Recurring | 24/7 | 24/7 | Data Warehouse |
| Business Applications Support | Enteprise Learning Management Application Support | FINCA Learning Zone | Maintenance and support of FINCA Learning Zone - a corporate learning management application. | Recurring | 24/7 | 12:00 - 21:00 (GMT+6) | FINCA Learning Zone |
| Business Applications Support | Productivity Tools | General Office Applications | Providing installation and support of office applications (MS Word, MS Excel, MS Power Point, MS Internet Explorer, Adobe Acrobat) | Recurring | 24/7 | 24/7 | Office 365 |
| Business Applications Support | Reporting and BI platform support | Enteprise Data Warehouse | Maintenance and support of Enterprise Data Warehouse - a global platform for consolidation of operational data and financial reports, source of aggregated reports and dashboards. | Recurring | 24/7 | 12:00 - 21:00 (GMT+6) | Data Warehouse |
| Business Applications Support | Risk Management Applciation Support | Fusion Risk | Administration and management of Fusion Risk application - Globally Deployed software for calculation of Bank’s Expected Credit Losses | Recurring | 24/7 | 12:00 - 21:00 (GMT+6) | Fusion Risk |
| Business Applications Support | Risk Management Applciation Support | AML CVS | Globally Deployed Application for accessing customer identity verification, using matching algorithm with access to global screening data, powered by LexisNexis® WorldCompliance™ Data. | Recurring | 24/7 | 12:00 - 21:00 (GMT+6) | AML |
| Business Applications Support | Service Desk Application Support | Manage Engine Service Desk Plus | Global online service desk via web, skype, e-mail, phone. Configuration and consulting on global/regional level. | Recurring | 24/7 | 12:00 - 21:00 (GMT+6) | Global Service Desk |
| Business Applications Support | Support channels and interfaces | Corporate Website(s) | Development, delivery and support of all websites of the FINCA network | Recurring | 24/7 | 12:00 - 21:00 (GMT+6) | Global Web Development Services |
| Professional Services |
| Advisory and Consulting | Methodology Support |   | SupportProvide oversight, standards, consulting and guidance on service operations, service transition, and service continuity process areas. Coordinate process design decisions and activities with Process Owners and approve changes to Core ITSM process areas. Make recommendations, initiates and/or manages continual improvement initiatives based on trend analysis, leadership request and best practice research. Consult and monitor the process of creating IT procedures on local level. | On Demand | Service Support Hours | 12:00 - 21:00 (GMT+6) | Global Technology Support |
| Advisory and Consulting | SME Consulting |   | Subject Matter Expert: Technical consultation from SSC Employees like: Architecture, Configuration, etc. | On Demand | Service Support Hours | 12:00 - 21:00 (GMT+6) | Global Technology Support |
| Advisory and Consulting | Analysis, Assessment, Audit |   | Analyze, assess or audit different environment systems in Bank. Process can be based on certain standards or best practices. | On Demand | Service Support Hours | 12:00 - 21:00 (GMT+6) | Global Technology Support |
| Advisory and Consulting | Install, Configure, Upgrade |   | Installation works, configuration of systems and upgrade | On Demand | Service Support Hours | 12:00 - 21:00 (GMT+6) | Global Technology Support |
| Advisory and Consulting | Training |   | Train Bank staff in different fields related to Information Technology. | On Demand | Service Support Hours | 12:00 - 21:00 (GMT+6) | Global Technology Support |
| Solution planning and implementation | Project Implementation |   | Project management services for Recipient’s corporate solutions and implementations including but not limited to methodology support, performance monitoring and reporting | On Demand | Service Support Hours | 12:00 - 21:00 (GMT+6) | Global PMO support |
| Solution planning and implementation | Analysis and Assessment |   |  -Defining and analyze the needs and business requirements-Assessment tools and techniques-Setting up priorities-Consultation and validation processes-Defining projects to meet the needs-Conditionalities in project formulation-Define clear objectives and activities for projects-Planning implementation and identify key actors-Define potential risks and identify prevention measures-Advocate for developed project proposals | On Demand | Service Support Hours | 12:00 - 21:00 (GMT+6) | Global Technology Support |
| Solution planning and implementation | Development and Integration support |   | Provide Bank with new business requirements, new modules, corrections, new versions and other related software developments, Treasury application development. | On Demand | Service Support Hours | 12:00 - 21:00 (GMT+6) | Global Technology Support |
| Solution planning and implementation | Database Operations Management |   | Provide support to Data, BI and Reporting Initiatives in beneficiary entities. Including: - Data architecture management- Data development- Database operations management- Reports and dashboard development | On Demand | Service Support Hours | 12:00 - 21:00 (GMT+6) | Global Technology Support |
| Technology Support Services |
| IT Infrastructure Support | Hardware equipment | Data Center | Day-to-day maintenance and support of Servers, Storages and other hardware equipment resided in corporate Data Center location. | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) | Global Infrastructure Support |
| IT Infrastructure Support | IaaS (VM, AWS, Azure) | AWS, Azure, VM | Administration and maintenance of infrastructure in AWS Cloud - related to for Global technology Stack and Bank specific environments under support. | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) | Global Infrastructure Support |
| IT Infrastructure Support | Network and Telecommunication |   | Network and VoIP infrastructure, including VPN connections  | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) | Global Infrastructure Support |
| Support to Systems, Platforms and Databases | OS | Windows, Linux | Administration and maintenance of Operating Systems used for Global technology Stack and Bank specific environments under support. | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) | Global Infrastructure Support |
| Support to Systems, Platforms and Databases | Middleware |  | Administration and maintenance of Middleware Platform used for Global technology Stack and Bank specific environments under support. | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) | Global Infrastructure Support |
| Support to Systems, Platforms and Databases | Runtime | Runtime | Administration and maintenance of Runtime Systems used for Global technolofy Stack and Bank specific environments under support. | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) | Global Infrastructure Support |
| Support to Systems, Platforms and Databases | Database | Oracle, MS SQL | Support services provided for database systems used for Global technolofy Stack and Bank specific environments under support. (including but not limited to hosting, configuration, troubleshooting and maintenance) | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) | Global Infrastructure Support |
| Support to Systems, Platforms and Databases | PaaS |   | PaaS (Platform as a Service) supplies an operating environment for developing applications. Is to including but not limited to, the architecture as well as the overall infrastructure to support application development, including: platforms, networking, storage, software support, management services, etc. | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) |   |
| Support to Systems, Platforms and Databases | Active Directory | Global Active Directory | Active Directory services architecture support and management, global system security and policy configuration, and top-level support for corporate-wide initiatives. | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) | Global Active Directory |
| Technology Applications Support | Infrastructure Management and Monitoring Tools | PRTG | Administration and maintenance of corporate infrastructure monitoring tool. | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) | Global Infrastructure Support |
| Technology Applications Support | Access Management | CyberArk | Administration and maintenance of Global Access Management tool. | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Technology Applications Support | Anti Virus Protection |  | Administration and maintenance of corporate antivirus platform | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Technology Applications Support | Log Management Software | Splunk | Administration and maintenance of corporate log management platform | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Technology Applications Support | Mobile Device Manaement | InTune | Administration and maintenance of corporate mobile Device Management platform | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Technology Applications Support | Infrastructure Management and Monitoring Tools |  | Administration and maintenance of corporate network and security management platform  | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) | Global Infrastructure Support |
| Technology Applications Support | Mobile Device Manaement |  | Administration and maintenance of corporate mobile Device Management platform | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) | Office 365 |
| Technology Applications Support | Infrastructure Management and Monitoring Tools |  | Administration and maintenance of corporate network configuration management tool. | Recurring | 24/7 | 10:00 - 18:00 (GMT+6) | Global Infrastructure Support |
| Governance and Management Functions |
| Global IT Management Functions | Global IT Management | Global IT Management | Ensure the effective and efficient use of IT in enabling an organization to achieve its goals. Ensure that the IT organization operates in an effective, efficient and compliant fashion. Ensure the effective evaluation, selection, prioritization, and funding of competing IT investment and oversee their implementation; | Recurring | Service Support Hours | 12:00 - 21:00 (GMT+6) | IT Management |
| Global IT Management Functions | Project Management Office | Project Management Office | Provide corporate PMO function to the projects planned and executed within Recipient’s organization. Including but not limited to methodology support, performance monitoring and reporting | Recurring | Service Support Hours | 12:00 - 21:00 (GMT+6) | Global PMO support |
| Global IT Management Functions | Acquisition and Investment Management |   | Provide oversight to IT investment decision making and procurement of technology assets. | Recurring | Service Support Hours | 12:00 - 21:00 (GMT+6) | IT Management |
| Global IT Management Functions | Information Consolidation | Information Consolidation | Consolidate information on Bank’s operational plans, budgeted and actual IT costs, planned and ongoing projects, major incidents and issues, etc. | Recurring | Service Support Hours | 12:00 - 21:00 (GMT+6) | Regional Reporting |
| Global IT Management Functions | Service Management | Service Management | Management Provide oversight to IT Service Management function in Bank entities, including:- Definition and management of service level agreements with internal customers; - Management of external service providers. | Recurring | Service Support Hours | 12:00 - 21:00 (GMT+6) | IT Management |
| Global IT Management Functions | Information Security and Risk Management | Information Security and Risk Management | Regional information security, help in solve incidents and reports | Recurring | Service Support Hours | 12:00 - 21:00 (GMT+6) | IT Management |
| Global IT Management Functions | Business Continuity and Disaster Recovery Planning and Support | Business Continuity and Disaster Recovery Planning and Support |  -Develop, implement and maintain BCP&DR services on global, regional and local level.- Support DR planning. Analysis, development and documentation of recovery strategies for the critical IT Systems.- Support readiness of DR environments and oversee DR tests and Support closure of Post DR Test and Support closure of Post DR Test issues raised.- Disaster recovery consulting including but not limited to Analysis and design of recovery strategies for information Systems. | On Demand | Service Support Hours | 12:00 - 21:00 (GMT+6) | IT Management |
| IS/BCM Support Services  |
| Advisory and Consulting | Information Security, Cybersecurity and Business Continuity Support | Advisory and consulting | Information Security, Cybersecurity and Business Continuity Governance; Strategy and Management Advisory  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Advisory and Consulting | Information Security, Cybersecurity and Business Continuity Support | Design and signoff | Information Security, Cybersecurity and Business Continuity Requirements definition, analysis, design and signoff;  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Advisory and Consulting | Information Security, Cybersecurity and Business Continuity Support | Reporting  | Information Security, Cybersecurity and Business Continuity Analysis and Reporting (KPIs; KRIs; Monthly and Quarterly Management Reports);  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Advisory and Consulting | Information Security, Cybersecurity and Business Continuity Support | Development of documents | Development of Information Security and Business Continuity policies and other supporting documents;  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Advisory and Consulting | Access Management | Design and signoff | Development and Facilitation of Access Governance Framework (Design; Controls; Monitoring; Sign-off);  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Advisory and Consulting | Information Security, Cybersecurity and Business Continuity Support | Design and signoff | Review, Validation and implementation of Document Base (Information Security and Business Continuity Policies and supporting documents);  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Global IS/BCM Teams Functions | Information Security, Cybersecurity and Business Continuity Support | Provision of services | Enterprise level security and continuity service vendor management;  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Advisory and Consulting | Information Security, Cybersecurity and Business Continuity Support | Advisory and Consulting | Coordination for Security and Continuity related Service design, acquisition and implementation, as well as migrations/upgrades;  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Technology Applications Support/Advisory and Consulting | Security platform support | Technology Applications Support/Advisory and Consulting | Development, oversight and facilitation of Information and Data Protection Framework (Confidentiality, Integrity Availability); Facilitate Information Classification; Data Leakage Protection; Database Protection Solutions;  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Advisory and Consulting | Information Security, Cybersecurity and Business Continuity Support | Advisory and Consulting | Development and Facilitation of Information Security and Business Continuity Awareness Program;  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Global IS/BCM Teams Functions | Information Security Support | Technology Applications Support/Advisory and Consulting | Provisioning and support of Security Awareness Platform and Content;  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Advisory and Consulting | Information Security, Cybersecurity and Business Continuity Support | Advisory and Consulting | On-Demand Staff Security and Continuity Training and Advisory;  | On Demand | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Advisory and Consulting | Consulting | Advisory and Consulting | Consultation and assessment of new and existing information system solutions architecture design;  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Global IS/BCM Functions | Information Security, Cybersecurity and Business Continuity Support | Advisory and Consulting | Participation in New Projects from Security and Continuity Perspective;  | On Demand | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Global IS/BCM Functions | Information Security and Business Continuity Support | Advisory and Consulting | Subject Matter Expertise (SME) and Support on Day to Day Activities;  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Global IS/BCM Functions | Information Security and Business Continuity Support | Advisory and Consulting | Facilitation of Business Continuity and Security Assessments; SME for Security and Continuity RCSAs;  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Advisory and Consulting | Information Security and Business Continuity Support | Advisory and Consulting | Consulting on DR design and recovery strategies; Cost Benefit Analysis (CBA);  | On Demand | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Global IS/BCM Functions | Vulnerability management | Technology Applications Support/Advisory and Consulting/ Analysis | Periodic technical vulnerability and compliance scanning, analysis and reporting; Provision of Vulnerability Scanning Service;  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support/ |
| Global IS/BCM Functions | Services on demand | Provision of services | Conduct / Facilitate Technical Security Assessments / Penetration Tests;  | On Demand | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Global IS/BCM Functions | Information Security and Cybersecurity Support | Provision of services/Advisory and consulting | Development and facilitation of Global Cybersecurity Monitoring and Incident Response Framework;  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Global IS/BCM Functions | Information Security, Cybersecurity and Business Continuity Support | Technology Applications Support/Analysis | E-mail and Malware Protection Monitoring, Analytics and Incident Response. Provision of the Endpoint protection Service;  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Global IS/BCM Functions | Consulting | Advisory and Consulting | Assessment of Bank's compliance with the Information Security and Business Continuity policies;  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Advisory and Consulting | Consulting | Advisory and Consulting | Support with internal and external audit findings corrective plan and implementations;  | On Demand | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Advisory and Consulting | Consulting | Advisory and Consulting | Support with regulatory security and continuity compliance;  | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Global Information Security Support |
| Data Analytics Services  |
| Advisory and Consulting | Consulting | Advisory and consulting | Data analytics, building of scoring cards and methodologies, support | Recurring | Service Support Hours | 10:00 - 18:00 (GMT+6) | Scoring |

Appendix № 4

To the Tender Committee

of the CJSC “FINCA Bank”

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

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

Bishkek

To 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 “\_\_\_\_\_\_\_\_\_\_\_\_” acknowledges the fact that any deliberate distortions and omissions can trigger disqualification of the tender participant.

Sincerely yours,

The name of the LLC / Sole Proprietorship – the full name (Surname, first name, patronymic, date, signature)