30 апреля, 2020

**ЗАО «ФИНКА Банк» ОБЪЯВЛЯЕТ ТЕНДЕР**

**ПО ПРИОБРЕТЕНИЮ УСЛУГ -** (техподдержка и консультационные услуги по ИТ, ИБ, непрерывности деятельности и риск менеджмента)

С целью определения стратегического поставщика на 2020 год, предлагаем Вам рассмотреть возможность направления коммерческого предложения по выбору поставщика на приобретение услуг (техподдержка и консультационные услуги по ИТ, ИБ, непрерывностидеятельности и риск менеджмента) в 2020 году для ЗАО «ФИНКА Банка

В связи с вышеизложенным, Покупатель приглашает Вас к участию в открытом тендере и предлагает подать Вашу тендерную заявку, в соответствии со спецификацией, указанной в «Информации о Техническом Соответствии», в количестве, стоимости и сроками исполнения

Предпочтительные условия и оценка полученных предложений

Оценка и анализ полученных предложений проводится по следующим показателям и критериям в порядке значимости:

1. **Ценовой показатель (суммы желательно указывать в сомах КР с учетом всех налогов):**

* Расчет суммы спецификации, включая все налоги и сборы.

1. **Портфолио**

* Количество лет на рынке, опыт работы по спецификациям согласно приложению № 3. Список партнеров с кем осуществлялась деятельность по реализации и приобретению услуг.

1. **Договорные условия**

* Заключение срочного Договора возмездного оказания услуг.
* Обязательное открытие расчетного счета в ЗАО "ФИНКА Банк" в случае утверждения
* Предоставление поставщиком: свидетельства о регистрации организации (ОсОО, ИП), копии устава (патента), копии паспорта руководителя, учредительное решение о назначении нового директора (если была его замена), копии лицензий, копии квитанций об оплате патента и страхового полиса.
* Проверка поставщика на причастность к финансированию терроризма и отмыванию денег.
* Передача данных о поставщике в Службу Финансовой разведки.

1. **Условия оплаты**

* Условия постоплаты
* Оплата безналичным расчетом (перечисление).

1. **Критерии оценки участников**

* Конкурсная комиссия оценивает и сопоставляет предложения участников, исходя из данных ценового предложения, а также квалификационных характеристик участника.

1. **Заявка на участие в тендере**

Для юридических лиц:

Копии оригинальных документов в цвете (на бумажном носителе)

• Копия Свидетельства о регистрации в Минюсте;

• Устав компании;

• Копия паспорта руководителя;

• Копия учредительного решения о назначении руководителя;

• Справка о неимении и задолженности из ГНС;

• Справка о неимении и задолженности из СФ КР;

• Отзывы предыдущих Покупателей услуг о сотрудничестве с участником

• Сведения о квалификации участника за последние три года;

• Другие материалы, способствующие (по мнению участника) поднятию его рейтинга

1. Информация об исках.

# Содержание тендерной заявки

Ваша тендерная заявка должна содержать следующие формы:

**Приложения:**

Приложение № 1 Анкета Участника.

Приложение № 2 Заявка на участие в тендере.

Приложение № 3 Техническое задание.

Приложение № 4 Информация об иске.

В заявке следует ответить на все пункты, по порядку, не пропуская вышеуказанных пунктов согласно данному объявлению и спецификации.

Все цены в тендерных предложениях желательно должны быть указаны в сомах КР с учетом всех налогов и сборов в соответствии с законодательством Кыргызской Республики (НДС, НСП и т.д.)

Предпочтение будет отдаваться претенденту, указавшему:

* + Полное соответствие предлагаемых товаров;
  + Максимальное Техническое соответствие;
  + Оптимально низкую стоимость;
  + Высокие гарантийные обязательства;
  + Предпочтительные для Покупателя условия предоплаты и постоплаты;
  + Выгодные условия и сроки выполнения заказа;

Тендерные предложения должны быть доставлены **не позднее 17:00 15 мая 2020 г.** по адресу: г. Бишкек, ул. Шопокова, 93/2, ЗАО «ФИНКА Банк».

Для получения дополнительной информации свяжитесь со следующими сотрудниками

|  |  |  |
| --- | --- | --- |
| Service Category | Person | e-mail |
| IT Services | Mirlan Saidyrakmanov | [Mirlan.Saidyrakmanov@finca.kg](mailto:Mirlan.Saidyrakmanov@finca.kg) |
| Risk and BCM | Nargiz Alieva | [Nargiz.Alieva@finca.kg](mailto:Nargiz.Alieva@finca.kg) |
| Information Security | Sanjar Osmonov | [Sanjar.Osmonov@finca.kg](mailto:Sanjar.Osmonov@finca.kg) |
| Scoring | Alex Khvan | [Alex.Khvan@finca.kg](mailto:Alex.Khvan@finca.kg) |

Приложение № 1

Тендерной комиссии ЗАО «ФИНКА Банк»

«\_\_\_\_»\_\_\_\_\_\_\_\_\_2020 г.

Анкета Участника тендера

| № п/п | Наименование | Сведения об Участнике тендера (заполняется Участником тендера) |
| --- | --- | --- |
|  | Организационно-правовая форма и фирменное наименование Участника |  |
|  | ИНН Участника |  |
|  | Юридический адрес |  |
|  | Почтовый адрес |  |
|  | Филиалы: перечислить наименования и почтовые адреса |  |
|  | Телефоны Участника |  |
|  | Адрес электронной почты Участника |  |
|  | Фамилия, имя и отчество, дата рождения руководителя Участника, имеющего право подписи согласно учредительным документам, с указанием должности и контактного телефона (приложить копию паспорта) |  |
|  | Фамилия, имя и отчество ответственного лица Участника Запроса предложений с указанием должности и контактного телефона |  |

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(подпись, М.П.)

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

(фамилия, имя, отчество подписавшего, должность)

Участники должны заполнить приведенную выше таблицу по всем позициям.

В случае отсутствия каких-либо данных указать «нет».

Приложение № 2

Тендерной комиссии ЗАО «ФИНКА Банк»

«\_\_\_\_»\_\_\_\_\_\_\_\_\_2020 г.

ЗАЯВКА

на участие в тендере

Изучив документы на открытый тендер НА ПОСТАВКУ УСЛУГ, мы, нижеподписавшиеся, предлагаем осуществить реализацию вышеуказанных услуг, в соответствии с указанными тендерными документами.

Мы подтверждаем наше согласие считать данное тендерное предложение действительным в течение \_\_\_\_\_\_ (\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) календарных дней с даты указанной в тендерных документах, и обязуемся рассматривать его как обязательное для нас при заключении договора.

Мы признаем за Вами все Ваши права, указанные в тендерных документах. Мы понимаем, что Вы не обязаны принять тендерную заявку с наименьшей стоимостью или вообще какую-либо из заявок, полученных Вами.

Дата: число \_\_\_\_\_\_\_\_\_\_\_ месяц \_\_\_\_\_\_\_\_\_\_\_\_ 2020 г.

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

( Подпись) (Должность)

Имеющий все полномочия подписать Тендерную заявку от имени и по поручению

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(наименование организации Поставщика, должность, Ф.И.О.)

Приложение № 3

Тендерной комиссии ЗАО «ФИНКА Банк»

«\_\_\_\_»\_\_\_\_\_\_\_\_\_2020 г.

Техническое задание

Термины и определения

|  |  |
| --- | --- |
| 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 |

Основные требования

1. В связи с тем, что нижеуказанные услуги тесно взаимосвязаны, а также, необходимостью обеспечения единого подхода в соответствии со стратегией и политиками Банка, требуется получения всех указанных услуг от одного Поставщика;
2. Поставщик услуг должен обеспечить интеграцию всех услуг, указанных в Приложении (включая Active Directory, Office 365, EDW и т.п.), с сервисами Глобальной сети FINCA;
3. В стоимость услуг должны быть включены все сопутствующие затраты (на стороне Поставщика) в предоставлении услуг, включая, но не ограничиваясь:
   * затраты на интеграцию всех указанных услуг с сервисами Глобальной сети FINCA;
   * затраты на лицензии \ подписки на все необходимые IaaS, SaaS, PaaS, которые указаны в Приложении;
   * затраты на лицензии \ подписки на все программные обеспечения и информационные системы, которые используются Поставщиком при предоставлении услуг;
   * затраты на лицензии Office 365 E1 для 1100 пользователей и E3 для 5 пользователей (до Сентября 2021);
   * затраты на каналы связи (затраты на ISP для ЦОД, которые используются Поставщиком для предоставления услуг);
   * командировочные расходы сотрудников Поставщика, которые необходимы для осуществления услуг.
4. Для сотрудников Поставщика, которые вовлечены в предоставлении услуг обязательно наличие опыта (не менее 3-5 лет) в области, предоставляемой услуги;
5. Обязательное знание английского и русского языков (минимальный уровень «intermediate») для сотрудников Поставщика, которые вовлечены в предоставлении указанных услуг.

Услуги и стоимость

Примечание: Детальное описание услуг приведены в Приложении. Стоимость необходимо указать за календарный год.

|  |  |  |
| --- | --- | --- |
| # | 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 |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Приложение | | | | | | | | | | | | | |
| Детальное описание услуг | | | | | | | | | | | | | |
| 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 |

Приложение № 4

В тендерную комиссию

ЗАО «ФИНКА Банк»

№\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

«\_\_\_\_» «\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_» 2020 года

г.Бишкек

ЗАО «ФИНКА Банк»

Настоящим, ОсОО / ЧП «\_\_\_\_\_\_\_\_\_\_\_\_» выражает Вам свое почтение. На Ваш запрос относительно информации об исках, по которым ОсОО / ЧП «\_\_\_\_\_\_\_\_\_\_\_\_» выступает истцом или ответчиком сообщаем следующее.

По состоянию на \_\_\_\_\_\_\_\_\_\_\_\_ 2020 года ОсОО / ЧП «\_\_\_\_\_\_\_\_\_\_\_\_» выступает ответчиком по \_\_\_\_\_\_\_\_\_\_\_\_ (количество) судебным делам.

Первый иск был инициирован \_\_\_\_\_\_\_\_\_\_\_\_ (ФИО / наименование) с требованием о \_\_\_\_\_\_\_\_\_\_\_\_. Сумма иска - \_\_\_\_\_\_\_\_\_\_\_\_ сомов. В данное время дело находится на рассмотрении в \_\_\_\_\_\_\_\_\_\_\_\_ суде.

Второй иск был инициирован \_\_\_\_\_\_\_\_\_\_\_\_ (ФИО / наименование) с требованием о \_\_\_\_\_\_\_\_\_\_\_\_. Сумма иска - \_\_\_\_\_\_\_\_\_\_\_\_ сомов. В данное время дело находится на рассмотрении в \_\_\_\_\_\_\_\_\_\_\_\_ суде.

По состоянию на \_\_\_\_\_\_\_\_\_\_\_\_ 2020 года ОсОО / ЧП «\_\_\_\_\_\_\_\_\_\_\_\_» выступает истцом по \_\_\_\_\_\_\_\_\_\_\_\_ (количество) судебным делам.

ОсОО / ЧП «\_\_\_\_\_\_\_\_\_\_\_\_» подало иск к ОсОО / ФИО \_\_\_\_\_\_\_\_\_\_\_\_ о \_\_\_\_\_\_\_\_\_\_\_\_. Сумма иска - \_\_\_\_\_\_\_\_\_\_\_\_ сомов. В данное время дело находится на рассмотрении в \_\_\_\_\_\_\_\_\_\_\_\_ суде.

ОсОО / ЧП «\_\_\_\_\_\_\_\_\_\_\_\_» подтверждает, что вышеприведенная информация является достоверной и полной. ОсОО / ЧП «\_\_\_\_\_\_\_\_\_\_\_\_» признает, что в случае преднамеренных искажений и упущений, это может послужить основанием для дисквалификации из участия в тендере.

С уважением, (наимнование ОсОО/ЧП – ФИО, дата, подпись)