**Requirements for Internet and Mobile Banking Solution for Retail and Corporate users**

1. **Overview**

CARTU Bank JSC is a member of the CARTU Group and one of the largest corporate banks in Georgia.  
Our mission is to make a substantial contribution to the strategic fields of the Georgian economy by providing leading companies with superior quality and exclusive financial services.

1. **Purpose**

The purpose of this tender is to solicit proposals from qualified vendors for the development and implementation of a modern and brand-new Internet and Mobile banking solution for Retail and Corporate users.

The solution should enhance the digital banking experience, improve customer satisfaction, and ensure robust security and compliance with regulatory requirements.

1. **Objectives**
   1. Replace the existing Internet and Mobile Banking iOS and Android platforms with a focus on responsiveness, stability, and user interface/user experience (UI/UX).
   2. Simplify daily banking for Retail Users by providing flexible and modern tools to manage personal finances.
   3. Simplify daily banking for Corporate Users by providing flexible and modern tools to manage company finances.   
      This includes offering banking services through open APIs that allow integration with ERP systems, enabling transactions and operations directly from ERP systems without logging into the Internet and Mobile Banking platform.  
      The integration will enable the retrieval of account data, balances, transactions, and their statuses directly from the Internet Banking system to the ERP system. This allows users to perform banking operations and view transaction details without the need to log onto the Internet or Mobile Banking platform.
   4. Implement an integrated Omni-channel solution (Omni-channel capability is an advantage but not a requirement).
   5. Transform the Internet and Mobile Banking platform into a major sales and marketing channel.
2. **Essential Internet and Mobile Banking Functionality**
   1. Authentication: User authentication and authorization
   2. Accounts: Account Statement, Consolidated Statement, Accounts and Cards, Cards details and respective actions, Bonus (Cashback programs)
   3. Products: Deposits (including Deposit Calculator), Credits (including Credit Calculator), product details, history, and schedule
   4. Bill Payments: One-Time Bill Payments, Payments Using Saved Payment Templates, Payment Template Groups
   5. Mobile top-up and creating the Car Templates
   6. Transfers and Exchange: Transfers, Currency Exchange (with rate dealing feature), Standing Orders, and Direct Debits (including Order history), Money request, Bill split, Templates, Transfers history
   7. Money Remittances: Receive, Send, history
   8. P2P payments
   9. QR Code Payments
   10. Batch Payments: Provide batch payment options via user payment templates and file uploads
   11. Payroll Programs with pension contribution and Income tax automated calculations
   12. Statement Export: Enable the export of account statement details into various formats (statements should be compatible with various accounting systems
   13. User invitation and Management
   14. User roles management
   15. Signing rules configuration and management
   16. Switching the client contexts
   17. Online onboarding
   18. Communication Channels: Enable different channels of communication (Push, SMS, Email, web, etc.) with users via personalized messages and offers
   19. Cash Flow Analysis: Offer detailed user cash-flow charts and analysis with detailed transaction categorization
   20. Mobile Banking: Mobile app for iOS and Android platforms
   21. Biometric Authentication: Fingerprint, facial recognition
   22. Push Notifications: For transactions and alerts
   23. Location-Based Services: Nearest branches/ATMs
   24. In-App Provisioning
   25. Localization: Offer full localization of Internet and Mobile Banking in minimum 3 (three) languages
   26. Direct Banking: API development for integration with corporate clients’ ERP systems
   27. Open Banking integration
   28. Pension balance rendering management

For full range of requirements please refer to the Annex: # 2

**Note: Please provide the following document filled with the respective information in columns: “Supported by the solution”, “Price” and” Time” regarding entry slots**

1. **High-Level Technical Requirements**
   1. **Technology Stack**

* **Extensibility**: Minimal contact with the core system for extensibility with databases, caching, or process management
* **Scalability**: Both applications must support, but not be limited to, up to 300,000 active users with 2,000 concurrently logged in.   
  The system should leverage horizontal scaling to ensure this capacity is met and exceeded as needed.
* **Integration Layer**: Provide integration points for authentication, user management, and log management
* **Monitoring and Alerting**: A detailed and precise monitoring system with third-party tool integration is preferable
  1. **Always Up to Date**
* **Backward Compatibility**: Ensure updates do not break existing functionality
* **Easy Tooling**: Provide tooling for rolling updates with minimal human interaction
* **Supported Web Browsers at least**:  
  + **Google Chrome:** Version 95 and above
  + **Mozilla Firefox:** Version 91 and above (Extended Support Release - ESR)
  + **Microsoft Edge:** Version 95 and above (Chromium-based)
  + **Safari:** Version 14 and above (for macOS users)
  + **Opera:** Version 80 and above
* **Supported Mobile Browsers**

Mobile applications should ensure compatibility with all versions of browsers from the minimum supported versions mandated by the respective app stores to the latest available versions.

* **Supported Mobile OS**

Mobile applications should ensure compatibility with all OS versions from the minimum supported versions mandated by the respective app stores to the latest available versions.  
For full range of requirements please refer to the Annex: # 2  
  
**Note: Please provide the following document filled with the respective information in columns: “Supported by the solution”, “Price” and” Time” regarding entry slots**

1. **Implementation Timeline and Deadlines**

Vendors should submit an expected timeline for the implementation and stabilization phases of the Internet and Mobile Banking Solutions.  
While simultaneous launches of both systems are preferable, separate launch dates can be negotiated.

The Timelines should be provided:

* 1. In features slots according to the attachment #2
  2. In feature priority phases slots

1. **Selection Criteria**
   1. Company profile (Including core product)
   2. Company’s financial condition
   3. References and experience
   4. Implementation team personnel
   5. Solution Architecture and technical capabilities
   6. Internation Security Standard compliance
   7. Requirements outlined in Annex #2 meeting capabilities
   8. Implementation cost
   9. Payment conditions
   10. Proposed implementation timeline and deadlines
   11. Annual license cost
   12. Annual SLA support cost
   13. Customization flexibility
   14. Scalability level
   15. Acceptance criteria and Defect definition