**Tender Data Sheet (TDS)**

**A UX and UI Design for new Internet and Mobile Banking Solution for Retail and Corporate Users**

**Tender Data Sheet is the addition to the Instruction for Tender Participants (ITP) and includes information specific for each tender**

|  |  |
| --- | --- |
| 1. | **Procurer:** Cartu Bank JSC **(identification number** 204891652**) Email:** procurement@cartubank.ge |
| 2. | **Contact person(s) in connection with tender:**  Regarding tender procedure:  Mariam Lezhava,  Mob.: (+995) 591218000, office: (032) 200 80 80 (600)  Irakli Gvadzabia  Mob.: (+995) 599963280, office: (032) 200 80 80 (165)  E-mail: [procurement@cartubank.ge](mailto:procurement@cartubank.ge)  Regarding technical issues: Sopio Zhorzholiani  Phone: +995591512819  E-mail: [digital@cartubank.ge](mailto:sopio.zhorzholiani@cartubank.ge)  cc: [procurement@cartubank.ge](mailto:procurement@cartubank.ge) |
| 3. | **Information on type of service to be procured:**   1. A comprehensive UX and UI design services for Internet and Mobile Banking platforms for corporate users 2. A comprehensive UX and UI design services for Internet and Mobile Banking platforms for Retail users   For detailed information and requirements regarding the type of service to be procured, please refer to the following documents Annex 1: Requirement for Internet and Mobile Banking UX and UI Design |
| 4. | **Information on delivery point of service:**  Service shall be provided to the Cartu Bank JSC (hereinafter “the Bank”) address: 0162, 39a Chavchavadze Ave, Tbilisi, Georgia |
| 5. | **Requirements that should be satisfied by Applicants for participation in tender:**   * **Experience**: A proven experience in developing UX and UI designs for financial services, particularly Internet and Mobile Banking solutions. * **Portfolio**: Strong portfolio demonstrating successful design projects in the banking sector. * **User Research and Testing**: Ability to conduct user research and usability testing. * **UI Expertise**: Expertise in creating visually appealing and intuitive user interfaces. * **Localization and Accessibility**: Familiarity with localization and accessibility best practices. * **Communication Skills**: Excellent communication skills. * **Project Management**: Strong project management capabilities * **Design Concept**: Provide scalable and flexible architecture of design to accommodate future growth * **Team Experience:** The implementation team on the vendor’s side should have multiple professionals with past positive experiences financial platforms UX/UI design development   **Information/Documentation that should be provided by Applicants for participation in tender:**   * **Company Profile**: profile and total staff * **Project Approach and Methodology**: Information on the proposed project management approaches and framework, UX and UI design strategy and used toolkit * **Content and Number of Deliverables**: Information about the number of each component  (at least approximate estimate) included in the specified price, such as: the total number of individual screens to be designed, the number of wireframes to be created, outlining the basic layout and structure, the number of user personas to be developed, the number of user journey maps to be provided, the number of customers to be interviewed etc. * **Usability Testing Approach**: Usability testing Approach and Methodology, Test Plan, Local Language Considerations and Cultural Context * **References**: References from past and ongoing projects and case studies (at least 3 references from active customers). * **Customer Portfolio**: A full list of past and current clients * **Team Information**: Information on the implementation team and their professional backgrounds. * **Demos and Case Studies**: A full demo version or case studies of previous UX/UI design projects. * **Awards and Certificates**: Awards and certificates. * **Pricing:** Pricing model, Payment terms and conditions. **Note**: Pricing model should be sent non electronic way by closed envelope. * **Price Breakdown**: Detailed price breakdown, broken down into each task slot on Annex 1, Section: Deliverables. **Note**: Detailed price breakdown (including annex 1) should be sent non electronic way by closed envelope. * **Timeline and Milestones**: Implementation timeline and milestones, broken down into each task slot on Annex 1, Section: Deliverables. * **Team Information:** Information on the implementation team personnel (how many people will be allocated to the project with the role indication), including professional backgrounds * **Financial Documentation**: Copies of audited financial statements * **Tender Documentation:**   + Application for participation in tender * **Certificates**: All certificates and licenses proving the required qualifications and certificates * **Company Documentation**:   + Certificate of residence of the company   + Extract from relevant registry/authority (maximum 6 months from date of issue)   + Information regarding company’s directors and UBO's (including name/surname/date of birth/residency) for AML reasons   \*Documentation should be submitted in Georgian or English languages \*Bank reserves the right to require the additional documentation/Information, including for AML purposes |
| 6. | **Procedure for tender proposal price calculation**   * 1. Total price of Deliverables for Retail Internet Banking (with detailed price breakdown, according to the Annex #1 Deliverables section slots)   2. Total price of Deliverables for Retail Mobile Banking (with detailed price breakdown, according to the Annex #1 Deliverables section slots)   3. Total price of Deliverables for Corporate Internet Banking (with detailed price breakdown, according to the Annex #1 Deliverables sections slot)   4. Total price of Deliverables for Corporate Mobile Banking (with detailed price breakdown, according to the Annex #1 Deliverables section slots)   5. Total price of Deliverables for Corporate and Retail Internet Banking (with detailed price breakdown, according to the Annex #1 Deliverables sections slot)   6. Total price of Deliverables for Corporate and Retail Mobile Banking (with detailed price breakdown, according to the Annex #1 Deliverables section slots)[[1]](#footnote-1)   7. Cost estimates, including the costs associated with vendor team members trips for project meetings and other sessions if applicable   8. Detailed pricing for the man-days of each respective role, categorized by task complexity   9. Pricing model, terms and conditions of payments   10. Any other costs (indicate whether it should contain other charges, taxes etc., in addition to the cost of service)   The price of tender proposal must be final and contain all charges related to the provision of service (overhead charges, current taxes which apply to the Applicant etc.).  **Note:** any tender proposal Price (including annex 1) should be submitted only by the sealed envelope on a printed and signed version to the following address: 0162, 39a Chavchavadze Ave, Tbilisi, Georgia Procurements division. |
| 7. | **Convertible currency in which the price of tender proposal must be calculated:**  Total price and price per unit in the tender proposal should be given in GEL, USD or EUR |
| 8. | **Language of tender proposal:**  Tender proposal should be submitted in Georgian or English. |
| 9. | **Location and deadline for submitting tender proposals:**  All interested Applicants shall submit tender documentations (except tender proposal price, it’s quotation, annex 2 (**Tender proposal** ) and annex 3 (**Application for participation in tender** )) to the following email address: [procurement@cartubank.ge](mailto:procurement@cartubank.ge)  Any tender proposal Price, price quotation, annex 2 (**Tender proposal** ) and annex 3 (**Application for participation in tender** ) should be submitted by the sealed envelope on a printed and signed version to the following address: 0162, 39a Chavchavadze Ave, Tbilisi, Georgia Procurements division, The **submission** **deadline** is 30 calendar days after tender announcement. |
| 10. | **Tender proposals’ opening location:**  Tender proposals will be opened at the following address: 0162, 39a Chavchavadze Ave, Tbilisi, Georgia |
| 11. | **The documents that must be included in the tender proposal submitted by the Applicant:**   1. Application for participation in tender. 2. Documents confirming qualification data required by tender invitation and TDS. 3. Detailed pricing of tender proposal. **Note**: Detailed pricing should be sent non electronic way by closed envelope. 4. Information on terms of service provision. 5. Information on payment conditions (payment term, advance payment etc.). 6. Other information and documents specified in Annexes and/or tender invitation and/or Tender Data Sheet.   Tender proposal shall be submitted in original. |
| 12. | **Information about submitting of alternative tender proposal:**  N/A |
| 13. | **Validity period of tender proposals submitted by the Applicants:**  Validity period of tender proposal shall exceed 150 calendar days the deadline for submission of tender proposals. |
| 14. | **Tender negotiation**  The Procurer reserves the right to negotiate the terms of the offer with any Applicant |
| 15. | **Payment information:**  Payment will be made in accordance with the delivery of services, within 10 (ten) business days after the completion of each delivery and the execution of the delivery-acceptance act. If an advance payment is requested, the maximum cap for such an advance payment shall not exceed 30% of the total contract value. The Applicant is required to furnish a Bank Guarantee for a sum of the requested advance payment.  Bank Guarantee should be valid until the complete fulfillment of all obligations.  The type and form of a Bank Guarantee and issuer Bank should be agreed upon and confirmed by the Procurer in advance. |
| 16. | **Tender proposal/ Application for participation in tender**  The Applicant shall submit a Tender Proposal/Application for Participation in the Tender (Annex N2 and Annex N 3), duly signed by an authorized person, explicitly stating compliance with all tender conditions by closed envelope to the following address: 0162, 39a Chavchavadze Ave, Tbilisi, Georgia Procurements division. |
| 17. | **No reimbursement of tender expenses**  Expenses incurred in the preparation and dispatch of the tender will not be reimbursed. If the parties fail to sign the agreement, no reimbursement from the Bank will be provided. |
| 18. | **GENERAL CONDITIONS OF THE CONTRACT:**   1. **Conditions relating to subcontractors and subcontracting**   The Applicant shall indicate the proposed subcontractors, their country of origin, and the location where the subcontracted work will be executed.  If any part of the work is to be subcontracted, the Procurer must be informed prior to the signing of the subcontract   1. **Proprietary Right and Copyright**   Where applicable, the Bank has the proprietary right and copyright of any results, content material or outcome derived from the provision of services supplied by the Applicant, in accordance with the agreement.   1. **Assignment**   The Applicant is not permitted to assign or in any other way transfer the rights or obligations under the contract to a third party without prior written acceptance from the Procurer.   1. **Design Concept Provision and Revisions**   **4.1. Initial Design Concepts:**  The Applicant is required to present at least one design concept at the initial stage of the project. The concept should be based on the Procurer’s brand identity, as communicated during stakeholder interviews and other inquiries.  **4.2. Revisions to the Provided Concept:**  The Procurer is entitled to request adjustments to the provided design concept. The Applicant must accommodate these requests and make the necessary modifications to the design.  **4.3. Compliance with Brand Identity:**  If the design concept provided by the Applicant is deemed to significantly deviate from the Procurer’s brand identity or the requirements outlined during stakeholder interviews or other inquiries made by the Applicant, the Applicant is obligated to submit an additional design concept that aligns with the Procurer’s stated brand identity and project requirements.   1. **Dispute resolution**   Any Dispute, controversy or claim arising out of or in connection with the Contract, or the breach, termination or invalidity therefor, shall be finally settled by arbitration in accordance with the Arbitration Rules of the Arbitration Institute of the Stockholm Chamber of Commerce.  The language of the arbitration shall be English.  **The Contract shall be governed by the substantive law of Georgia.** |
| 19. | **Other information/requirements:**  Tender winner is requested to furnish a performance guarantee in favor of Bank in the amount of 10% of the total Contract price.  Bank Guarantee should be valid until the complete fulfillment of all obligations.  The type and form of a Bank Guarantee and issuer Bank should be agreed upon and confirmed by the Procurer in advance. |
|  | **The specified conditions are not exhaustive. Given the specific nature of this procurement, the Bank reserves the right to adjust or add conditions to the agreement as necessary.** |

**Annex #2**

**To Cartu Bank JSC**

------------------------------------

(Applicant name)

--------------------------------------------

(registration/personal ID number)

**Tender proposal**

After examining the tender documentation, I agree to provide the service in accordance with the tender documentation, specifically to deliver the Internet and Mobile Banking Solution for Retail and Corporate users at the price of:

1. UX and UI design service for Internet and Mobile Banking for Retail users

-------------------------------------   
(amount in figures and in words)

1. UX and UI design service for Internet and Mobile Banking for Corporate users

-------------------------------------   
(amount in figures and in words)

1. A single price option for a unified UX and UI design that caters to both Corporate and Retail users.  
    -------------------------------------   
   (amount in figures and in words)

I confirm that I am familiar with the tender documentation (including its annexes) of Cartu Bank JSC (hereinafter “the Bank”), and the information and requirements provided therein are fully clear and acceptable to me.

I will act within the established norms, and in the event of winning the tender, I undertake to conclude an agreement with the Bank under the conditions stipulated in the Tender Data Sheet (T.D.S.) and the tender proposal (including the Instruction for Tender Participants -I.T.P.).

This tender proposal will remain in force for 150 calendar days from the submission of tender proposals

---------------------------------------------------------- (Signature, stamp)

-----------------

(Date)

***Annex #3***

**To “Cartu Bank” JSC**

------------------------

(Applicant name)

=========================

(registration/personal ID number)

==================================

(Address)

===========================================

(Telephone, fax, e-mail)

**Application for participation in tender**

To participate in the tender announced by Cartu Bank JSC (hereinafter “the Bank”) for the procurement of Internet and Mobile banking solution for Retail and Corporate Users, I submit tender documentation by email and my tender proposal and tender proposal price in a sealed envelope.

Additionally, I undertake the obligation to inform the Bank in writing of any changes to the contact details specified in this application. Otherwise, any documentation/information/notification sent by the Bank to the details specified in this application will be considered as received by me.

----------------------------------------------------------

(Signature, stamp)

----------------------------------------------------------

(Date)

1. **Unified Approach (Section 1.5, 1.6):**

   Include a single price for a unified User Experience (UX) and User Interface (UI) design that caters to both Corporate and Retail users.   
   **Separate Platforms (Sections 1.1 - 1.4):**

   Provide distinct prices for UX-UI designs tailored separately for corporate and retail platforms.  
   Each price should reflect designs that may have different functionalities, user experiences, and interfaces.

   Ensure that at least different color schemes are used to distinguish between the corporate and retail platforms.   
   This distinction should be clearly reflected in the pricing details. [↑](#footnote-ref-1)