REQUEST FOR PROPOSAL

Microfinance Organization Asian Credit Fund

SUPPLY, INSTALLATION, IMPLEMENTATION, CUSTOMIZATION AND MAINTENANCE OF CORE BANKIG SYSTEM (CBS)

Contents

1 Introduction

Asian Credit Found (ACF) intends to procure the services of experienced software houses, IT companies for the supply, installation, implementation and maintenance of Core Banking System. Core Banking System will provide all the necessary facilities to run the business of the MFI as per best standard practice.

Asian Credit Found (ACF) as a leading microfinance company in Kazakhstan, was established in 1997 by Mercy Corps to implement a micro and small business lending program. Currently, ACF, supported from 2019 by major shareholder BOPA, is the second largest microfinance institution in Kazakhstan in terms of the number of clients from rural areas. ACF's financial services are designed for the development of rural households, the growth of micro and small businesses, and the increase of energy-efficient housing ownership in towns and villages of the Republic of Kazakhstan. The Company's principal activity is the provision of micro-credit to its clients. As of August 31, 2024, the Company has 13 branches and 64 sub-branches outlets in the Republic of Kazakhstan. The Company's participants are BOPA Pte LTD with a 98.32% interest and Caravella Invest LLP with a 1.68% interest. The number of employees of the Company is 556 people. The active portfolio amounts to USD 71.3 million, the number of loans is 54,695. The average loan size is USD 1,951.

ACF current objective is to have 90 (over 5 years' time) branches and 120,000 clients and thus, in demand of essential upgrade of the systems to higher capacity/performance ones.

OUR VISION

To realize a vibrant civil society in the Republic of Kazakhstan, nurtured by the development of sustainable rural households.

OUR MISSION

To improve the quality of life of rural households through affordable financial services

ACF is requesting proposals from qualified vendors for the implementation of a Core Banking System (CBS) to enhance our microfinance operations. We invite experienced and reputable software providers to submit their proposals for evaluation. The solution should contain the followings:

1. Package/Lot 1: Core Banking System (CBS)
2. Package/Lot 2: Loan Origination
3. Package/Lot 3: Mobile Application for field staff and Customer facing Mobile Application
4. Package/Lot 4: Accounting

5. Package/Lot 5: Customer Relationship Management (CRM)
6. Package/Lot 6: Document Management System (DMS)

Vendors are expected to provide proposals in response to this RFP.

Vendors may submit responses for all of the solutions listed above (packages/lots) or submit proposals for a minimum of four lots, including Lot 1: Core Banking System (CBS), based on their available solutions. Importance will be given to the option of using existing licenses with top-up and also integration with existing pieces of hardware when necessary for restoration, back up, etc. Vendor is responsible for giving complete solution and best price offer to ACF.

Any innovative and futuristic products may also be added with appropriate details for the MFi to select additional products for its business with future requirements.

For the evaluation of responses, suppliers will be required to provide demonstrations of their application.

Bidders are required to submit their sealed proposals in line with ACF Procurement Rules **on or before 24.11.2024 at 11 am Almaty Time. Tender Opening Date is 25.10.2024 11 am Almaty Time at ACF.**

Proposals should contain all the relevant documents as per the **Terms & Conditions** and **Bidder Eligibility Criteria.**

1.1 Organization Structure

Organizational structure of Head Office MFO ACF LLC includes the following management bodies of MFO ACF LLC:

Supreme Body - General Assembly

Supervisory Body - Supervisory Board

Executive Body - Chairman of the Management Board

The organizational structure of ACF Head Office includes six areas of the administrative division of responsibilities: Finance Department, Sales and Regional Network Development Department, Information Technologies Department, Operational Department, Personnel Management Department, and Information Security.

Organization Chart

- General Accembly
  - Supervisory Board
    - Corporate Secretary
    - Risk Committee
    - Audit Committee
    - Remuneration Committee
  - Chairman of the Management Board
    - Senior Credit Committee
    - Risk Committee
    - Change Management Committee
    - Information Security
    - Corporate Secretary
    - ESG manager

- **Chief Finance Director**
  - Planning and Treasury Department
    - Head off Planning and Reporting Department
    - Finance analist
    - Treasurer
  - Accounting
    - Chief accounting
    - Accountant
    - Chief cash operation manager

- **Member of the Mamagement Board / Chief lending Officer**
  - Sales Director/ Marketer
    - Call Center
    - Head of Call Center
    - Operators of Call Center
  - Director of Individual lending
    - Deputies of Director of Individual lending
    - Project management
  - Branches

- **Member of the Management Board / Director of Business Operations Support**
  - Credit Administration Department
    - Head of Credit Administrator
      - Credit Administrator
      - Database specialists
      - Head of Control and Methodology Sector
        - Underwriters
        - Compliance officer
      - Soft collection
      - Senior Branch Specialist
      - Branch specialists
  - Legal Department
    - Head of Legal Department
      - Lawyers
  - Administrative Department
    - Drivers
    - Archivist
    - Office manager
    - Cleaning

- **Department of Information Technology**
  - Technical Director
    - Head of IT Department
      - Sector of administration
        - Server Administrator
        - Communications Administrator
      - Technical support sector
        - Technician
      - Development sector
        - Systems Analyst
        - Engineer programmer

- **Human Resources Department**
  - HR Director
    - Director of Recruitment and HR Development
      - Training department
      - Head of Training Department
      - Business trainer
    - HR business managers

All cash operations related to loan disbursement and repayment are conducted exclusively at the branch level, with no cash transactions taking place in the field.

1.2 Key products and services provided by ACF

ACF provides 2 types of loan products mainly for income generating activities and business development purposes.

1. Individual loans to physical persons and private entrepreneurs. The loans which can be taken individually unsecured or secured by physical persons guarantees and/or by different personal and business assets.
2. Group loans provided to group of physical persons who provide personal guarantees to each other.

In September 2023, Supervisory Board approved ACF's 3-year Strategic Plan which assumes significant Company growth – in average by 60% of assets' growth each year. ACF seeks for CBS system which could support and back up the planned

growth which is coming from extended line of products, new sales channels, geographic expansion and efficient filed operations.

2 Requirements

2.1 Project Objectives

ACF aims to replace its existing CBS with a comprehensive Core Banking System that meets the functional requirements outlined in this RFP.

The new core system shall support the key project objectives described below.

1. CLIENT OUTREACH

The solution should use common client concept across all integrated modules while ensuring the existence of relevant system controls and process controls. It should serve as a platform to bring ACF services closer to the client. ACF has already identified key delivery channels that it will implement for next five years to increase outreach and enhance the quality of services. The supplier must show how their product facilitates an increase of client outreach, while increasing the efficiency and productivity using different digital delivery channels.

2. COMPLIANCE WITH THE REGULATIONS AND BEST PRACTICES

Compliance with, International Financial Reporting Standards (IFRS), Generally Accepted Accounting Principle (GAAP), National Bank of Kazakhstan and Credit Information Bureau (CRIB) requirements. The supplier must demonstrate how their product complies with local regulations and outline their approach for promptly adapting to any future regulatory changes.

3. DATA SECURITY AND PRIVACY

The new Core Banking System must prioritize data security and privacy, ensuring that all client and transactional data is protected against unauthorized access, breaches, and data loss. The system should comply with data protection regulations and industry standards, implementing robust encryption, user access controls, and audit trails to monitor and secure data.

The supplier must demonstrate the security features of their product, including encryption methods, data access controls, and compliance with data privacy regulations.

4. SCALABILITY AND FLEXIBILITY FOR FUTURE GROWTH

The solution should be highly scalable to support ACF's future growth and adaptable to changing business needs and market demands. This includes the

ability to integrate with new modules, accommodate increased transaction volumes, and support additional delivery channels as ACF expands its services.

The supplier must show how their product can scale and adapt over time, providing examples of how it has supported growth in similar organizations.

5. OPEN API REQUIREMENTS

The system must provide a comprehensive set of open APIs to enable seamless integration with external systems and third-party applications. APIs should cover all major functionalities including but not limited to customer management, loan processing, account management, and reporting.

The API should follow REST architectural style and use industry-standard security protocols.Detailed API documentation must be provided, including endpoint descriptions, request/response formats, and example code.

The system should include an API management portal for monitoring usage, setting rate limits, and managing access keys. The vendor should demonstrate the ability to customize and extend APIs based on ACF's specific requirements.

APIs should support integration with ACF's existing systems, including 1C for accounting and Creatio for CRM." As well as various payment gateways, credit bureaus, third party vendors, insurance companies and government agencies when needed.

6. USER FRIENDLY INTERFACE, STREAMLINING OF OPERATIONS AND INCREASING EFFICIENCY

The software must be user-friendly, with easy to learn graphical interface and shall drive the users to perform their daily tasks in a consistent, systematic and efficient manner and in accordance with predefined rules set by authorized officials in the software. The system shall support reduction in transaction costs through fast delivery of services to clients and efficient use of organization resources.

The supplier must demonstrate that their user interface is easy to learn and use, show how their product will assist in task management and give examples of implementations that reduced the transaction costs and improved staff productivity.

7. PROMOTING A PAPERLESS WORKING ENVIRONMENT

The software shall support a paperless working environment, hence reducing documents management costs. This is in line with ACF environmental principles. The software shall automatically generate necessary documentation for transactions. In addition, the software shall enable digitalization and storage of necessary documents across its supported processes. The documents shall be archived electronically and secured in accordance with best principles and be accessible for review or reproduction as required.

The supplier must show how their product will facilitate a paperless environment. Examples of functionality that supports digitalization of forms, documentation and processes must be given.

2.2 Schedules of Requirements

This section provides an overview of the application's key requirements. The proposed software solution should be comprehensive, integrated, and feature-rich, with workflow-driven capabilities. It should also be highly configurable to support the full range of functionalities outlined in the table below.

The solution provided by the Supplier should have the following features/ functionality apart from the indicative functional requirements stated in this document:

1. Suppliers are required to submit proposals for a minimum of four lots, including Lot 1: Core Banking System (CBS), based on their available solutions:
   - Package/Lot 1: Core Banking System (CBS)
   - Package/Lot 2: Loan Origination
   - Package/Lot 3:Mobile Application for field staff and Customer facing Mobile Application,
   - Package/Lot 4: Accounting,
   - Package/Lot 5: Customer Relationship Management (CRM)
   - Package/Lot 6: Document Management System (DMS)
2. Suppliers may submit proposals for either or both models—"On-premises" or "Cloud"—depending on their available offerings.
3. Solution should provide a centralized system. Solution should have a centralized architecture and should not have any components on the end-user PCs except for the thin-client/ browser required to access the application.
4. The solution should provide for seamless integration of modules as per the business requirements of ACF with necessary interfaces. If any of the functionality is not available (supported) in the proposed application software, third party software modules that may be proposed are to be seamlessly integrated with the application. The Supplier has to provide all necessary interfaces for integration with existing applications of the MFI. The Supplier is expected to deploy a third-party product if available and not customize or develop such functionalities from scratch. The new system should support integration with ACF's existing systems, including 1C for accounting and Creatio for CRM.
5. Integration Options: 1C, Creatio, and Separated Modules

6. Integration with 1C - 1C is a popular enterprise resource planning (ERP) system widely used in Russian-speaking countries. Integration with 1C could offer the following benefits:
    a) Seamless data exchange between the new system and existing 1C-based financial and accounting processes
    b) Streamlined operations by eliminating manual data entry and reducing errors
    c) Real-time synchronization of financial data, inventory, and other business-critical information
7. Integration with Creatio - Creatio is a low-code platform for process management and CRM. Integration with Creatio could provide:
    a) Enhanced customer relationship management capabilities
    b) Improved business process automation
    c) Access to Creatio's marketplace for additional functionality
8. Separated Modules – The supplier can provide a core system that can function independently, with 1C and Creatio integrations as optional add-ons or offer separated modules that can be combined as needed, with integration capabilities built into relevant modules.
9. The solution should offer flexibility, enabling users to define dynamic, configurable workflows and route tasks based on the MFI's specified authorization levels and process flows.
10. The system's user interface must support the following languages: Russian (mandatory) and Kazakh (preferred).
11. The solution should enable sending automated push notifications via mobile app and Email alerts/notifications in both Kazakh and Russian languages to clients on various events such as loan repayments, overdue alerts, notifications.
12. The solution should also include standard features such as photograph, signature, and document scanning and storage for verification, photo or image capturing, geotagging, standing instructions, and an electronic messaging system.
13. The solution should provide a Performance Management System for all the employees.
14. The solution should provide for generation of comprehensive MIS, statutory and standard reports and reports required for business information and decision making. It should also be possible to generate the reports as on a retrospective date.
15. The solution should contain a separate reporting tool where users can create their own reports and dashboards as per their requirements using front end facilities (without any programming).
16. The solution should provide for automated workflows with multiple or single personnel / person approval cycle for all types of transactions.

17. The solution should provide a top management dashboard for the Senior Management. It should be possible to generate any reports giving the position as on a retrospective date as well.
18. The Supplier, as part of the Technical Bid, should also disclose and provide information about any additional features available in the solution that are not explicitly mentioned above. These details should be included in a separate section with a brief description of each feature.
19. The Supplier should present in detail how the proposed solution meets the requirements by mapping the requirements to the solution elements.
20. The solution should provide a Recovery Point Objective (RPO) and Recovery Time Objective (RTO).
21. The Supplier, as part of the technical bid needs to provide the following for the implementation of the Application:
    a) VPN requirements
    b) Bandwidth requirements
    c) Storage requirements
    d) Hardware sizing
    e) Backup requirements
    f) Power & Cooling requirements and other requirements
    g) Operating system requirements
    h) Database licenses requirements

2.3 Scope of services

The high-level description of the overall scope of services is described below. However, ACF reserves the right to change the scope prior to awarding the project to the Suppliers.

2.3.1 Supply of CORE Banking system software and associated solutions

1. The Supplier is expected to supply and setup the required solutions including its modules, interfaces and system software at ACF.
2. The application developed must be in compliance with the IT industry recognized software standards
3. The solutions should have the ability to handle multiple languages specially data entry and user interface should be in Russian (mandatory) and Kazakh (preferred) languages
4. The solutions should have the ability to provide integration with external payment systems in Kazakhstan (such as VISA/ATM network, terminals, kazposts, etc.)
5. The application software should have the ability to provide integration of services such as Internet Banking and Mobile Banking.

6. The customized application should be able to run on the existing Microsoft Windows client computers.

2.3.2 Implementation Services

1. System study, review of current Business processes and requirements

The selected supplier shall conduct a study and review of ACF's current business processes and functional requirements, confirming the initial requirements specified in the Functional Requirements Specification (FRS). ACF has outlined its future business needs, and the supplier will be responsible for analyzing these requirements and collaborating with ACF to finalize the new process framework.

The supplier will also perform a gap analysis to identify any differences between the required functionalities and the current system capabilities. A comprehensive report should be provided, detailing the gaps and recommending suitable solutions. Additionally, the supplier must submit a list of project deliverables for ACF's review, incorporating any feedback or suggestions provided by ACF.

2. Product Configuration, Customization and Implementation

The selected Supplier is expected to configure, customize and Implement the software/s according to the agreed specification document. The supplier is expected to perform all required testing activities including but not limited to System testing, Integration Testing, user acceptance testing, performance testing, volume testing etc. with the person(s) nominated by the organization.

Supplier shall provide all necessary templates and tools to conduct the UAT, shall coordinate the UAT process. The system shall be accepted when no bugs are reported for any of the critical processes. Parallel run and/or a dry run should be performed. Supplier should recommend an approach based on best practices, which will have to be agreed subsequently with ACF Project team.

3. Project Management Services

The supplier is required to deliver high-quality project management services throughout the entire implementation period. A full-time, on-site Project Manager must be provided, possessing significant experience in managing projects of similar nature, complexity, and size. ACF will assign its internal Project Manager and team to collaborate closely with the supplier.

The supplier should outline their project management methodology and actively advise ACF on essential aspects such as project planning, implementation activities, approaches, product functionalities, best practices, testing, and training. Additionally, the supplier should offer insights on risk management strategies, resource allocation, and communication protocols to ensure the project is completed successfully and on schedule. Regular status updates and progress

reports should be provided to keep all stakeholders informed and engaged throughout the project lifecycle.

4. DATA CLEANSING AND MIGRATION

The data migration from existing systems / platforms running in ACF will be the responsibility of the selected supplier. Migration will be performed according to a Migration Plan and Migration Data Mapping (Processing) documents. Migrated data shall be validated and any discrepancies resolved upon. System shall undergo testing by both parties and user acceptance.

The supplier should clearly define the roles and responsibilities of both the supplier and ACF throughout the migration.

5. FUNCTIONAL AND TECHNICAL TRAINING

The supplier will be responsible for training ACF's employees in various areas, including implementation, operations, management, error handling, and system administration. Comprehensive technical and user training must be delivered to ensure that all employees are well-equipped to utilize the system effectively. ACF will identify the appropriate personnel for all training requirements.

The supplier should outline their training approach and methodology, detailing the structure of the training sessions, the materials to be provided, and any follow-up support available to ensure a smooth transition and effective knowledge transfer. Additionally, the supplier should include options for hands-on training, workshops, and ongoing support to reinforce learning and address any challenges that may arise post-implementation. Training delivery, manuals and help files should be in Russian language (required) and Kazakh language (preferred).

6. ROLL OUT/DEPLOYMENT AND SYSTEM DOCUMENTATION

The supplier should provide a detailed description of their rollout methodology, including examples of best practices and an analysis of the pros and cons for the various options available. This information will help ACF make informed decisions regarding the implementation process.

The supplier is also expected to deliver all necessary software documentation to ACF employees, including user manuals, help files, system manuals, and more. This documentation should be clear and comprehensive to facilitate effective use of the system, and should be delivered in Russian and English Language.

In addition to general documentation, the supplier should ensure that the following specific documentation is provided:

a) Documentation related to system study, requirements analysis, and gap analysis.

b) Documentation concerning product parameterization and customization.

c) A test plan for relevant categories of testing, including test scenarios.

d) Implementation and "go live" plans, including timelines, milestones, and key responsibilities to ensure a smooth transition to the new system.

e) System administration and maintenance documentation, providing guidelines for ongoing system management and troubleshooting to ensure optimal performance.

f) User Operational Manual that should serve as a comprehensive guide for end-users, detailing procedures, features, and troubleshooting tips.

The supplier should also consider including training materials, frequently asked questions (FAQs), and a support contact list to enhance the user experience and facilitate ongoing learning. Regular updates and revisions to the documentation should be part of the supplier's commitment to ensuring that ACF employees have the most accurate and up-to-date information available.

2.3.3 Supply and installation of System Software and necessary security components

1. It is Supplier's responsibility to supply, install and configure system software, required security components and hardware components requirement specifications in the system.
2. Supplier must clearly specify the Bandwidth requirement for remote/branch access.
3. Supplier should clearly state the requirement of security components including firewall at any point where the system interacts with the outside world.
4. The proposed solution should consider the usage of existing devices and network infrastructure.
5. Multi-factor authentication must be applied when accessing CBS.
6. Cryptographic information protection not lower than the third level (in accordance with the standard of the Republic of Kazakhstan ST RK
7. Maintenance of a log of events of database management systems.

2.3.4 Technical support and maintenance

1. WARRANTY AND POST WARRANTY MAINTENANCE

A warranty period of at least 6 months shall be offered free of any cost. During warranty period, the software vendor shall maintain the system and rectify any problems free of charge. The supplier shall perform post warranty maintenance to the software in accordance with terms and conditions agreed with the organization.

• Availability – Full 12-hr support (from 07:00hrs to 19:00hrs Kazakhstan time) must be available. Emergency support must be operational 24 hours.

• Responsiveness – For user problems, Supplier must be able to respond through internet/mobile / telephone immediately. There must also be a remote support for bug identification and removal etc. Russian should be the primary language for support.

• Critical Issues – In such cases, immediate on-site support must be available.

• Supplier should confirm the security best practices and any other guidelines stipulated by ACF while capturing, storing, processing and transmitting data and related information.

2.3.5 Other services

Supplier should describe any other services they can offer to ensure the project is delivered at the highest quality, within reasonable timeframe and within a set/agreed budget.

3 Terms and Conditions

a) Bidder is required to submit its response in Two Electronic Envelopes at the following address:
   E-mail with Technical and Financial proposals:
   - z.zhakupova@acfund.kz
   - a.abdekeyev@acfund.kz
   - u.usenov@acfund.kz
   E-mail with passwords:
   - z.zhakupova@acfund.kz
   - a.abdekeyev@acfund.kz
   - u.usenov@acfund.kz
b) Bidder is required to submit Technical and Financial proposals in separate envelopes and should be archived and password protected.
c) Bidder will be asked to present Demo / Presentation of their proposed application.
d) Bidder is required to submit its Company Profile along-with Proposal that must comply with the following Bidder Eligibility Criteria provided in next section.
e) Proposals submitted Late / after due date and time or Incomplete will not be considered.
f) The competent authority reserves the right to accept or reject any proposal as per its policy and ACF rules.
g) Cost offered in financial proposal should be FINAL and complete with respect to all the required functionality.

h) Bidder's Total cost of ownership can be accessed by complying with all the Technical requirements that are required by the ACF in line with its RFP.

i) Financial weightage to be assessed on the basis of Total cost of ownership (TCO).

j) TCO Components can be; but not limited to the following:

    a. Software License Fee

    b. Software Implementation Fee

    c. Customization/modification cost

    d. Annual Maintenance fee and expenses for onsite support

    e. Onsite support after complete migration

k) SLA will be signed with the successful bidder

l) Bids not complying with all the given clauses in this tender document are liable to be rejected.

3.1 Bidding Conditions

3.1.1 Project information

The below table describe the key project information.

TABLE1: KEY PROJECT INFORMATION

Project Name	Supply, installation, implementation, customization and maintenance of CORE Banking System for ACF
Contact	Zhanna Zhakupova, Executive Director
Bid validity	Bid validity period shall be for 90 days
Submission of proposals	All proposal should be submitted to the following email addresses: z.zhakupova@acfund.kz a.abdekeyev@acfund.kz u.usenov@acfund.kz All proposals should be submitted in pdf format. The technical proposal and the financial proposal should be submitted in two separate files (password protected)

3.1.2 Bidding Process Schedule

The schedule of activities is listed in below table.

TABLE 2: SCHEDULE OF ACTIVITIES

Activity	Date
RFP published	24.10.2024
Q&A Session	31.10.2024
Deadline for submission of questions to the RFP	14.11.2024
Proposal submission deadline	24.11.2024

Proposal evaluation completed and responses to vendors submitted	07.12.2024
Shortlisted vendors demos and site references completed	20.12.2024
Board approval, vendor contract negotiations, contract signing	03.01.2025

The dates can be revised at the sole discretion of ACF. Any changes in the schedule above will be communicated to all Suppliers.

3.1.3 Instructions to Suppliers

1. QUESTIONS TO THE RFP

The suppliers can submit questions regarding the RFP by the latest 14.11.2024, to the email addresses listed above in Table 1. The questions and answers will be shared with all Suppliers. No questions or correspondence will be responded to after 14.11.2024.

ACF reserves the right not to answer some questions that would influence the objectivity of the proposal submission.

2. RESPONSE CLARIFICATION, DEMO AND REFERENCE SITE VISIT

At the request of ACF, suppliers may be requested to clarify responses to their RFP and/or conduct a demo. It is preferred that the demo is conducted at ACF premises in Almaty, Kazakhstan. All costs associated with the demo will be borne by the supplier. ACF may also request a site visit to a reference client. All costs associated with the visit to the reference site will be borne by ACF. The supplier must be able to organize the demo and/or the reference site visit within the timeframe specified in Table 2.

3. CONTRACT NEGOTIATION

ACF reserves the right to accept or reject any or all proposals. ACF specifically reserves the right to negotiate a contract with a selected vendor after the closing of the RFP.

4. NOTIFICATION OF RESULTS

Suppliers who submit responses will be notified of the results of the selection process, within the timeframe specified in Table 2. ACF will not respond to any queries regarding the results of the bid, by phone, email or other communication means to any of the Supplier before the RFP is closed.

5. RFP AMENDMENT

In the event that modifications or additions to the RFP become necessary, suppliers will be notified in writing.

6. PROPOSAL PREPARATION COSTS

This RFP does not commit ACF to award a contract or pay any costs incurred by the successful or unsuccessful suppliers in the preparation of a response to the request.

7. MARKETING REFERENCES

No references to ACF can be made in any literature, promotional material, brochures, or sales presentation without the express written consent of ACF.

8. CONFIDENTIALITY

This RFP, and all materials submitted by ACF, must be considered confidential. This RFP is not to be forwarded to any third party for evaluation or for any other purpose without the express written consent of ACF.

This RFP is confidential and ACF reserves the right to recall the RFP in its entirety or in part.

4 Proposals content and evaluation

The suppliers are required to submit their response (with separate financial proposals) to all requirements prepared in this document by ACF.

The supplier should include the company profile, technical proposal and financial proposal in their responses. The company profile and technical proposal should be in one and financial proposal should be in a separate document. The CVs (Curriculum Vitae) and biographical summaries of the proposed team members, along with any additional relevant documents, should be included in an Annex to the technical proposal.

DOCUMENT 1: Company profile and Technical proposal

The following information should be included in the profile of the supplier:

1. Years in existence of the company and product
2. Years of experience with the microfinance sector
3. Years of experience in the Central Asian/ Central Europe regions
4. Number of employees per type of role: business analysts, management, developers, support and maintenance
5. Organizational structure
6. Last year financial statements (preferably audited, but could be the un-audited ones as well)
7. Number of clients and examples

The suppliers' technical proposal must include the following (not necessarily in this order):

1. Minimum of five project references and two case studies relevant to ACF's business model
2. Product description (response to ACF Functional requirements as described below in this document)
3. Hardware, software and networking requirements for the implementation of the CBS should be presented in the below format:

TABLE 3: HARDWARE, SOFTWARE AND NETWORKING REQUIREMENTS

No.	Software/ hardware	Details	Quantity
1	Software		
1.1	Application Server	*Please specify recommended application server software*	
1.2	Database Server	*Please specify recommended application server software*	
2	Hardware		
2.1	Application Server		
2.2	Database Server		
2.3	Storage		
2.4	Backup requirements		
2.4	DR Server		
3	Network requirements		
3.1	VPN requirements		
3.2	Bandwidth requirements		

4. Description of services provided, implementation and support/maintenance methodologies
5. Proposed implementation planning, timeframe and comprehensive implementation plan for each software package, ensuring that each plan can be executed independently without relying on other packages.
6. CVs and brief bios of the expert team, with each bio not exceeding half a page (to be included in the Annex to the Technical Proposal).
7. The solution should provide a Recovery Point Objective (RPO) and Recovery Time Objective (RTO).

4.1 Financial Proposal

DOCUMENT 2: Financial proposal

The suppliers' financial proposal must consider the two models: on premises (license model) and cloud base (SaaS model) and should be submitted in the following format.

TABLE 4: ON PREMISES (LICENSE MODEL):

No.	Solution	Price
1	**Core Banking Solution**	
1.1	Cost of integration to tablet application (if Tablet application is from different vendor)	
1.2	Cost of integration to customer facing mobile app (If it is from a different vendor)	
1.3	Annual Maintenance Fee (per Year)	

No.	Solution	Price
2.	Loan Origination	
2.1	Cost of integration to CBS (if CBS is from a different vendor)	
2.2	Cost of integration to mobile app (If it is from a different vendor)	
2.3	Annual Maintenance Fee (per Year)	
3	Tablet Application for field staff	
3.1	Cost of integration to CBS (if CBS is from a different vendor)	
3.2	Annual Maintenance Fee (per Year)	
4	Customer facing Mobile Application	
4.1	Android	
4.2	iOS	
4.3	Cost of integration to CBS (if CBS is from a different vendor)	
4.4	Annual Maintenance Fee (per Year)	
5	Accounting	
5.1	Cost of integration to CBS (if CBS is from a different vendor)	
5.2	Annual Maintenance Fee (per Year)	
6	Customer Relationship Management (CRM)	
6.1	Cost of integration to CBS (if CBS is from a different vendor)	
6.2	Annual Maintenance Fee (per Year)	
7	Document Management System (DMS)	
7.1	Cost of integration to CBS (if CBS is from a different vendor)	
7.2	Annual Maintenance Fee (per Year)	
8	Data migration, training and implementation charges	
9	Any other charges	

TABLE 5: CLOUD BASED (SAAS):

No.	Solution	Price
1	Core Banking Solution	
1.1	Cost of integration to tablet application (if Tablet application is from different vendor)	
1.2	Cost of integration to customer facing mobile app (If it is from a different vendor)	
1.3	Annual Maintenance Fee (per Year)	
2.	Loan Origination	

2.1	Cost of integration to CBS (if CBS is from a different vendor)	
2.2	Cost of integration to mobile app (If it is from a different vendor)	
2.3	Annual Maintenance Fee (per Year)	
3	**Tablet Application for field staff**	
3.1	Cost of integration to CBS (if CBS is from a different vendor)	
3.2	Annual Maintenance Fee (per Year)	
4	**Customer facing Mobile Application**	
4.1	Android	
4.2	iOS	
4.3	Cost of integration to CBS (if CBS is from a different vendor)	
4.4	Annual Maintenance Fee (per Year)	
5	**Accounting**	
5.1	Cost of integration to CBS (if CBS is from a different vendor)	
5.2	Annual Maintenance Fee (per Year)	
6	**Customer Relationship Management (CRM)**	
6.1	Cost of integration to CBS (if CBS is from a different vendor)	
6.2	Annual Maintenance Fee (per Year)	
7	**Document Management System (DMS)**	
7.1	Cost of integration to CBS (if CBS is from a different vendor)	
7.2	Annual Maintenance Fee (per Year)	
8	**Data migration, training and implementation charges**	
9	**Any other charges**	

Additionally, suppliers are requested to include a total cost of ownership for a 5-year period. The total cost of ownership must take into consideration future customizations and changes in the system (estimated based on supplier's experience on average volume of customizations done by an MFI in the course of five years).

The financial proposal must be presented in a separate document and must include all costs as mentioned in above.

It is required that the financial proposal adheres to the following:

1. For any functionality that requires development, an estimated development cost to be included.

2. In case more than just one software company is proposed, the software supplier and the third party suppliers' costs should be mentioned separately. However, discounted fixed priced packages are also encouraged.
3. All costs should be specified in USD.
4. All costs and prices are to be transparent, with no hidden costs.
5. Under the bid, both the technical and financial proposals of the supplier will be evaluated and scored by a team nominated by ACF. Maximum of three suppliers will likely be chosen for additional discussions.

The bids will be examined for compliance with the qualification criteria decided by ACF and only the qualifying bids will be evaluated.

The software and services supplier(s) should meet the following minimum criteria:

1. Be a microfinance software vendor and be experienced with implementation of microfinance software in similar organizations.
2. At least 5 years in the microfinance software market.
3. Demonstrate to have appropriate staff and technical resources to successfully implement the project
4. Offer adequate implementation methodology with high success rate in previous implementation projects (success rate must be specified)
5. Provide evidence of financial stability
6. Demonstrate it is the original supplier of the software

TABLE 6: REQUIRED DOCUMENTATION CHECKLIST FOR SUPPLIER SUBMISSION

Proposal documents summary
Company Profile
☐ Years of company and product existence
☐ Experience in the microfinance sector
☐ Experience in Central Asian/Central Europe regions
☐ Number and types of employees
☐ Organizational structure
☐ Last year's financial statements
☐ Number of clients and examples
Technical Proposal
☐ At least five project references and two case studies relevant to ACF's business model
☐ Detailed product description (response to ACF Functional requirements)
☐ Hardware, software, and networking requirements for CBS implementation
☐ Description of services, implementation, and support/maintenance methodologies
☐ Proposed implementation planning and timeframe
☐ Comprehensive implementation plan for each software package
☐ CVs and brief bios of the expert team (in Annex)
☐ Recovery Point Objective (RPO) and Recovery Time Objective (RTO) information
Financial Proposal

☐ Pricing for both on-premises (license model) and cloud-based (SaaS model) options
☐ Detailed breakdown of costs for each solution package/lot
☐ Integration costs between different components
☐ Annual Maintenance Fees
☐ Data migration, training, and implementation charges
☐ Any other charges and taxes
☐ Total cost of ownership for a 5-year period
Evidence of meeting minimum criteria
☐ Proof of at least 5 years in the microfinance software market
☐ Demonstration of appropriate staff and technical resources
☐ Evidence of adequate implementation methodology with high success rate
☐Proof of financial stability
☐ Demonstration of being the original supplier of the software
Additional information
☐ Screenshots and images of the product user interface and architecture (encouraged)
☐ Information on any additional features not specifically mentioned in the RFP
☐ Details on any innovative and futuristic products that may be relevant

4.2 RFP Scoring

4.2.1 Technical Proposal Scoring Criteria

The technical proposal will be evaluated out of a total score of 100 points, distributed across the following main criteria:

TABLE 7: TECHNICAL PROPOSAL SCORING

Criteria	Description	Weight (%)
Experience within the Country	At least 5 successfully completed projects of Core Banking System (CBS), CRM, Accounting System, Mobile Applications, and DMS. Valid documentation required.	10
Covered Technical Requirements	Evaluation based on each lot: CBS, Loan Origination, Mobile Application, Accounting, CRM, and DMS. Each lot is scored separately based on specifications.	50*
Technical Requirements	▪ Core Banking System (CBS)	15
Technical Requirements	▪ Loan Origination	10
Technical Requirements	▪ Mobile Application	10

Technical Requirements	▪ Accounting	5
Technical Requirements	▪ CRM	5
Technical Requirements	▪ DMS	5
Openness-API Existence	Availability of APIs for various modules, ensuring integration with other systems and ease of data exchange.	10
Flexibility and Channel Support	Capacity to support multiple alternative channels and integrate new features, modules, or updates without significant overhauls.	10
Additional Module Coverage	Extra points for additional modules that exceed the minimum requirements or add significant value to the system's functionality.	10
Presentation and Documentation	Quality of the proposal presentation, including clarity, completeness, and accuracy of submitted documents.	10
Total -		100

* The 50 points shown in row 3 represent the sum of rows 4-9 (highlighted in blue) and are not included in the total score calculation.

1. SCORING CONDITIONS FOR TECHNICAL PROPOSAL:

1. Experience within the Country:
    a) Full points for more than 5 successful projects with documentation.
    b) Partial points if fewer than 5 projects are documented.

2. Covered Technical Requirements:
    Each lot will be assessed separately. Proposals will receive a full score if all technical requirements are met per lot. Partial scores apply if only some requirements are met.

3. Openness - API Existence:
    a) Full score if APIs are available and fully documented for each module.
    b) Partial scores if only some modules have API support or if documentation is incomplete.

4. Flexibility and Channel Support:

a) Full score for systems supporting a range of alternative channels (mobile, online, etc.).

b) Partial scores for limited channel support.

5. Additional Module Coverage:
   a) Full points if the proposal includes valuable additional modules.
   b) Partial or zero points if no additional modules are offered.

6. Presentation and Documentation:
   a) Full points for high-quality, clear, and well-structured documentation.
   b) Partial scores if the documentation lacks clarity or completeness.

4.2.2 Financial Proposal Scoring Criteria

The financial proposal will be evaluated based on cost-effectiveness, with a total score of 100 points, distributed as follows:

TABLE 8: TECHNICAL PROPOSAL SCORING

Criteria	Description	Weight (%)
Overall Cost	Total cost of implementation, licensing, maintaining, including both initial and recurring costs.	50
Cost Transparency	Clarity in cost breakdown, including details on implementation, licensing, support, and any additional costs.	20
Payment Terms	Favorable payment terms, including flexibility and alignment with the project milestones.	20
Financial Stability	Demonstrated financial stability of the proposer, showing the ability to sustain long-term support.	10
Total		100

2. SCORING CONDITIONS FOR FINANCIAL PROPOSAL:

1. Overall Cost:

   Lowest bid receives the full score. Other bids are scored proportionally.

2. Cost Transparency:
   a) Full points for detailed and clear cost breakdown.
   b) Partial points for ambiguous or incomplete cost information.

3. Payment Terms:

    a) Full points for terms that match or exceed requirements for flexibility and alignment with milestones.

    b) Partial points for less favorable terms.

4. Financial Stability:

    a) Full points for proposers demonstrating strong financial health.

    b) Partial or zero points for weaker financial positions.

3. EVALUATION PROCESS

1. Technical proposals will be evaluated first. Only proposals that passed in the technical evaluation will be considered for financial evaluation.

2. Financial proposals of technically qualified bidders will then be opened and scored.

3. The bidder with the highest total score (technical + financial) will be recommended for award.

4. A minimum threshold score of 70% on the combined total score (Technical + Financial) is required for consideration.

5. Proposals that do not meet this threshold will be disqualified from further evaluation.

6. The top three shortlisted suppliers will be invited to provide a demonstration of their solution(s), after which the final evaluation will be conducted.

5 Technical and architecture requirements

The software supplier must describe how their product support the technical and architecture requirements detailed in below tables. Each requirement must be explained individually.

1. If the feature is readily available in the software, or it is provided through a third party which is included in the solution and the supplier has sole responsibility, the software provider must mention "Yes"

2. If the product does not provide the required feature, the supplier must mention "No"

3. If the feature is not available, but it can be developed/customized by the supplier during implementation, this has to be specified clearly as "Can be developed", and the additional cost of development must be included in the financial proposal document

Screenshots and images of the product user interface and architecture are encouraged to be included. The software provider is encouraged to include additional features, not specifically mentioned in this RFP, which in his view, add value to the proposed solution to ACF.

5.1 Summary of requirements

Features	Available (Yes/ No/ Can be developed)
1. Core Banking System (CBS)	
1.1. User Management	
1.2. Customer Management	
1.3. Loan Management	
1.3.1 Write Off	
1.3.2 Collateral Management	
1.3.3 Delinquency Management	
1.4. Cash Management	
1.5. Reporting	
2. Loan Origination	
2.1. Client Management and Integration	
2.2. Loan Application Processing	
2.2. Loan Product Management	
2.4. Credit Assessment	
2.5. Collateral and Guarantee Management	
2.6. Document Management	
2.7. Workflow and Approval Process	
2.8. Risk Assessment and Compliance	
2.9. Loan Disbursment	
2.10. Repayment Tracking	
2.11. Loan Monitoring and Servicing	
2.12. Reporting and Analytics	
2.13. Communication Tools	
2.14. Integration Capabilities	
2.15. Security and Audit	
2.16. Integration Capabilities	
2.17. Costumization and Flexibility	
2.18. Client Education and Support	
3. Mobile Application	

Features	Available (Yes/ No/ Can be developed)
3.1.Mobile Application for field staff	
3.2.Customer facing Mobile Application	
4. Accounting	
4.1. Accounting	
4.2. Office Administration	
4.3. General Ledger	
4.4. Financial Monitoring	
4.5. Treasury Management	
4.6. End of Day Operations	
5. Customer Relationship Management (CRM)	
6. Document Management System (DMS)	

6 Functional Requirements

The below section describes the functional requirements of ACF in detail which will assist the supplier to understand the current business requirement of ACF. The software solution should have features to meet minimum of these requirements.

The supplier is encouraged to include additional features, not specifically mentioned in this RFP, which in his view, add value to the proposed solution to ACF.

6.1 Package 1: Core Banking System (CBS)

6.1.1 User Management

1. Availability of the administration and security management module:
   a) user account management
   b) user access rights management
   c) security parameter management
   d) safety related procedures
   e) audit of events in the system
2. Perform all user actions only through the user interface, under the control of security features.
3. No need to perform any actions of users and administrators in the system by direct access to the database
4. Ensuring the performance of functional duties of users within the framework of the minimum necessary access rights
5. The possibility of organizing a centralized collection of safety data (log files, events, etc.) into a specialized SIEM system.

6. Ability to automate administration and security management activities using a configuration management system (ansible, etc.)
7. The possibility of grouping (an arbitrary number of levels) users and creating roles by functional responsibilities (administrator, application users, auditor, etc.) in the system with the assignment of objects (forms, reports) to them with the appropriate rights (readability, data entry)
8. Determining both the role and the user account for individual account details and security settings
9. The definition for the user account of the individual structure of the system menu of functional modules. Ensuring the possibility of forming menu structures, the visibility of elements on e-mail forms corresponding to the functional duties of typical users, and their assignment to users with the possibility of further individualization
10. Lock and unlock (manually, automatically) the user account according to the previously configured algorithm (inaction, incorrect input, input from the wrong application software, etc.), including through a centralized configuration management system.
11. Ability to authenticate users by password, certificate, IP-address, one-time password OTP (One Time Password)
12. Flexible password policy settings
13. Ability to use additional factor for authentication
14. Provision and configuration of password policies and authentication procedures:
    a) minimum password length
    b) password complexity
    c) periodic forced password changing
    d) forced password change at the command of the administrator
    e) initial setting of a password to a new user by the administrator, followed by a mandatory change by the user
    f) independent change of password by the user at any time
    g) password protection against database substitution
    h) password encryption during transmission over the network and in the database
15. The ability of the user to work in the system simultaneously in several sessions, the possibility of limiting the number of allowed sessions to users individually
16. User interface lockout when user session is inactive for a custom time interval. Unlocking a locked session by the user through authentication confirmation.
17. The existence of a mechanism for centralized management of user access rights by security administrators within the framework of the powers granted to them. Restriction of security administrators.
18. Management of user access rights by types of access objects.

19. Management of access rights in the context of types of access to objects of access: creating, editing, deleting, viewing, using objects for various purposes. Defining sets of instances of access objects for which the user is allowed access of a certain type.
20. Management of access rights in the context of the parameters of the access object: the granting of rights to view and edit individual parameters.
21. Management of access rights to the execution of actions: calling for the execution of functions and procedures, the issuance of individual reports, maintenance of individual directories.
22. Ensuring that access rights depend on the division in which the user works, including considering the hierarchy of the territorial structure of the divisions.
23. Role-based access control: the formation of roles by adding individual powers in accordance with the typical functional responsibilities of users. The possibility of multiple assignment of roles to the user. The subsequent individualization of access rights.
24. Mass access control for groups of users by assigning groups of rights and roles, including considering the nesting of groups.
25. Possibility to temporarily grant access rights of the replaced user to the substitute for the period of absence of the first one, as well as to combine access rights (according to the schedule and automatically cancel the combination of roles on a given date)

6.1.2 Customer Management

Customer Information module will hold customer information/profile for all the customers of the branch across various products of the ACF. The module will ensure standard customer information across various product solutions with the specific object of providing a single view of customers across products. The module should have the capability to integrate with all other modules which support individual products

1. Possibility to conduct a single client reference books for all modules with adjustable identification parameters.
2. Possibility for printing contracts and generating reports in Russian language (required) and Kazakh language (preferred)
3. Possibility of configuration of several levels of structural division of customers by client type (individual, legal entity, individual entrepreneur, state) and type of credit products, type of related parties (guarantor, pledgee, related person etc.)
4. Possibility of client authentication and client data verification viz e-government portal using biometrical verification (face detection, fingerprint, electronic signatures, data validation via OTP codes or email, mobile number verifications)

5. Possibility of registration with loading of necessary data and parameters from third-party systems (e-government database, State registry, Credit Information Bureau etc.)
6. Storage of scanned copy of passport, place of residence, cards with signature samples and other necessary documents in electronic form
7. Verification of customers according to FAFT and ACF stop lists, blocking registration of client to the system in case of confirmation of privity to lists, possibility to generate internal notifications and reports regarding rejected customers
8. Adjustable mandatory attributes of a client.
9. Possibility of registration of a client within several types (for example, individual entrepreneur and an individual).
10. Possibility to enter relationships between customers (familial relationship, partnership, insiders etc)
11. Possibility to access and see all client products and debts (client profile)
12. Possibility to capture client's risk rating
13. Possibility of a ban on use of special characters, mixed characters of different layouts and languages during data entry

6.1.3 Loan Management

The loan management module should consist the following functionalists to manage the loan process efficiently.

1. Support of individual and group loans
2. Allow flexible creation of new loan products (define conditions, limits, tariffs, fees, operations, etc.) - revolving line of credit, product factoring, cascade interest, etc
3. Possibility of addition and flexible configuration of contract attributes, depending on the loan template:
   a) mandatory and optional
   b) data on borrowers/co-borrowers/guarantors/related persons
   c) disbursement period, loan expiration date
   d) repayment date, off set date
   e) pledge data
   f) analytical data on loan (currency, urgency, target use, borrower category,   interest rate, data on possible commissions, charges, fines, penalties, repayment schemes, increased interest, automatic calculation of total cost of a loan under contract, limits, validity period, etc.)
4. Possibility to bind a loan product to a unit
5. Automatic opening (binding) of all necessary accounts under the loan contract (according to the type of loan contract) and linking accounts of a loan contract (borrower's loan account if all the documents language are

available, off-balance accounts, accounts for interest accounting, accounts for accounting of overdue principal amount of debt and interest, accounts for accounting of collateral, etc.)

6. Linking and configuration of all possible income/expense accounts, including accounts for correctional documents, depending on time for execution of corrected document

7. Automatic formation of all necessary documents under the contract (orders for granting a loan, loan contract with repayment schedule, surety or guarantee contract with repayment schedule, pledge contract, personal questionnaires of borrowers / guarantors based on the entered data or data received in electronic form and other customized documents.

8. Possibility to choose language of the template documents (Russian or Kazakh)

9. Possibility of forming manual (corrective) operations:
    a) Possibility of return / cancellation of operations in the current / archive day
    b) Possibility of reversal in closed working day (with reflection of entries at the current date and recalculation of analytical parameters of the contract at the past date)
    c) Possibility of partial reversal (by types of debts)

10. Possibility of issuing and repayment from customer

11. The system should have possibility of flexible configuration of priorities of debts repayment for loan products (principal, interest, fees and penalties).

12. The system should provide a possibility of calculation of weekend/holiday when computation of repayment schedules, removal to overdue, possibility to set a fixed repayment date.

13. Online interaction with national credit bureau and other private bureaus

14. The system should have a functionality of formation of notifications (push notifications via mobile app, e-mail, WhatsApp, etc.) of clients (borrowers, co-borrowers, collateral partners) about significant events under contracts.

15. Accounting of interest, penalty, calculation of LLP (formation of LLP) on a daily / monthly basis

16. Keeping history tariff parameters of loan contracts (interest rate, fines (penalty) overdue, commission)

17. Keeping and accounting sources of loan products (contracts, scanned documents)

18. Support for adjustable interest rates (fixed, complex, floating, absolute, start and stop accuring)

19. Support for several types of repayment schedules (annuity, in equal shares, flexible, grace period)

20. Change of list of tariffs and rates under contracts (individually and mass)

21. Saving history of changes in rates

22. Loan classification and credit rating
23. Credit scoring (internal or/and upload from credit information providers and other partners)
24. Configuration of tariff calculation algorithms
25. Keeping applications for a loan / guarantee obtaining
26. Formation of various routes for approving a loan application, including through a credit committee
27. Fixing decisions on application at all points of decision-making with a change in status of application
28. Keeping a loan committee decision (for work with individuals/entrepreneurs). Determination of composition of a credit committee according to the loan product (roles as per credit approval authority levels)
29. Attachment to application of documents accompanying a loan transaction
30. Opening a loan contract from an application
31. Accounting of movement of projects (registration of each client's visit, date of filing an application, movement of projects from the moment of filing an application till the moment of loan granting
32. Loan portfolio budget (analysis of loan portfolio performance by branches and products)
33. Support of loan contracts, credit lines, insurance contracts, card loans, general contracts (line of credit) and other customized loan products
34. Flexible configuration of printing of all related documents for loan granting (loan contract, repayment schedule, notices concerning loan, orders, etc.)
35. Flexible group and individual configuration of loan disbursement/tranche payment in cash through outlets
36. Automatic calculation of accrual of interest, commissions, fines, forfeits, penalties - on daily and any other basis
37. Journaling of all loan related calculations
38. Repayment of loan/tranches (including partial, full, early repayments)
39. Restructuring and changing terms of new and disbursed loan products (prolongation, change of validity, suspension of charges, grace period, tariff rates)
40. Issuing supplementary contract due to changes in the terms of loan contract with re-issuance/without re-issuance of loan contract
41. Correction of repayment schedule
42. Adjustment of the schedule for outstanding principal in supplement contracts
43. Definition of postpone conditions for provision to a client
44. Follow up on special conditions stated by the authorized body (such as credit committee)
45. Automatic product closure after repayment of all debts

46. Classification of loan portfolio (IFRS, regulatory requirements)
47. Change of loan classification code (effective from the moment of acceptance)
48. Revolving Credit line, flexible loan product designed to meet the dynamic financial needs of the customers. Access to cash on demand with an approved credit limit, allowing to withdraw funds at any time, pay interest only on the amount used, and manage repayments through customizable schedules. Essential elements to include in Revolving Credit line:
    a) Assigning and adjusting credit limits
    b) Functionality to track usage against the approved limit
    c) Alerts when limits are reached or exceeded
    d) Mechanism for calculating interest based on the amount withdrawn
49. The ability to defer accrued interest to the end of the schedule. Deferred payments (including overdue ones).

6.1.3.1   Write Off

1. Writing-off a debt in expense of reserve
2. Writing-off a collateral from off-balance sheet, closing a collateral contract
3. Accounting forensic loans (pre-trial, trial)
4. Currency conversion for forensic loan (by court decision)
5. Possibility to delete a delinquency
6. Possibility to perform loan recovery processes
7. Possibility to trace court processes

6.1.3.2   Collateral Management

1. Registration of collateral data
2. Input of collateral contract of various types
3. Input of custom data on collateral objects
4. Binding several collateral contracts of the same type to one loan contract
5. Binding one collateral contract to different loan contracts
6. Revaluation of a pledged object, an amount of pledge contract
7. Acceptance, writing-off and closing collateral contracts
8. Foreclosure of the pledge
9. Input of data for collateral appraisal/monitoring
10. Possibility to view use of funds of a loan
11. Formation of a monitoring plan for coming month
12. Conducted monitoring of loans in a section of branches for a period
13. Different reports for monitoring
14. Report on pledges: secured, unsecured, insured or not insured, real estate, movable, residential, non-residential
15. Report on other foreclosed property: trial balance for other property recovered. To separate - realized, realized in instalments, unrealized.

16. Tracking of collateral registration status for both movable and immovable property
17. Management of registered and unregistered collateral, including:
    a) Documentation of registration processes and timelines
    b) Alerts for pending or overdue registrations
    c) Risk assessment based on registration status
18. Integration with relevant property registries or databases where applicable
19. Handling of partial registrations or registrations in progress
20. Historical tracking of changes in registration status
21. Reporting on registered vs. unregistered collateral across the portfolio

6.1.3.3 Delinquency Management

1. Delinquency Reporting
2. Soft collection tools
3. Reminders and Past due Notifications integrated with CRM
4. Manual scheduling of reminders based on supervisor directives or as per agreement with the client
5. Workflow-based reminders
6. Preparation of notifications about start of recovery procedure. With registration of notification in the system to suspend accrual of fines, interest
7. Report on pre-trial loans: report on overdue loans for a period
8. Delinquent client visit report
9. Restructuring Applications and Approvals
10. Contract and repayment schedule modifications
11. Non-Accrual of Interest, penalties, charges for past due loans
12. Possibility to apply various decisions regarding repayment schedule, order of overdue payments
13. Delinquent Client's credit scoring and credit rating updates

6.1.4 Cash Management

The system should provide the below listed functionalities for cash management:

1. Setting up scenarios for cash layout templates (configuring attributes of recipients of cash funds, configurating commissions)
2. Cash payment and withdrawal (automatic rounding according to NBK regulations)
3. Registration of tacky banknotes
4. Registration of currency authentication check
5. Possibility to account a money mass per note
6. Possibility of integrating automated receipt and withdrawal of funds (receipt of money through a cash acceptor with creation of auto transfers for an amount of income, and withdrawal in the same way)
7. Possibility of work of evening outlet and work on weekends

8. Processing cash operations "cashier-cashier":
    a) operations of receipt of advance payment for work of a cashier
    b) handing over balances during the day and at the end of the day
    c) collection of internal units located outside the cash desk

6.1.5 Reporting

The software should provide the following functionalities in reporting module.

1. Flexible configuration of attributes by reporting parameters for each module of the system (a set of incoming parameters must be provided for the subsequent data upload) by the available module fields. All reporting should be uploaded to various types of formats (Microsoft Office Excel, Microsoft Office Word, RTF, PDF, etc.) with limited access
2. Reporting formation by (kind, type of clients, occupation, age, gender, type of services provided by the ACF)
3. Formation of reporting: Account excerpt, turnover balance sheet, turnover balance sheet for a certain balance account, turnover balance sheet for a specific classification attribute of an account, balance statement, daily currency balance, daily composite balance sheet, per decade balance sheet, balance sheet (transcript of a balance amount), off-balance excerpt, composite balance sheet, excerpt for a period by specific classification attribute, revaluation and so on.
4. Various types of reporting on commodities and materials, FA, low-value items, IA according to the specified attributes (fact, plan, availability, disposal, movement in warehouse, on accrued depreciation, capitalization, revaluation, cost reduction, in a section of structural units of the ACF for a period or as of date end)
5. Reporting on the ACFs reverse operations (in a section of units, for a date, for a period, etc.)
6. Reporting: receipt of a report on remote operations of the ACF (in a section of units, for a date, for a period, etc.)
7. Invoices:
    a) Report in the form of a registry for all issued invoices (Possibility to put a sign of corruption on an invoice).
    b) Report on a use of invoices
    c) Report on a form of a registry for all invoices for purchased goods and services
8. Reporting on ACF's registered agreements
9. Reporting in a section of letters of credit, guarantees of the ACF, according to configuration of attributes by request parameters
10. Reporting on mutual settlements with service providers, according to specified parameters
11. Statutory reports

12. Automated reconciliation acts by service providers
13. Report on a planned ACF's cash inflow/outflow
14. Reporting on cash limits
15. Statistical reporting on number, type of issued credit lines
16. All necessary reporting on issued loans (conducted monitoring of loans according to centers of accounting for the period, overdue reports of customers on use of funds, Overdue planned monitoring, Reports on all forensic loans, Report on forensic loans (canceled), Report on forensic loans (excluding canceled ones)
17. Journal of scheduled monitoring on a given date, Report on a loan portfolio in a section of those responsible for loan in the current area, Report on accrued and repaid interest on loan, Journal of registration of applications and accounting of movement of projects, Reporting on forensic loans, etc.)
18. Reporting on the ACF's income from loan customers
19. Formation of the necessary reporting on a loan module in accordance with requests from external organizations (National Bank, internal/external audit)
20. Report on income accounts in a section of accounting centers
21. Report on incomplete operations of a operating day
22. Report on operations of the day in a section of operator (cash, non-cash operations)
23. Summary report in a section of units (cash, non-cash operations)
24. Report on cashiers (income, expense for the period or on the date)
25. General summary for a day on all cashiers in a section of accounting centers
26. Cover sheet on cash balances in a section of currency
27. Report on income for a period, with possibility to independently determine list of income accounts and save a report template
28. Reports on current expenses of all available accounts and sub-accounts for a given date, for a given period, for a given unit (plan, fact)
29. Formation of a report (fact) on a given date on depreciation of FA
30. Formation of data on number of customer services operations, disbursements and monitoring of loans
31. Report on issued waybills

6.2 Package 2: Loan Origination

1. Client Management and Integration
   a) Retrieve existing customer information from the main system
   b) Seamless integration with the core banking or/and customer relationship management (CRM) system
   c) Real-time synchronization of customer data

d) Ability to update customer information in the main system through the loan origination software

e) Manage both new and existing customer records

f) Handle individual clients (physical persons and entrepreneurs) and groups

g) Assign unique client IDs that align with the main system's identification scheme

h) Record biometric data (if applicable) with cross-referencing to the main system

2. Loan Application Processing

a) Pre-fill loan application forms with existing customer data from the main system

b) Handle individual and group loan applications

c) Capture loan purpose, amount, and term preferences

d) Record collateral information for secured loans

e) Document guarantor information for guaranteed loans

f) Manage group loan applications with individual allocations

g) Link new loan applications to customer history from the main system

h) Include electronic signature of clients

i) Application of stop-factors at the loan application level (regulatory/internal requirements).

3. Loan Product Management

a) Define various loan products (individual and group)

b) Set interest rates, fees, and terms for each product

c) Configure eligibility criteria based on customer data from the main system

d) Manage product-specific documentation requirements

4. Credit Assessment

a) Perform automated credit scoring using comprehensive customer data

b) Integrate with credit bureaus for history checks

c) Analyze repayment capacity for individuals and groups using financial data from the main system

d) Assess business viability for entrepreneur loans based on historical data

e) Evaluate group dynamics and cohesion for group loans

f) Access and utilize past loan performance data from the main system

g) Provide access to historical data on the client's financial analysis for comparison during repeat loan reviews

h) Enable side-by-side comparison of current and previous credit assessments for returning clients

i) Track and analyze trends in a client's financial health over time to inform lending decisions

5. Collateral and Guarantee Management

a) Retrieve and verify existing collateral information from the main system

b) Record and valuate personal and business assets as collateral

c) Manage personal guarantees for individual and group loans

d) Track cross-guarantees within group loans

e) Monitor and update collateral/guarantee status in both loan origination and main systems

6. Document Management

a) Access and utilize existing customer documents from the main system

b) Upload and store new required documents

c) Implement document verification and validation

d) Support digital signatures

e) Manage group-specific documents

f) Ensure document updates are reflected in the main system

7. Workflow and Approval Process

a) Define approval hierarchies for different loan types

b) Automate loan processing steps

c) Implement multi-level approval for high-value or complex loans

d) Manage group consensus features for group loan approvals

e) Incorporate customer risk profiles from the main system into the approval workflow

8. Risk Assessment and Compliance

a) Perform risk analysis based on comprehensive client/group profile from the main system

b) Ensure KYC (Know Your Customer) and AML (Anti-Money Laundering) compliance using existing customer data

c) Flag high-risk applications for additional review based on historical data

d) Manage regulatory reporting requirements with data consistency across systems

9. Loan Disbursement

a) Generate loan agreement documents pre-filled with accurate customer information

b) Schedule individual and group disbursements

c) Integrate with core banking system for fund transfers

d) Record disbursement confirmations

e) Update customer accounts in the main system post-disbursement

10. Repayment Tracking

    a) Set up individual and group repayment schedules

    b) Track repayments and identify late payments

    c) Manage partial repayments

    d) Handle group repayments with individual contribution tracking

    e) Ensure repayment information is consistently updated in the main system

11. Loan Monitoring and Servicing

    a) Track loan performance metrics

    b) Manage loan restructuring and refinancing based on comprehensive customer history

    c) Process loan top-ups with consideration of overall customer exposure

    d) Handle early repayments and closures

    e) Maintain a holistic view of customer's entire relationship with the institution

12. Reporting and Analytics

    a) Generate comprehensive reports on loan portfolio

    b) Analyze performance of different loan types and products

    c) Monitor loan officer productivity

    d) Provide dashboards for quick insights

    e) Offer cross-system reporting capabilities for complete customer insights

13. Communication Tools

    a) Send automated updates on application status

    b) Facilitate communication between loan officers and clients/groups

    c) Provide notification features for important events or deadlines

    d) Ensure all communications are logged in the customer's history in the main system

14. Integration Capabilities

    a) Establish robust, real-time integration with the main core banking system, mobile applications, DMS, CRM and Accounting.

    b) Implement secure API connections for data exchange

    c) Ensure data consistency and integrity across systems

    d) Support single sign-on (SSO) for seamless user experience across platforms

    e) Enable event-driven updates to maintain data synchronization

15. Security and Audit
    a) Implement robust data security measures across all integrations
    b) Maintain detailed audit trails of all system activities, including data retrievals and updates
    c) Ensure data privacy compliance for all customer data handling
    d) Implement role-based access control aligned with the main system's user permissions
16. Customization and Flexibility
    a) Allow for customizable application forms and workflows that can incorporate data from the main system
    b) Support Russian and Kazakh (optional) languages for diverse client bases
    c) Provide configuration options for different MFI operational models
    d) Enable custom field mapping between loan origination software and the main system
17. Client Education and Support
    a) Incorporate financial literacy modules
    b) Provide tools for debt management education
    c) Offer resources for business development (for entrepreneur loans)
    d) Tailor educational content based on customer profile and history from the main system

6.3 Package 3: Mobile Application

6.3.1 Mobile Application for field staff

Mobile application for field staff to capture loan application, process applications, approve applications, disburse loans.

The mobile app should provide comprehensive support for financial processes and field operations, ensuring smooth functionality across multiple areas. It should include the following capabilities:

1. The app must be available in both Kazakh and Russian languages.
2. Centralized access to manage notifications and tasks.
3. Lead Management:
    a) The app must support both offline and online lead creation, capturing biometric data, photographs, and signatures from clients, along with geotagging.
    b) It should provide comprehensive lead management, including qualification of leads based on products, product recommendations, and the ability to schedule meetings with applicants using geotagging and address details.

     c) ID proof capture and location management should also be included.

4. Both offline and online loan applications should be supported.
5. The app should allow field inspections with geotagging and photograph capture, both online and offline.
6. App should allow electronic signature of the client
7. It must include the capacity for offline and online loan appraisals.
8. Supervisors should have offline and online appraisal functionality, and loan approval must be available on both mobile and web versions (laptops).
9. The app should interface with the CBS for creating customer codes.
10. This feature will handle loan account creation and loan disbursement processes.
11. Alerts should be sent to users upon login, and notifications should be provided for loan approval or rejection.
12. The app should generate performance reports for field staff and managers, and provide MIS reports and Turn-Around-Time reports at each level.
13. Server-Level Controls:
     a) The app should offer the ability to block devices remotely at the server level.
     b) Announcements can be broadcast to users, and out-of-geo-limit warnings should be displayed.
14. Delinquency Follow UPS:
     a) A demand list with filters should be displayed, showing only customers who have dues and excluding those who have paid via other channels.
     b) It should also allow users to contact customers directly from the demand list via call or text, set reminders for collections, and manage overdue loans (capturing reasons for overdue, next commitment dates, and sending automatic SMS reminders).
15. In case collections are performed via banks/ e-wallets, detailed collection reports should be available, and the app should display loan installment amounts.

6.3.2 Customer facing Mobile Application

Customer facing mobile application to apply for a new loan, view loan account balance and integration with mobile money agents.

The customer-facing mobile app will provide a comprehensive suite of features designed for ease of use and enhanced functionality, ensuring that clients have a seamless experience. The app should include the following capabilities:

1. The app must support both Android and iOS operating systems.
2. It should be available in both Kazakh and Russian languages.

3. The app should feature an attractive, user-friendly interface that is easy to navigate.
4. Users should be able to register using OTP verification.
5. Two-factor authentication (using a password and OTP) should be an option for enhanced security.
6. The app should enable announcements to clients and groups.
7. Users should have access to loan account views displaying balances, mini statements, and transaction histories.
8. It should allow users to view loan balances of other members in their group.
9. Clients should be able to find the nearest client officer or branch and call for assistance.
10. The app should provide integrated SMS notifications for various activities.
11. A chatbot should be included to provide information to clients, integrating with ACF's Facebook and website.
12. Users should be able to request changes to their phone numbers or addresses.
13. The app should support e-wallet integration, enabling transfers via mobile numbers or QR codes.
14. Integration with bank utility bill payment services should also be included.
15. The app must support transactions to and from mobile money services.
16. Customer Relationship Management (CRM) Integration:
    a) The app should streamline the loan application process, allowing users to apply for loans using Facebook, Google, or other profiles.
    b) It should validate National Registration Cards (NRC) and phone numbers with OTP verification.
    c) The app must capture client photographs, ID proof, address proof, and geolocation data.
    d) Alerts should be sent upon successful application login, approval/rejection, and disbursement.
17. Clients should receive alerts regarding loan renewals.
18. A survey and feedback mechanism with random questions should be integrated, allowing the IT team to configure questions as needed and gather ratings.
19. Users should be able to refer friends and earn reward points.
20. Server-Level Management:
    a) The app should provide server-level functionalities, including registration and access management for clients.
    b) User/client management features should allow administrators to block or unblock clients as necessary.
    c) The app should support the generation of MIS and audit reports, as well as QR code generation and printing.

21. The Mobile application should comply with all the international and national level legal and regulatory compliance

6.4 Package 4: Accounting

6.4.1 Accounting

The accounting module should provide the following functionalities, and integration with the Core Banking System (CBS):

1. Revaluation of exchange rate differences
2. (Invoice accounting) for ACF supplies
3. On purchased goods / services
4. Analysis of financial instruments in accordance with IFRS 9
5. Accounting of credit / leasing operations
6. Expenses calculation
7. Taxes calculation
8. Discount depreciation
9. Accounting of fixed assets, intangible assets, real estate, long-term assets, commodities and materials
10. Accounting of funds and commodities under compensation, pledge contracts
11. Accounting of ACF loans and placements
12. Settlements with service providers
13. Off-system accounting of loans and value of collateral

6.4.2 Office administration

1. Inventory accounting
2. Contracts accounting

6.4.3 General Ledger

1. Possibility of carrying on a single chart of accounts in accordance with IFRS (current and new edition of IFRS 9) and support of codification of accounts
2. Possibility to add attributes for accounts and split accounts depending on attributes
3. Possibility of coding an account number in accordance with algorithm of the National Bank of the Kazakh Republic. Carrying on alternative account numbers
4. Keeping multicurrency accounts
5. Possibility of configuration of connection of accounts and customers.
6. Reflection of operations on currency accounts simultaneously in the currency of account and on positional accounts

7. Possibility to support several types of account card (current, NBK, for budget)
8. Automatic recognition of exchange rate differences during entry of a multicurrency document
9. Possibility to look through accounting entries (extracts) from account card and upload of report (pdf, word, excel)
10. Availability of a functional for convolution of income and expenses on an adjustable reference book
11. Possibility to reverse / fix incorrectly performed operations
12. Possibility to make correction entries in any banking day (archived)
13. Flexibility of configuration of accounting models.
14. Possibility to enter entries by future or past value date
15. Support of calculating daily interest on loan account balances
16. Availability of a functional for revaluation of currency accounts. Availability of a reference book of revaluation methods. Accounting module on revaluation. Reference book on binding a revaluation GL account.
17. Possibility to bind entries for analysis to:
    a) Operations
    b) Documents
    c) Partners
    d) Contracts
18. Possibility to form a balance sheet at the level of branches, sub-branches and other units

6.4.4 Financial monitoring (risk management, compliance control) and audit

1. Processing operations for issue of involvement in legalization (laundering) of income and financing of terrorism
2. Flexible configuration of attributes of tracking operations by custom parameters (threshold amounts, amount of transactions with transfer into tenge equivalent for the current day at a fixed rate, terms of operation conduction, lists of individuals and legal entities from the lists of the State Financial Intelligence Service (SFIS), offshore zones and countries and territories evading cooperation with the FATF, data of customers who are in blacklists, establishing risk levels, reference book of suspicious operations codes of the SFIS, related customers, etc). The system should be flexible and be able to track customers, suppliers and their transactions in accordance with established parameters and criteria of suspicion
3. Keeping additional information of customers and suppliers about level of belonging (ability of the system to give signals/warning and blocking messages about operations related to the following filters):

a) NPO (National political officials). Automated update of lists if necessary.
b) PO (Foreign political officials). Automated update of lists if necessary
c) Lists of SFIS (National and International lists, List of persons who have served sentences)
d) Possibility to create own "lists"/reference books, as well as add/remove entries from these lists.

4. Configuring attributes for assigning risk levels (high, medium, low) in customer's card file by parameters (residence, type of activity, form of ownership, turnover per month, operation amount, etc.)

5. Possibility to override an interlock for operation conduction with description of a reason for override

6. When updating SFIS lists, automatic download of lists from official website of SFIS (possibility to use various list formats - XML, HTML, EXCEL, etc.). Possibility of check of a client's base after lists are updated

7. Automated checking and blocking of clients indicated in requests of SFIS for presence in black and gray lists in all CBS modules

8. Reconciliation and revision of clients in accordance with reference books downloaded from external sources

9. Integration with the SFIS system (automated filling out of forms for formation of messages with indication of all fields, compatibility of SFIS and CBS reference books and providing a possibility of manual editing.)

10. Implementation of a procedure for the control of entities for involvement in terrorist activities

11. Control over conduction of operations with ACF customers at different stages (setting up a customer, performing an operation, when an existing client of the ACF is blacklisted)

12. FATCA - upload report on taxpayers - US residents

13. Possibility to check a usage of automated analytical tools (filters) by request parameters

14. Daily monitoring of operations by units of the ACF, according to the specified search parameters. Monitoring of regulatory risk management performance

15. Automatic notification about expiration of identification, according to the attribute settings

16. Possibility to provide a set of algorithms for analysing customer's operations for a certain period by volume and quantity in order to change level of risk or make a decision on termination of customer service

17. AML/CFT training unit and the possibility of testing on the system side

18. Reporting on user request parameters (involve various data points or conditions that a user wants to track, analyze, or have insight into)

19. Uploading reports on operations subject to mandatory control and suspicious transactions
20. Integral reports on credit portfolio and assets quality indicators (for example: in ratio of reserve for a particular asset to its balance; PAR indicators; indicators of delinquencies in a section of products, branches, credit officers, interest rates, currencies, regions, gender-age indicators of borrowers, types of borrowers, etc.). possibility of self-configuration of reporting structure.
21. Availability of reports for a review of a resource base of the ACF in a section of term to maturity, types of lenders, interest rates, loan conditions,. Possibility of building a data in dynamics, and of self-configuration of a sampling structure (reporting).
22. Availability of reporting for analysis of terms of maturity of assets and liabilities, affecting the ACF's cash flows. Possibility of obtaining a report on terms of maturity, depending on sensitivity of assets and liabilities. Possibility of self-configuration (report configuration).
23. Availability of a reporting system reflecting operational risks formed based on logs received by the ACF's server, in a section of type of logs (for example: system failure, printer failure, communication failure, user blocking, opening/closing a balance of the ACF/branches, etc. in a section of branches/HO). Possibility of configuration of structure of this report, and its building in dynamics.
24. Formation of a map of operational risks in a section of activity streams of banks.
25. Tracking operational risks using a key risk indicator system.
26. Flexible configuration of system attributes for scoring and risk identification
27. Possibility to identify, analyse and store data about occurrences of operational risks realization.
28. Monitoring of implementation of audit and risk recommendations and plans for risk minimization
29. Availability of analytical reports: a comparative analysis of financial condition of the ACF (in comparison with specified dates)
30. GAP analysis (depending on the specified type of GAP analysis, for example, GAP analysis by terms of maturity, GAP analysis by terms of maturity in a section of rates and currencies, etc.
31. Universal report with a possibility of configuration of filtering and selection parameters (with a possibility to write a SQL query).
32. Analytical reports on activities of the ACF for all modules - Possibility to upload reports for further analysis

6.4.5 Treasury Management

The software should provide the following list of functionalities for Treasury Management at ACF or system should allow for integration of third party software (API) with the core system.

1. Recording a borrowing contract
   Functionality shall enable Finance department to record all contractual details of the borrowing contract and prepare a schedule of payments and automatic daily interest accrual for the contract in multiple currencies.
2. Debt servicing
   Functionality shall allow for automatic/manual accounting of the debt servicing transactions when due.
3. Covenant conditions
   Functionality shall allow entering the covenant conditions of various lenders and track and alarm the management if any violated.
4. Budgeting and forecasting
   The system should provide functionalities to prepare budget forecasting and planning for treasury department. The functionality shall allow to input (upload) budgets in the systems and get plan/fact comparisons afterwards in different breakdowns.
5. Funding
   The system should provide Funding management and track the different types of funding sources (grants, loans, equity investments) and maintain detailed records of funders including contract information and funding history. The module should ensure regulatory compliance and to integrate with other financial modules.

6.4.6 End of Day Operations

1. EOD process does not affect operations
2. Possibility for automatic start of End of Day
3. Centralized EOD from a single point for all modules and for all points (balances)
4. Possibility to rerun of EOD processes (i.e., possibility to continue EOD from the moment, where the problem occurred).
5. Possibility of keeping a register of carrying out operations during EOD.
6. Possibility to "reverse" the EOD: return to the Beginning of Day
7. Possibility to block the banking day at any point
8. Possibility of manual and automatic start of system reports by closure of the banking day.
9. Possibility of automatic sending of reports after the EOD is completed.
10. Possibility of ensuring the availability of system in 24x7x365 mode, including during EOD.

11. The process of banking day closing includes the following:

- **BORROWINGS:**

1. Calculation of interests (expense acknowledgment in the general ledger)
2. Payment of calculated interest under the terms of loan contract
3. Borowings repayment
4. Borrowings prolongation
5. Covanents compliance

- **LOAN MODULE:**

1. Automatic loan repayment
2. Acknowledgment of income for current day
3. Daily loan disbursement processing - formation of LLP, formation of all the necessary entries
4. Acknowledgement of non-accrual status and reverse
5. Recalculation of schedule on early repaid schedules (partial and full prepayment, with or without changes to maturity)
6. Processing on revenues (recalculation of balance)
7. Formation/Reversal of LLP in accordance with repayment, restructured or change of group of risk
8. Recognition of discounts on loans with rate below market
9. Depreciation of commission / discount
10. Loan closure
11. Write off (as total loss or as per the accounting write off policy)
12. Processing of additional contracts
13. Daily Interest accrual (adding and stopping when needed)
14. Cascade interest
15. Product factoring
16. Revolving line of credit interest calculation
17. Daily penalty accrual (adding and stopping when needed)
18. Generation of payable account in accordance to the schedule
19. Formation/Reversal of LLP on arrears of interest
20. Formation of reports on the disbursements and repayments and prepayments
21. Formation of balance sheet for closing day
22. Accounting for prepaid payments from clients. Handling of unidentified payments. Prepayment real time accounting transaction

6.5 Package 5: Customer Relationship Management

6.5.1 Customer Relationship Management (CRM)

1. CRM module and its functionalities or system should allow for integration of third party software (API) with the core system:

2. Contact Management
3. Customer Relationship Management
4. Management of potential transactions (Lead Management)
5. Database of products and services of the ACF
6. Automatic preparation of commercial offers
7. Calendars and Planners System
8. Client's Event Management
9. Telemarketing Tools (auto-dialler, call recording, call tracking, call routing, lead management, scripts and workflows, SMS-notifications for multi-channel outreach and communications, automated responses etc)
10. Marketing Plans and Campaigns
11. Integration of call-centre software and CRM
12. Integration of social networks and CRM
13. Staff performance management tools
14. Time Management
15. Dashboards, gantt-charts, reports
16. Web based forms
17. Data storage and data exchange

6.6 Package 6: Document Management System (DMS)

1. Formation and maintenance of electronic customer records
2. Ability to store photocopies of documents and contracts
3. Allow inputting files through the following sources: Scanner, Email, Manual Upload, Bulk Upload, Automated Process for Mass Uploading, Mobile Applications, Web Services
4. Link Document to records in System
5. Version Control and Audit Trail
    a) track document revisions and changes over time
    b) maintain a detailed audit log of all document interactions
6. Seamless connection between DMS and CBS for unified data management
7. Ability to access relevant documents directly from customer profiles in CBS
8. Forward, Move, Share Document
9. The introduction of digital signatures
10. Custom workflows for document routing and approvals
11. Built-in tools to ensure adherence to regulatory requirements
12. Automatic flagging of documents nearing expiration or requiring updates
13. Library of customizable document templates for common MFI processes
14. Alerts and Notifications