

# Q&A Session ACF Tender Notice/RFP

Oct 31, 2024, 11:00 AM CET

Topic: Clarifying the requirements for the ACF tender.

Q: Provide information on the Demo format.

A: The Demo can be online or offline, but online is preferred for global participation.

Q: Clarifications on Accounting and CRM System

A: The proposed solutions should be separated into lots. The current system in use is 1C for accounting and Zup for HR.

Q: How should the requirements in the summary table be answered?

A: In yes/no format (if the provider supports that feature or no) and additional explanations can be added if needed.

Q: Is the "checklist of documents" to be submitted as part of the tender deliverables as well??

A: Yes, the checklist should be provided as part of the tender deliverables.

Q: Clarifications on Cash Desk and CBS

A: Cash desk operations, including loan disbursement and repayment. The system is centralized with a single database.

Q: Clarifications on Treasury Module and the use of 1C

A: The focus on long-term needs and potential business evolutions. ACF is not deposit-taking but can issue obligations and securities.

Q: Clarifications on the PCES involvement in the tender process.

A: PCES will not be participating in the RFP but will act as a tender consultant.

Q: Is there an existing system, and a possibility for exporting data in pivot format?

A: Yes, there is an existing system that ACF uses, the export is possible with SQL Server.

Q: Loan volumes and number of accounts?

A: Number of loans 53 000, and number of active clients 45 200. GLP (gross loan portfolio) 70 mln USD, it all as of today / for the next years GLP grow rate will be about - 40%. and 10-12% by number of clients.

Q: Are onsite resources expected?

A: On-site resources are expected to support the software implementation.

Q: Will the regional experience in Central Asia be advantageous?

A: Yes, the regional experience will be advantageous. The experience in the region is more valuable than global experience for scoring purposes.

Q: Clarifications on the performance management module?

A: Performance management is needed for HR integration, and the current system does not have automated performance management.

Q: Should hardware be part of the proposal?

A: Hardware is only a recommendation.

Q: Will APIs be provided?

A: APIs for integration will be provided, but more details will be provided in the next stages.

Q: Cloud and On-Premises Preferences

A: The preferred model is on-premises but open to cloud solutions if they meet regulatory requirements. The cloud solution must be within Kazakhstan territory.

Q: Should cloud costs be included in the proposal?

A: Yes, the commercial proposal should include cloud costs for a fair comparison.

Q: Should the cost for on-premises models be included in the proposal?

A: The hardware costs should be included.

Q: Data migration

A: Data migration is part of the project, and some part of the historical data will need to be kept.

Q: Clarification on the language

A: Most of the ACF Team is Russian speaking, so Russian is a must, and the Kazakh language is a plus.

Q: Timeline for implementation

A: Providers should propose rough estimate on how long the implementation will last. The initial idea is to start early next year and if possible, to finish within the year.

Q: What is the budget allocated for this project?

A: Providers should propose the budget.

Q: Number of users that will use the system?

A: Now approximately 400 active users of the system, expecting total amount of users in the next years from 600 to 1000 users.

Q: How will be the lots be evaluated

A: Each lot will be evaluated individually, and the final decision will consider both the specific lots proposed and the overall scores across the various lots we choose to pursue. Proposal details should be provided separately for each lot.

Q: In case of working with partners for specific lots

A: If working with partners for specific lots, any Joint Venture or subcontractors should be clearly identified in the proposal, along with relevant documentation for each partner. However, the entity submitting the proposal will be considered the official proposer and will serve as the primary point of contact in all official communications.

Q: How many vendors are invited, and if there will be a shortlist

A: Approximately 10 vendors received invitations to participate; however, as this is an open tender, any eligible vendor is welcome to submit a proposal. Following the initial scoring stage, we will inform all participants who have not been preselected for the demonstration phase. Shortlisted providers will then present their demos, after which scores will be reassessed. Finally, the highest-scoring vendor will be selected, and contract signing will proceed.

### **Questions received by email:**

Q: Please clarify the details on the “Tender Announcement” posted on your website for the submission of proposals for the supply, installation, implementation, configuration and maintenance of the Automated Banking System (ABS). Do we understand correctly that one supplier is required to submit proposals for at least four lots? That is, participation in the tender with proposals for only three lots is excluded. Also clarify whether the inclusion of Lot 1 (“Automated Banking System (ABS)”) in the proposal is mandatory.

Просим уточнить детали по размещенному на вашем сайте «Объявлению о тендере» на представление предложений по поставке, установке, внедрению,

настройке и обслуживанию Автоматизированной банковской системы (АБС).  
Правильно ли мы понимаем, что от одного поставщика требуется подача предложений как минимум по четырем лотам? То есть участие в тендере с предложениями только по трем лотам исключено. Также уточните, является ли обязательным включение в предложение Лота 1 («Автоматизированная банковская система (АБС)»).

A: Providers may submit responses for all the Lots, or submit proposals for a minimum of four lots, including Lot 1: Core Banking System (CBS), based on their available solutions.

Поставщики могут подать ответы на все лоты или подать предложения минимум по четырем лотам, включая Лот 1: Основная банковская система (CBS), в зависимости от доступных у них решений.