**Tender Specifications for the acquisition of services**

**Definitions, Acronyms, and Abbreviations**

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| **Term** | **Definition** |
| AML | Anti-Money Laundering  |
| AWS | Amazon Web Services |
| BCM Project | Business Capability Management Project |
| BCM | Business Continuity Management |
| EDW | Enterprise Data Warehouse |
| IaaS | Infrastructure as a Service |
| PaaS | Platform as a Service |
| PMO | Project Management Office |
| SaaS | Software as a Service |
| SSC | Shared Services Company |
| VM | Virtual Machine |

**General Requirements**

1. Due to the following services are closely related, as well as the need to ensure a unified approach in accordance with the Bank’s strategy and policies, it is required to receive all these services from one Service Provider;
2. Service Provider should ensure integration of all services listed in Annex (include Active Directory, Office 365, EDW, GLU.Ware etc.) to FINCA Global Network Services;
3. The cost of services should include all associated costs (on Service Provider side) in the provision of services, including, but not limited to:
	* costs for integration of all listed Services to FINCA Global Network Services;
	* costs for licenses \ subscriptions to all needed IaaS, SaaS, PaaS which are listed in Annex;
	* costs for licenses \ subscriptions to all software, which are used by Service Provider;
	* costs for Office 365 E1 licenses for 1100 users and E3 licenses for 5 users (until October 2025);
	* costs for communication channels (ISP costs for Data Center, that used by Service Provider);
	* Travel costs for Service Provider staff.
4. For Service Provider employees who are involved in the providing of listed services, experience (at least 3-5 years) in field of the provided service is required;
5. Proficiency of English and Russian languages (minimum intermediate level) is required for Service Provider employees who are involved in the providing of these services.

**Services and Fees**

Note: *The cost should be indicated for a calendar year.*

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| **Service Category** | **Service Description** | **Per Year** |
| **Price** |
| **Information Techology** | EDW Platform and Services |   |
| Global Active Directory Support Services |   |
| Global Applications: AML-CVS |   |
| Global Applications: FINCA Learning Zone |   |
| Global Applications: FSDR |   |
| Global Applications: FusionRisk |   |
| Global Applications: Global Service Desk |   |
| Global Infrastructure Support |   |
| Global Technology Architecture Services |   |
| Global Web Development and Support Services |   |
| GLU.Ware support services |   |
| Kaseya RMM Platform Services |   |
| Office 365 Services |   |
| SharePoint collaboration services |   |
| Vulnerability Remediation Services |   |
| **Security & Resilience** | Information Security, Cybersecurity, Business Continuity, Governance; Strategy and Management Advisory |   |
| Information Security, Cybersecurity and Business Continuity Analysis and Reporting (Security and Resilience Committee Meetings; KPIs; KRIs; Monthly and Quarterly Management Reports) |   |
| Development of Information Security, Cybersecurity, Business Continuity, policies and other supporting documents |   |
| Review, Validation and implementation of Document Base (Information Security, Cybersecurity, Business Continuity, Policies and supporting documents). |   |
| Enterprise level security and resilience third-party services and vendor management |   |
| Coordination for Security and Resilience related Service design, acquisition and implementation, as well as migrations/upgrades |   |
| Development, oversight and management of Information and Data Protection Framework (Confidentiality, Integrity Availability), including configuration and administrations of Information Classification and Data Leak Prevention Solutions |   |
| Security and Business Continuity Awareness Program Oversight and Coordination |   |
| Provisioning, administration and support of Security Awareness Platform and Content |   |
| Delivery of Security Awareness eCourses for Onboarding New Stuff and Annual Awareness retrains |   |
| On-Demand Staff Information and Cyber security and Continuity Training and Advisory |   |
| Consultation and assessment of new and existing information system, digital and technology solutions, security and continuity architecture design |   |
| Participation in New Projects from Security and Resilience Perspective |   |
| Subject Matter Expertise (SME) and Support on Day-to-Day Activities |   |
| Coordination of Business Continuity Exercises (Business Recovery, Disaster Recovery, Crisis Simulation) |   |
| Facilitation of Business Impact Analysis (BIA) and Business Continuity Risk Assessment (RA) |   |
| Periodic technical vulnerability and compliance scanning, analysis and reporting; Provision of Vulnerability Scanning Service (Qualys) |   |
| Facilitation of Technical Security Assessments / Penetration Tests (Annual Tests and Validation Tests, and on-demand for specific projects) |   |
| SOC L1 24/7 Services |   |
| Provisioning, configuration and administration of Global Cyberthreat intelligence Services (External Attack Surface Management (EASM); Digital Brand Risk Protection; Dark Web Monitoring) |   |
| Global IT Services Protection and Security, Compliance |   |
| E-mail Spam, Malware and Phishing Protection Monitoring, Analytics and Incident Response. (Office 365 Online Protection) |   |
| Provisioning, configuration and administration of the Endpoint protection Services (Trend Micro for advanced protection: TrendMicro XDR) |   |
| Support with internal and external audit findings corrective plan and implementations |   |
| Support with regulatory security and continuity compliance |   |
| Crisis Management Framework Oversight |   |
| **Data Management** | Data Strategy, Policy Development and Execution |   |
| Data Organization and Support |   |
| Talent Acquisition and Development |   |
| Subsidiary Data Stewards Capacity Building |   |
| Develop, Monitor and Maintain Credit scoring model for subsidiaries |   |
| Application Scoring Support |   |
| Analytics & Business Intelligence |   |
| Data Service Requests |   |
| Data projects |   |
| Data Quality Management  |   |
| Data Privacy & Protection |   |
| Innovation and Machine Learning Integration |   |
| **Project Management Office** | Standards and Governance |   |
| PMO Tools |   |
| PMO Organization Structure |   |
| PMO Execution Performance |   |
| Change Management |   |
| **TOTAL** |  |  |

**Contact information**

For more information, please contact the following person

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