**Terms of reference**

VTB Bank (Georgia) JSC is pleased to announce an open tender for the procurement/implementation of banking system software for loan applications processing.

***General information:***

The procured/implemented software is intended to record corresponding loan application for retail products, upload, approve and issue documents, as well as to generate printable documentaion forms for respective application. The system should be capable of activating various services, such as CRA-Civil Service, Operation Bank Day, RS-Revenue Service, Credit-Info, etc. The system shall be adaptable to various internal systems of the Bank.

All changes to the processes in the system should be easy to manage.

***Main requirements related to the software are as follows:***

***Application:***

* Each product in the system shall have its respective application;
* It shall be possible to rearrange and reposition the application fields at the configuration level;
* It shall be possible to change any field or component across all products. Changes made to individual product shall not affect any application for another product;
* The system shall allow for the possibility to apply any changes to an application to one, all or several specific applications;
* It shall allow to introduce default rules with respect to applications for various products;
* The system shall be able to differentiate between such channels as: branch, website, video banking, Internet banking, etc.
* The system shall receive, approve and issue the applications from different channels;
* It shall be possible to receive an application and then overwrite it by the exiting one;
* It shall be possible to return to the previous stage of an application;
* The system shall provide for the capability to assign different statuses to the applications at various levels;
* The system shall provide for the detalisation of application rejection values;
* The system shall provide print form of agreements and applications, tools for their management and archival functions;
* The system shall be able to approve parallel limits for one application in the form of several scenarios;
* The system shall be able to define different roles in the application, such as: borrower, co-borrower, mortgagee, pledgee, guarantor, surety and other;
* The system shall allow for the division of applications by types: standard, non-standard, non-typical;
* The system shall provide the capability to manage application stages and processes - short application and full application.
* The system shall connect the Bank’s loan module and transfer applications upon their approval.

***Client:***

* Activation of various services broken down by clients and their display in an application, both in the system and in another module of the Bank shall be based on the conditions prescribed in the system. This process shall be manageable; for example the system shall be able to access Credit Info, Civil Registry, Revenue Service and Operation Bank Day;
* The system shall have the functionality of SMS confirmation;
* The system shall allow for sending sms and email messages and generating these events;
* The system shall provide for the functionality of clients onboarding.

***Products***

* The system shall allow for adding groups and subgroups and limited time offers for products, as well as navigating them among groups or products;
* The system shall include both credit products and credit insurance products;
* The system shall provide for the product and effective loan interest rate calculators.

***Workflow:***

* The system shall provide the capability to disaggregate Workflow processes and assign priorities or sequences to products, as well as modify them. That shall be applicable to one or more individual products, collectively or severally;
* Minimal requirements, prescoring and scoring in the system Worklow process shall be set up separately;
* Each application shall have three main options to be separately marked at the back: option to recheck with the Credit info, option to recheck with the Revenue Service and option to recheck with the Civil Registry;
* Application activities shall depend on the application acceptance channel and products;
* Activation, adding and cancellation of various services shall be simple process: CRA-Civil Registry, Credit Info, RS-Revenue Service and the bank's internal system. The necessity for the service shall be determined by the product, as well as the service on/off enabled according to the products.
* The system shall be able to merge and appropriately reflect information received through various services;
* The system shall include a minimum requirements module that will contain all existing minimum requirements schemes compiled according to products or clients;
* Setting prioritization of applications. The scheme for application prioritization shall be manageable.
* The system shall allow for separation of application stages: short application and full application. Subsequent stages for each application shall be made to comply with conditions laid down in the Workflow;
* The system shall be able to generate an application in any event, even if the mandatory base of any product fails to be verified.
* The system shall enable "preliminary limit approval" for some products. That applies to the application that require completion of security or other parameters, but fail to be completed at that point.
* In case of a pre-approved limit, the credit amount calculation logic for approval shall be activated, as prescribed in Workflow chart and scoring part.
* The system shall display minimum requirements results for an application;
* Automation of collateral evaluation in accordance with the conditions as set out in the system;
* The system shall include the collateral evaluation module whereby information will be exchanged from this system to the system of evaluators and vice versa.
* The system shall provide for the integration of insurance products and capability to manage it.

**Scoring:**

* Each product must have its own individual scoring – there shall be possible to alter scoring for one particular, several or all products. Changes made to a single product must not affect applications for other products.;
* The system shall be able to display several scoring results for each application;
* The system shall allow for parallel approved loan limits for a single application in different scenarios, such as by refinancing all loans, partial refinancing and approving a parallel limit;
* All applications or products shall provide for the option to activate or deactivate the pre-response function (pre-scoring); for example option for posting minimum requirements before forwarding application to the Committee;
* The system shall enable creation of separate modules to reflect all scoring models with their own logic. Each scoring model shall be divided into stages and any change/removal/rearrangement of any stage, as well as modification of the fields included in the scoring shall be simple.
* Specific scoring models shall be created for the products with the possibility to create several models for one product.
* Option for approval of loans for the products with or without financial analysis.
* Scoring shall be enabled with function of financial analysis execution/non-execution as per roles set up in an application.
* If more than one scoring is selected for the same product, each should be displayed separately with the possibility to fix another amount;
* The system shall display input parameters of results obtained through scoring, both separately and as a final figure.
* The system shall be enabled to automatically approve an application. Development of automation logics with possibility to change it easily.
* The system shall have a matrix of committee levels with own parameters (roles and amount).
* In case of a pre-approved limit in the system, the module shall enable to perform rescoring of the approved amount.
* Scoring settings should be fully managed on bank side

**Tariffs:**

* The system shall provide for the capability to create a chart, which would comprise all components involved in the calculation of the ultimate interest rate. That chart should be manageable.
* The system shall provide for the possibility to specify conditions of the product, such as disbursement fee, advance payment, late fee, etc.
* The products shall be enabled with the option to have floating rate, fixed rate, or both.
* Changes to the tariffs on products in the system shall not affect factual tariffs for approved and issued application.

**Roles and Users:**

* The system shall be able to assign users and roles with respective rights.
* For each role there shall be allowed the availability of complete functional, i.e. the functions for users to choose from (user-defined functions), as well as assignment of secondary rights to the user in respective role.
* The system shall be able to display corresponding visuals, perform filtering, activate services, and more as provided for by roles.

 **Reporting:**

* All requested information should be logged/stored so that it would always be available for generating various reports;
* It shall be possible to keep the schemes in all modules historically involved in defining the terms for loan approval;
* Saving all calculated fields:
* Saving statuses and values, if any;
* Users actions logging
* The capability to identify whether the mandatory document was uploaded when extracting the report on the cases to be closed;
* The system shall be able to generate the managerial reports;
* The system shall be able to generate the report on time spent for application at any stage of the application. For example, time required for initiation, submission, consideration, approval, disbursement.

**Notification :**

* The system shall be able to generate/process/produce different types of notifications;
* E-mail notification;
* SMS notification;
* Push notification
* The notification module shall generate and send messages of the appropriate type with account taken of the application creation channel, role, product group, product, application status stages, actions (overwriting/receiving the application). It shall be enabled to generate several types of notification forms considering different parametres. This module shall be adaptable and fully customizable.

**Archive:**

* Archivation of applications, agreements and other documents;
* The system shall be adaptable with simple function of uploading, downloading, printing, and rotation of the document;
* Immediately after opening the document, there should be possible to download, print or rotate that document;
* Three stages of file uploading: documents before issuance, documents after issuance and documents requested by the committee;
* At the particular stage of opening a document the system shall display the headings of all selected fields for that phase as well as uploaded documents in one location with the possibility to view other documents without the need to leave it.
* The list of mandatory documents shall be broken down by product (that implies the documents on the basis of which the loan was approved, including agreements);
* Upon closing the phase of analysis the checklist with reference to the products shall be selected automatically, however, there also should be the option of manual selection.
* The system shall provide for the function of assigning mandatory and non-mandatory statuses to a checklist of documents.
* The system should include a physical archiving process

**General requirements:**

* **The system shall be Web based and be available on a desktop, laptop or tablet.**
* **The system shall have the function for clients to fill in the applications from external channels, such as Internet bank, mobile bank, website, etc.**
* **It would be desirable for the system to have the functionality of the soft-collection and hard-collection.**
* **The system shall have full functionality description manual and instruction sheet.**
* **The system shall be able to use the Microsoft AD for user management.**