

INVITATION TO PARTICIPATE
in the tender procedure for the purchase of goods, works and services

Organizer:	B.C. „ENERGBANK” S.A.
IDNO:	1003600008150
web_address:	http://energbank.com
Type of procurement procedure:	Open Tender
Object of procurement:	Payment card processing and administration services

1. General information

1.1. B.C. „ENERGBANK” S.A. (hereinafter Bank) invites specialized companies, licensed in processing related to the activity with payment cards (VISA & MasterCard), to participate in the procedure of identification and contracting of a new service provider mentioned above.

1.2. Deadline for submission/opening of tenders: **10 December 2021, 15:00 o'clock (GMT+2)**.

1.3. The offers will be presented in a sealed envelope, in the established terms, at the address Moldova, MD-2001, Chisinau, 23/3 Tighina street or by e-mail at: office@energbank.com.

1.4. Interested providers may obtain additional information or request details from the Bank at the address indicated below:

(1) Address: Moldova, MD-2001, Chisinau, 23/3 Tighina Street

(2) Tel: (+373) 22858039

(3) Fax: (+373) 22858080

(4) E-mail: card_cerere@energbank.com

(5) Contact person: Anna Suscova, Head of Bank Cards Department

2. Object of procurement

Payment card processing and administration services (VISA & MasterCard)

2.1. Outsourcing card processing and administration services to a processing center, which will ensure the roles of acceptor and issuer processor and interconnection with VISA and MasterCard international payment systems.

2.2. The card processing center will provide an interface for file-based integration.

2.3. The card processing center will provide an interface for web-based services integration, SOAP.

2.4. The processing center will ensure the functionality of the current fleet of ATMs, POS terminals and Virtual POS of the Bank.

3. General requirements

3.1. The validity term of the offer will be indicated in compliance with the minimum term of 45 working days from the deadline for submitting the tender.

3.2. Every tenderer may submit only one tender.

3.3. The Bank has the right to disqualify or reject any offer submitted that does not meet the requirements of the Bank.

3.4. The Bank is not obliged to comment in any way on its decisions regarding the selected provider as the winner, nor to provide any explanations in this regard.

3.5. The contest is an open one, all submitted tender being accepted.

3.6. The contest is open to specialized companies, authorized by the International Payment Systems VISA and MasterCard in the provision of processing services, which will meet the conditions of the migration procedure to another Processing Center.

4. Tender

4.1. Financial tender

4.1.1. In the tender will indicate in part, the switching costs and the monthly/annual service costs.

4.1.2. The value of the tender indicated by the tenderer must be in Moldavian lei or in Euro. The payment conditions will be indicated.

4.2. Additional requirements

4.2.1. Presentation of information according to Annex no. 1, points 1–17: **General requirements regarding the functionality of the CP**, as well as the description of other possibilities, if any.

4.2.2. Presentation of information according to Annex no. 1, points 18-20 (not limited to them).

4.2.3. The tenderer must confirm that it is familiar with the provisions of the *Regulation on the outsourcing of the bank's activities and operations, approved by the Decision of the Executive Committee of the National Bank of Moldova no. 46/2020*, including on the part related to the audit of the outsourcing activity.

([The regulation can be accessed here!!](#))

4.2.4. The bank reserves the right to specify the information/request additional information from the bidder, in case of need.

5. Evaluation of tenders

In order to determine the winner, the evaluation and comparison of the received tenders will be performed according to the principle of cost - efficiency, based on the criteria in the table below:

no.	Basic criteria
1	System license cost
2	Cost of implementation works
3	Cost of integration works
4	Cost of processing services
5	Implementation deadline & Migration of existing customers
6	Experience of implementation in other banks & recommendations / other relevant criteria
7	Compliance with the general requirements regarding the functionality of the Processing Center in accordance with Annex no.1
8	Compliance with the additional requirements according to Annex no.1
9	Other possibilities/functionalities held (indicated at the company's discretion).

6. Accepting the tender

6.1. To determine the winner, the tender will be analyzed in accordance with the Bank's internal regulations.

6.2. B.C. ENERGBANK S.A. will notify the winner of the contest according to the contact details provided by him in the actual tender.

6.3. It is forbidden to modify any element of the concluded contracts, as well as to introduce new elements, if such actions are likely to change the conditions of the tender and which formed the basis for its selection.

7. Cancellation of the procurement procedure

7.1. The procurement procedure may be declared null and void by the Bank at any time, but before the contract is signed.

7.2. The decision to cancel is not contested and does not create any obligation of the Bank towards the tenderers.

Chairman of the Tender Committee

Pavel Cusnir

Vice Chairman of the Board of Directors of B.C. "ENERGBANK" S.A.