Abstract

This document includes the statement of Georgian Card JSC about the proposals to purchase the product (including services). Document includes procurement’s procedure, where the requirements may be described in terms of conceptual principle (in general), but also with functional and result-oriented specifications – without mentioning a specific way (detailed technical specifications) to achieve the desired result

Details

Tender № 39 Announcement Date: 10/13/2025

End Date: 10/20/2025

15:00

**purchasing of AtLassian Products Integration**

Request for Tender Proposal

Contact Information

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**INTRODUCTION**

## Briefly about our Georgian Card JSC

Georgian Card JSC is the leading service operator of the payment business, providing the service to the companies in Georgia since 1997. Until today, Georgian Card retains its position of the market leader: processing up to 200 operations per second for 1000 ATM-s, more than 10000 POS terminals and more than 3000 Self-Service terminals

Georgian Card JSC is soliciting proposals from qualified vendors to deploy, provide ongoing support, and perform additional integration work for **JSM Cloud with Bank of Georgia’s JSM Cloud**.

The primary objective of this project is to implement a robust integration between the Bank of Georgia and Georgian Card JSC to facilitate efficient management of incidents and service requests. The integration will enable seamless exchange of statuses, comments, and files between the two parties, thereby improving communication, transparency, and operational efficiency.

**SCOPE OF WORK**

**Integration of IT Service Desk Projects:**

* Connect GC’s IT Service Desk project with BoG’s IT Service Desk project to enable seamless collaboration.

**Workflow Analysis & Matching:**

* Analyze existing workflows on both sides.
* Align statuses and transitions to ensure compatibility.

**Ticket Intake from BoG to GC:**

* Configure integration so that tickets created in BoG’s JSM Cloud are automatically reflected in GC’s JSM Cloud.
* Ensure correct field mapping for key attributes (summary, description, priority, assignee, etc.).

**Two-Way Synchronization:**

* Statuses: Keep issue statuses synchronized between systems.
* Comments: Enable two-way comment exchange to maintain consistent communication.
* Attachments: Ensure secure and efficient transfer of attachments between instances.
* Support BoG Jira Administrators in setting up and testing the corresponding synchronization on their side.

**Deliverables:**

* Configured and tested integration between GC and BoG JSM Cloud projects.
* Documented workflow mapping and integration design.
* Test cases and validation results.
* User guide for ongoing support.

**Ongoing Support and Maintenance:**

* Provide comprehensive technical support for the integration of JSM Cloud with BoG JSM Cloud post-deployment.
* Perform regular maintenance activities, including software updates, performance monitoring, and troubleshooting.

**VENDOR REQUIREMENTS**

**In order to qualify for the review, the bidder must meet all the requirements listed below:**

* Must be able to conduct assessments/requested services in region of Georgia.
* Must be able to start within 10 (calendar days) from the signing of agreement.
* Must not face insolvency proceedings and must not be in the process of liquidation / reorganization.
* Experience with Jira cloud and Confluence Cloud Integrations;
* Certification or partnership with Atlassian;
* Provide references or case studies demonstrating successful implementations;
* Must have at least **5** (**five**) years of experience in providing similar services.

**Technical Requirements:**

* Specify the technical environment and compatibility requirements for cloud Deployment and integrations.
* Ensure data security and compliance with industry standards during Deployment and integration processes.

# DISCLAIMER

The announcement of the tender does not oblige Georgian Card JSC to sign a contract with any of the participants and at any stage of the tender Georgian Card JSC reserves the right to terminate the tender without disclosing reason to any of the bidders.

# EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

* Compliance with specified requirements and scope.
* Technical expertise and approach.
* Cost-effectiveness and value for money.
* Vendor reputation and support capabilities.

Vendor reputation and service capabilities

# PROPOSAL SUBMISSION

Bidders must submit a proposal that includes the following:

* Bidders are obliged to provide the documents required by the tender requirements – to the contact person, indicated in this document;
* Additional information – if needed, should be obtained or clarified by contacting to the person – via e-mail or telephone, indicated on the cover page of this document;
* After the completion is over, the tender commission will review the bids and select the supplier with the best conditions;
* The bidder should submit the total price of the service;
* The bidder should submit a presentation of the proposed product (or service) and datasheet files;
* Proposal currency should be indicated in **USD including VAT**;
* All documents and information that should be submitted by the bidder must be certified with the signature and seal of the authorized representative;
* In order to participate in the tender, it is necessary for the organization to submit the following mandatory documents:
* Suggested price list (**Appendix 1**);
* Bank details (**Appendix 2**);
* Product/Service characteristics (**Appendix 3**);
* During the tender, bidder is obliged to submit an additional legal or financial document upon the request;
* The proposal must be valid at least for 90 calendar days.

# ATTACHED DOCUMENTATION

* Appendix 1: Price list;
* Appendix 2: Bank details;

### Appendix 1: Price List

|  |  |  |  |
| --- | --- | --- | --- |
| **Product Description** | **Period** | **Price** | **Service Delivery Date**  |
| Integration of JSM Cloud to BoG JSM Cloud and Technical Support |  |   |   |

 **Total:**

### Appendix 2: Bank Details

|  |
| --- |
| Information about bidder organization  |
| Company Name: |  |
| Company Identification Number: |  |
| Company Business Address: |  |
| Address 2: (if different from above) |  |
| Manager Name and Surname: |  |
| Manager Identification Number: |  |
| Manager Phone Number: |  |
| Name and Surname of the contact person: |  |
| Contact Person Identification Number: |  |
| Phone: |  |
| E-mail: |  |
| Web-page: |  |
| Bank Name: |  |
| Bank Code: |  |
| Bank Account Number: |  |