

NMB BANK PLC

REQUEST FOR INFORMATION
(“RFI”)

‘Supply, Installation, Testing and Commissioning of Customer Relationship Management (CRM) System.’

You are authorized to use this document in preparing a response to NMB Bank Request for Information for **“SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF CUSTOMER RELATIOSHIP MANAGEMENT (CRM) SYSTEM.’**

The address of the Requestor is:

SECRETARY
NMB BANK PLC, MANAGEMENT TENDER COMMITTEE,
NMB HEAD OFFICE,
OHIO/ALI HASANI MWINYI ROAD JUNCTION, PO Box 9213,
Dar es Salaam, Tanzania.

Telephone: +255222322265, Telefax: +255 22 2321361
Email: procurement@nmbbank.co.tz

Please escalate your concerns confidentially about any unacceptable practices by any Bank staff involved in this tender process through the following channels:

NMB's Postal Address: Attn. to CEO [envelope marked "strictly private and confidential"] Toll Free Phone Numbers: 0658 / 0779 / 0685 / 0800 751 000 Email Address: whistleblowing@nmbbank.co.tz NMB Website: www.nmbbank.co.tz [then select the Whistle Blowing Section.

1. **Request for Information (RFI)**

Summary of details for this request for information:-

Title of this RFI	CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM
Issue Date	21/02/2020
Non - Compulsory Briefing Session	N/A
Briefing session venue	N/A
Deadline for receiving clarifications	Friday 13 th March 2020
Address for requesting clarifications	procurement@nmbbank.co.tz
RFI Closing Time & Date	Friday 20th March 2020, 15:00HRS EA TIME
Delivery Address	NMB BANK PLC HEAD OFFICE
	Ohio/A.H. Mwinyi Road
	Ground Floor
	P.O. BOX 9213
	Dar es Salaam Tanzania, East Africa
Submission of application through email	tendersubmission@nmbbank.co.tz (Max 10MB)
Originals to be submitted	1 Original proposal
Copies to be submitted	1 hard copy 1 soft copy (USB)
Tender Validity Period	N/A

2. **Brief Overview of NMB BANK Plc.**

NMB Bank Plc is a fully-fledged commercial bank in Tanzania. The bank offers banking services to individuals, small to medium sized businesses, as well as large corporate clients. NMB Bank has a wide branch network with over 230 branches, over 6000 NMB Wakala Agents and over 800 ATMs serving over 3.5 million customers across the country. With a balance sheet size of over TZS 6.1 trillion, the bank has consistently been the most profitable bank in the country for the last 15 years. NMB Bank is listed on the Dar es Salaam Stock Exchange (DSE).

3. **Information Request**

Information is requested from interested companies, corporations or enterprises (hereinafter referred to as the Respondent(s)) to provide/supply the below mentioned information to NMB Bank.

A Service Provider will be appointed, through a separate Request for Proposal (RFP) process, to provide the aforementioned services as per Bank's procurement policy and procedures.

This RFI is not an offer to purchase and NMB Bank is under no obligation to accept any proposals in this process and/or the subsequent RFP which may be issued hereafter.

As this is a Request for Information only, no business will be awarded through this process.

Your submission should include in detail your proposed methodology, and preliminary program of expected activities. From the RFI and response and/or submissions thereto, NMB Bank will compile an RFP document which will include an indicative schedule of activities and timelines.

In responding to this RFI, NMB Bank encourages all RFI Respondents to put their best effort into the construction and development of the proposal.

5. Scope of Work

The information requested is for the Bank to implement a Customer Relationship Management (CRM) System to perform but not limited to the following functionalities:-

1. Sales Module – Management/Tracking of sales efforts for current and future customers with the goal of integrating engagements and reports generated by multiple stakeholders i.e. workflow collaboration
2. Service Module – Management/tracking of all after-sales issues including pending items reports, client satisfaction surveys, insights on customers' needs, complains etc. to drive retention
3. Customer Data Management – All the above activities in 1. & 2. Should have a central point of information where all data can be available to all stakeholders for further quick analysis to support important decision making. Also, should provide 360 degree view of customer
4. Marketing – Campaign management, targeted marketing, customer life value management, etc.
5. Reporting and Analytics Features – Pre-defined reports, user defined reports, customer insight generation, forecasting, dashboards of key indicators, etc.
6. Social Media Management Features – management of social profile, monitoring, analytics, campaigns, events, etc.
7. OMNI Channel Experience – include but not limited to android and IOS phones, tablets, desktops, etc.
8. Customer Journey Mapping and Service Workflow Features
9. AI and machine learning capabilities

You are also required to respond to the following non - functional requirements questionnaire:-

- i. What is the support structure for the software?
- ii. Does the system support changes/amendments?
- iii. What rights are given to user/developer for system/programme amendments?
- iv. Who provides system changes/amendment (provider or user)?
- v. Is there training provided to enable the bank to effect system changes?
- vi. Is the system modular?
- vii. What are the hardware requirements for the system (size, uses, dataset)?
- viii. Is the system cloud based, on premise, hybrid?
- ix. Does the system integrate with Microsoft Active Directory?
- x. Does the system integrate with Flexcube, Sharepoint, ESB?
- xi. Does the system use/support virtual environment?
- xii. What are the supported database?
- xiii. Does the system have extensibility capabilities?

6. Supplier Specific Information

6.1. Provide below list of Requirements

S/N	Required Documents
1	Valid Business License from the region/country of operation
2	Company Certificate of Incorporation
3	Taxpayer Identification Certificate (If Applicable)
4	Company's Litigation Statement
5	Power of Attorney authorizing signatory
6	Company's Audited Financial statements for the past three years (2016, 2017 & 2018)

6.2. Shareholder's Information

Full Name	Number of Shares or % shareholding	Nationality	Identity Number (Passport)

6.3. Capability Assessment

Please indicate where you have fulfilled similar requirements on other completed or ongoing projects of a similar nature, type, scale and / or complexity before. Provide at least three references from current clients who you have provided the similar solution.

	Reference 1	Reference 2	Reference 3
Client's Name			
Address			
Contact Name			
Phone Number			
Email Address			



7. Declaration of Interest

- 7.1. Has any Director, Partner, Associate, Company Secretary, Senior Manager or Manager in your organization been employed by NMB BANK PLC? If YES, please give details.
- 7.2. Does any Director, Partner, Associate, Company Secretary, Senior Manager, Manager or any person connected with the RFP, have any relationship (family, friend, other) with a person employed in the department concerned with the administration of this RFP and/or any person who may be involved with the evaluation or adjudication of this RFP? If YES, please give details.

8. Disclaimer

Respondents are hereby advised that, NMB Bank is not committed to any course of action as a result of its issuance of this RFI and/or its receipt of submissions in response to it. In particular, please note that NMB Bank reserves the right and at its sole and full discretion to:-

- i. Utilize any information provided to it in response to this RFI to draft the scope of requirements for inclusion in the RFP;
- ii. Take no further action whatsoever, if it so decides;
- iii. Select and shortlist respondents for RFP participation based on Bank’s procurement policy and procedures;
- iv. Change the dates of adjudication and submission;
- v. Not invite any or all RFI respondents for further participation in the RFP process;
- vi. Not bind itself to accept any or all of the RFIs;
- vii. Increase or decrease the quantities/scope as indicated in the RFI;
- viii. Request audited financial statements or other documentation for the purposes of a due diligence exercise;
- ix. Validate any information submitted by Respondents in response to this RFI. This would include, but is not limited to, requesting the Respondents to provide supporting evidence. By submitting your proposal, Respondents hereby irrevocably grant the necessary consent to NMB Bank to do so;

Kindly note that NMB Bank will not reimburse any Respondent for any preparatory costs or other work performed in connection with this submission and subsequent process that may follow including but not limited to presentations and meetings.

I, the undersigned, certify that the information furnished in this RFI document is correct.

Company’s Name -----

Name of Authorized Officer -----

Signature of Authorized officer -----

Title of Authorized Officer-----

Official Company Phone Number -----

Official Company Email Address-----

Company Stamp-----

Date-----