



REVOLUTIONARY GOVERNMENT OF ZANZIBAR
MINISTRY OF FINANCE AND PLANNING
INSTITUTIONAL SUPPORT PROJECT FOR DOMESTIC RESOURCE
MOBILIZATION AND NATURAL RESOURCE GOVERNANCE (ISP-DRM-NRG)

SPECIFIC PROCUREMENT NOTICE (SPN)
OPEN COMPETITIVE BIDDING - NATIONAL (OCB-NATIONAL)

**SUPPLY, INSTALLATION, COMMISSIONING AND TRAINING OF
CENTRALIZED CONTACT CENTER MANAGEMENT SYSTEM (CCMS)
FOR ZANZIBAR REVENUE BOARD**

ISPG/DRMNRG/ZNZ/AFDB/G10/NCB/2019

1. This Specific procurement notice follows the General Procurement Notice for this project which was published in the UN Development Business (UNDB online) and the African Development Bank's Internet Website (www.afdb.org) on 30th November, 2017.
2. The Revolutionary Government of Zanzibar has received Financing from the African Development Bank in various currencies towards the cost of Institutional Support Project for Domestic Resource Mobilization and Natural Resource Governance (ISP-DRM-NRG). It is intended that part of the proceeds of this loan will be applied to eligible payments under the contract for Supply, Installation, Commissioning and user training of centralized contact center management system (CCMS) for Zanzibar Revenue Board (ZRB).
3. The Ministry of Finance and Planning now invites sealed bids from eligible bidders for the supply, installation, configuration and commissioning of a computerized and web-enabled ZRB Contact Center Management Solution and Customer Relationship Management (CRMS) software that covers a broad set of applications designed to help managing businesses process and not limited from the customer data, customer interaction and access business information in ZRB (Unguja and Pemba).

LIST OF REQUIREMENTS

The main objective of the assignment is to supply, setup and installation of Centralized Call Center with Customer Relationship Management (CRM) System and Hardware Deployment & Managed back-office Services with Mobile CRM Application for Zanzibar Revenue Board, which is cost effective, user friendly and functionality based that responds to the ZRB needs and fit for purpose.

The supplied CCMS AND CRMS must be able to accept calls from all networks and routed to available or next available Contact Center agent, the CCMS AND CRMS must have at minimum the following functionalities:

- Support 10 Contact Center Agents
- Inbound and Outbound Campaigns
- Automatic Call Distribution
- Interactive Voice Response
- Distributed Teams
- Comprehensive Reports
- Online Realtime Call and Agent Status Monitoring
- Ability to Connect with SIP Gateway
- Ability to Connect with ISDN PRI E1 Lines
- Workforce Management
- Comprehensive Customer Relationship

Management Tool with SLA Tracking and Escalations

4. Interested eligible bidders may obtain further information from and inspect the bidding documents at the office of:
**Project Coordinator ISP-DRMNRG,
Ministry of Finance and Planning,
P.O. Box 1154,
12Keneth Kaunda Road
71402 Urban West,
Vuga,
Zanzibar.**
Tel: +255 777 468 886/+255 777 470 557
E-mail: callphansaid@yahoo.com or alimwalim@gmail.com
5. A complete set of bidding documents in English language may be purchased by interested bidders from the above address and upon payment of a non-refundable fee of **Tanzanian Shillings One Hundred Thousand Only (TZS: 100,000.00)** or equivalent in a convertible currency. Payable in Cash, Banker's Draft, or Banker's Cheque to the Bank Name: The People's Bank of Zanzibar Ltd, Name of Account: Ministry of Finance Revenue Account, Branch: Forodhani, Account Number: 021101000176.
6. The provisions in the Instructions to Bidders and in the General Conditions of Contract are the provisions of the African Development Bank Standard Bidding Document: Procurement of Goods.
7. All bids in one original plus three copies, properly filled in and enclosed in a plain envelop must be delivered to the above office on or before **10:00am on 29nd May 2019** and must be accompanied by a security of **Tanzanian Shillings Five Million Only (TZS 5,000,000.00)** or equivalent in an easily convertible currency.
8. Bids will be opened in the presence of bidders' representatives who choose to attend at 10:00Am on 29th May 2019 at the offices of **Ministry of Finance and Planning, Conference Room, Ground Floor, P.O. Box 1154,12Keneth Kaunda Road,71402 Urban West, Vuga, Zanzibar.**
9. Late bids, portion of bids, electronic bids, bids not received, and not opened and not read out in a public at the bid opening ceremony shall not be accepted for evaluation irrespective of the circumstances.

PRINCIPAL SECRETARY
MINISTRY OF FINANCE AND PLANNING - ZANZIBAR