

TENDER NOTICE

REQUEST FOR EXPRESSION OF INTEREST FOR SUPPLY AND INSTALLATION OF A CALL CENTRE SYSTEM FOR CRDB BANK PLC CRDB/2019/EoI/005

1. CRDB Bank has set aside funds for the operation during the financial year 2019. It is intended that part of the proceeds of the fund will be used to cover eligible payments under the contract for Supply and Installation of a Call Centre System.
2. The Bank is seeking for Expression of Interest from qualified Firms to Supply and Install a Call Centre System for CRDB Bank Plc.
3. The Bank now invites eligible firms to indicate their interest in Development of a Call Centre System. The scope of work will include but not limited to:
 - a) Migration of existing data including Interactive Voice Responder (IVR) from the old system to new system to allow continuity of reports and recordings.
 - b) Setup of Outbound auto dialer, social media, multi-media, Workforce Management (WFM) module and a Quality Management (QM) module.
 - c) Integrate with third party systems such as core banking, emailing, loan collection, customer relationship management and others.
 - d) Design and implement all required reports including regulatory reports.
 - e) Training of system administrators and end users of the system.
4. Interested firms must provide information indicating that they are qualified to Supply and Install a Call Centre System by submitting a comprehensive technical understanding of the requirements, firm's profile, description of similar assignments, and experience in similar solutions, resources and availability of appropriate skills among staff.
5. A shortlist of firms will be developed on the basis of the Expression of Interest submitted to CRDB Bank Plc. The selection will be conducted through a two staged "Quality based" selection. Initial short listing shall be conducted based on technical capabilities, experience and skills. Whereas the second short listing shall be done based on competitive presentation of previous similar assignments, experience and capabilities.
6. Interested eligible firms may obtain further information from the office of the CRDB Bank Tender Committee Secretary, CRDB Head Office along Azikiwe Street, 1st Floor, Office of Accommodation Scheme Building, from 8:00AM to 5:00PM Local Time on Monday to Friday excluding public holidays.
7. All Expression of Interest shall be submitted in hardcopy and electronically. Submissions must be in PDF ONLY with encryption and should be sent to **Savio Fernandes** at savio.fernandes@crdbbank.com with a copy to **Asbestus Mwasamila** at asbestus.mwasamila@crdbbank.com indicated as such and reflects the tender name and tender reference number of the subject line i.e. **Tender Submission-CRDB/2019/EoI/005**. The encryption password should then be sent directly to the Tender Committee Chairman **Mr. Leslie Mwaikambo** at leslie.mwaikambo@crdbbank.com and a copy to **Phillip Alfred** at phillip.alfred@crdbbank.com. The deadline for submission of Electronic Proposals will be **09th April, 2019 at 10:00hrs**
8. All Expressions of Interest will be opened in public and in the presence of Bidder's representatives who choose to attend the opening ceremony at **CRDB Bank Head Office Meeting Room situated on the 1st Floor on 10th April, 2019 at 10:15hrs**.
9. Late Expressions of Interest shall not be accepted for evaluation irrespective of the circumstances.



The bank that listens

www.crdbbank.co.tz