



REQUEST FOR INFORMATION (RFI)

SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM

1. 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).
2. NMB Bank Plc now invites applications for submission of proposals from all eligible vendors for the Supply, Installation, Testing and Commissioning of a **Customer Relationship Management (CRM) System**.
3. This is not a Request for Proposals (RFP). This RFI is issued for the purpose of obtaining information concerning market conditions and vendor's capability in order to allow the Bank to refine its requirements and to better understand what is currently available on the market place. The Bank does not intend to award a contract on the basis of this solicitation or to otherwise pay for the information solicited. The Bank reserves the right to defer or cancel the RFI without penalty.
4. NMB Bank Plc is expecting to receive technical information which showcase a high level all system functional and non-functional capabilities.
5. The Selection and shortlisting of vendors will be conducted through the Open Competitive Tendering as specified in the NMB Bank Plc. Procurement Policy and Procedures. After receiving the proposals from interested vendors the Bank will review and invite the selected vendors to showcase/present what their system has to offer.
6. RFI document shall obtained from our website www.nmbbank.co.tz/tenders and request for clarifications sent to the office of Secretary, Management Tender Committee at procurement@nmbbank.co.tz not later than Friday 13th March 2020.
7. The deadline for submission of the applications will be on **Friday 20th March, 2020 at 15H00 EA Time**. Proposals received will be opened promptly thereafter and in the presence of vendor's representatives who choose to attend in the opening ceremony at NMB Bank Plc Head Office on the first floor at 15H00 EA Time on Friday 20th March 2020. The proposal shall be delivered in the following ways:-

- In a sealed envelope hand delivered or couriered to **NMB Bank Plc Head Office Ohio Street/Ali Hassan Mwinyi Road, P O Box 9213, Dar es Salaam, Tanzania** at the ground floor. The outer cover addressed to Secretary NMB Bank Plc. Management Tender Committee and clearly marked: **RFI for Supply, Installation, Testing and Commissioning of Customer Relationship Management (CRM) System - Not to be opened before 15H00 on Friday 20th March 2020**
- Via email to tendersubmission@nmbbank.co.tz (maximum 10MB).

The Managing Director, NMB Bank Plc
NMB Head Office Ohio/Ali Hassan Mwinyi Street
P.O. Box 9213, Dar es Salaam, Tanzania, East Africa