



BANK OF BARODA (TANZANIA) LIMITED

REQUEST FOR PROPOSAL (“RFP”)

IT SOLUTION/SYSTEM/PARTNERSHIP/HARDWARE

for

1. BANCASSURANCE BUSINESS
2. AGENCY BANKING (WAKALA BANKING)
3. FIREWALL WITH CAPACITY OF (25 TO 50 SEATS)

You are hereby authorized to use this document in preparing a response to Bank of Baroda (Tanzania) Limited.

1. Request for Proposal (RFP):

Summary of details for this request for information: -

S. No.	Particulars	Details
1	Title of this RFP	IT SOLUTION/SYSTEM/PARTNERSHIP for: 1. BANCASSURANCE BUSINESS 2. AGENCY BANKING (WAKALA BANKING) 3. FIREWALL WITH CAPACITY OF (25 TO 50 SEATS) Including LICENSE
2	Issue Date	05.09.2024
3	Deadline for receiving clarifications	11.09.2024
4	Email Address for requesting clarifications	it.tanzania@bankofbaroda.co.tz
5	RFP Closing Time & Date	15.00 hours, 17.09.2024
6	Delivery Address (Email Submission)	IT DEPARTMENT, BANK OF BARODA (TANZANIA) LIMITED, OHIO/SOKOINE DRIVE PLOT NO. 149/32, PO Box 5356, Dar es Salaam, Tanzania. IT.tanzania@bankofbaroda.co.tz
7	Tender Validity Period	90 days from the date of RFP closing date

2. Brief Overview of Bank of Baroda (Tanzania) Limited:

Bank of Baroda (Tanzania) Limited is a commercial bank in Tanzania that offers a wide range of banking services to individuals, micro, small and medium-sized enterprises (MSMEs) and large corporates. The bank is operating with its four branches located at Dar es salaam, Arusha and Mwanza. Bank of Baroda (Tanzania) Limited as a wholly owned subsidiary of Bank of Baroda, India, is providing full fledge banking operation and serving the people of Tanzania across all walks of life.

3. Information Request:

Information is requested from various companies to provide the business proposals to Bank of Baroda (Tanzania) Limited as per Scope mentioned in section 4 below.

The bank may appoint/select a vendor, to provide the aforementioned services as per Bank's procurement policy and procedures. This RFP is not an offer to purchase and Bank of Baroda (Tanzania) Limited is under no obligation to accept any proposal and award a business/work in this process and/or the subsequent RFP which may be issued hereafter.

The proposal should include in detail the proposed approach in relation to the respective business as mentioned under point 1 above this RFP.

4. Purpose:

The purpose of this RFP is to: •

Identify potential solutions that align with the vision of the bank and identify a suitable partner/vendor having capabilities to provide IT SOLUTION/SYSTEM/PARTNERSHIP for:

- a. BANCASSURANCE BUSINESS
- b. AGENCY BANKING (WAKALA BANKING)
- c. FIREWALL WITH CAPACITY OF (25 TO 50 SEATS) Including LICENSE

5. Project Scope:

The bank intends to get a capable supplier/vendor who can deliver high-quality product in accordance with the bank's business needs and service standards. For the bank to pursue this, we want to understand the solution capabilities and best practices as per the below objectives and requirements amongst many others:

- i. ICT solution required for conducting Bancassurance Business as per the regulatory requirements in Tanzania.
- ii. ICT solution and partner for Agency Banking/Wakala and Seamless integration with existing banking systems and infrastructure.
- iii. Firewall with capacity of (25 to 50 Seats) including License.

You are also required to provide details on the following operational requirements:

- i. Description of the proposed solution, highlighting key features, modules, supported languages and customization capabilities.
- ii. Costs associated with the solution such as fixed costs, acquisition charges and operational costs i.e. subscription fees if applicable.
- iii. Licensing options and ongoing support/maintenance offerings.
- iv. Support Model for the system indicating available service levels that are recommended for the maintenance and support of the solution

- v. Overall technical description of the solution
- vi. Transaction Flow/Network Architect and necessary project design
- vii. Requirement of hardware and IT infrastructure

6. Supplier Specific Information:

6.1 Provide below list of Requirements:

- a) Valid Business License from the region/country of operation
- b) Company Certificate of Incorporation
- c) Taxpayer Identification Certificate (If Applicable)
- d) Tax Clearance Certificate (If Applicable)
- e) Company's Litigation Statement 5 Power of Attorney authorizing signatory
- f) Company's Audited Financial statements for the past three years (from 2021, 2022 and 2023)
- g) Any other relevant/applicable certificates etc.

6.2 Shareholder's Information:

- a) Name
- b) Number of Shares or % shareholding
- c) Nationality Identity Number or (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 in the last 5 years within Tanzania.

7. Declaration of Interest:

- a) Has any Director, Partner, Associate, Company Secretary, Senior Manager or Manager in your organization been employed by Bank of Baroda (Tanzania) Ltd.?
If YES, please give details.
- b) 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, Bank of Baroda (Tanzania) Ltd is not committed to any course of action as a result of its issuance of this RFP and/or its receipt of submissions in response to it. In particular, please note that Bank of Baroda (Tanzania) Ltd reserves the right and at its sole and full discretion to:

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- i. Utilize any information provided to it in response to this RFP as per the scope or requirements of this RFP;
- ii. Select and shortlist respondents for RFP participation based on Bank's procurement policy and procedures;
- iii. Change the dates of submission;
- iv. iv. Increase or decrease the scope as indicated in the RFP;
- v. Request audited financial statements or other documentation for the purposes of a due diligence exercise;
- vi. Validate any information submitted by Respondents in response to this RFP. This would include, but is not limited to, requesting the Respondents to provide supporting evidence. By submitting your application, Respondents hereby irrevocably grant the necessary consent to Bank of Baroda (Tanzania) Ltd to do so;
- vii. Kindly note that Bank of Baroda (Tanzania) Ltd 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, demonstration of the system and other meetings.
- viii. To cancel a part of this RFP partially and/or the complete RFP at any point of time.

9. The proposal may be submitted to:

IT DEPARTMENT,
BANK OF BARODA (TANZANIA) LIMITED,
OHIO/SOKOINE DRIVE
PLOT NO. 149/32,
PO Box 5356,
Dar es Salaam, Tanzania.

Email: IT.tanzania@bankofbaroda.co.tz