

TENDER NOTICE

For

Request For Proposal (RFP) For Call Centre System with Customer Relationship Management (CRM) Capabilities

INVITATION TO TENDER

Date 17th February, 2022

1. This Invitation for Tenders follows the General Procurement Notice for Provision of various Goods, Works and Service which appeared in Daily News & Mwananchi Newspapers on **03/01/2022**.
2. The **Azania Bank Limited** has set aside funds and it intends to apply part of the proceeds of this fund to payments under the contract for **Various Tender for financial year 2022 for Azania Bank Limited**.
3. Azania bank Limited intends to acquire and implement a robust **Call Centre System with Customer Relationship Management capabilities** as part of its initiatives to improve its customer Excellency through effective customer support and improving operational efficiency by providing a delightful customer experience. **Azania Bank Limited now invites** proposals from interested candidates to submit their proposals for **Call Centre System with Customer Relationship Management capabilities**
4. Interested eligible candidates may obtain the complete set of Request for Proposal (RFP) document by downloading the document from the ABL website **www.azaniabank.co.tz** select "Media" then "Tenders" OR **www.azaniabank.co.tz/azania-tenders**.
5. There shall be NO price charged for the tender document
6. **Completed Proposal Documents**, the original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked **"TECHNICAL PROPOSAL,"** and the original and all copies of the Financial Proposal in a sealed envelope clearly marked **"FINANCIAL PROPOSAL"** to be delivered to Azania Bank Limited Head Office, Mawasiliano Tower Building Ground Floor along Sam Nujoma Road, Procurement Management Unit addressed to:

**Secretary Tender Committee
Procurement Management Unit
Azania Bank Limited
P.O. Box 32089
DAR ES SALAAM**

To be received on or before 12:00pm on **Wednesday 9th March 2022**

7. Prices quoted should be net inclusive of all costs and taxes, must be expressed in Tanzanian shillings and shall remain valid for a period of 120 days from the closing date of the tender.
8. Tenders must be accompanied by a **Tender Security of 2%** of the quoted price in form of a guarantee from a reputable bank or an insurance company in an acceptable form in favor of the Azania Bank Limited.
9. Tenders will be opened in the presence of the candidate's representatives who choose to attend the opening at the **Azania Bank Limited - Head Office**, Procurement Management Unit Office, Ground Floor, Mawasiliano Tower, Sam Nujoma Road **at 12.30pm on Wednesday 9th March, 2022**
10. Late applications, portion of applications, applications not received, and applications not opened and not read out in public at the tender opening ceremony shall not be accepted for evaluation irrespective of the circumstances.
11. Interested eligible applicants may obtain further information from the **Procurement Management Unit, via email address tenders@azaniabank.co.tz**

Azania Bank Limited reserves the right to accept or reject any or all bids and is not bound to give any reasons for its decision.

**MANAGING DIRECTOR
AZANIA BANK LIMITED
P.O.BOX 32089, DAR ES SALAAM.
TELEPHONE NO:2412025/26/27**