



CRDB BANK PLC
OPEN FOR INTERNATIONAL COMPETITIVE BIDDING

**REQUEST FOR EXPRESSION OF INTEREST
FOR**

Implementation of Master Data Management Solution for CRDB Bank Plc

1. INTRODUCTION

1.1 About CRDB Bank

CRDB Bank Plc, hereinafter referred to as CRDB Bank, is a leading Financial Services Provider in Tanzania with current presence in Tanzania, Burundi and Democratic Republic of Congo (DRC) East Africa.

The Bank was established in 1996 and was listed on the Dar Es Salaam Stock exchange (DSE) in June 2009. Over the years, CRDB Bank has grown to become the most innovative and preferred financial services partner in the region. Supported by a robust portfolio and uniquely tailored products, CRDB Bank remains the most responsive bank in the region.

CRDB Bank offers a comprehensive range of Corporate, Retail, Business, Treasury, Premier, and wholesale microfinance services. The Bank has a TZS. 10 trillion loan portfolio that commands 25% of the market share www.crdbbank.co.tz

1.2 Background

CRDB Bank intends to implement a Master Data Management solution. The solution aims to manage critical data across the organization, by consolidating key data assets such as customer, product, location, employees etc. into a 'golden record', single source of truth that integrates data from various sources, affirming that everyone in the organization works with the same information. The master data will be shared and used by various applications and systems within the organization to reduce data fragmentation, siloed data, duplication and inaccuracies. This investment is crucial to securing the bank's future, enhancing the bank's competitive advantage, and fulfilling commitments to customers, regulators, and stakeholders in line with the Bank's new strategy.

1.3 Purpose

This document has been issued with the aim of providing information that will assist interested bidders and solution vendors to express their interest in implementation, testing, and commissioning of a Master Data Management Solution.

Responses received from interested vendors will be evaluated and bidders who meet the bank's minimum requirements will be invited to participate in CRDB Bank's Request for Proposal (RFP) process.

1.4 Disclaimer

The envisioned outcome of this document is the receipt of Expression of Interest (EOI) submissions. CRDB Bank reserves the right not to initiate the subsequent RFP process.



Further, this document shall not be construed as a request or authorization to perform work at the expense of CRDB Bank. Any work performed and/or expenditure incurred to facilitate submission of an EOI, will be at the respondent's own discretion and expense.

CRDB Bank reserves the right to accept or to reject any EOI submission or response, and to annul the process and reject all responses at any time during the EOI evaluation, without thereby incurring any liability to any bidder.

2. ABOUT THE REQUEST

2.1 Required solution

The proposed solution must at minimum be able to meet the following:

- Ability to connect with disparate systems (such as core banking, mobile, internet banking etc) through various integration mechanisms both real time and batches, mastering data to create a 'golden record'
- Perform data profiling and present results in a user-friendly format for easier consumption & communication
- Have automated tools for data cleansing, standardization, validation, matching, and deduplication to maintain accurate records using different matching logics, algorithms and AI/ML
- Perform hierarchical management, by showing linkages between individuals, entities, entity & individuals, entities, groups & subsidiaries
- Support batch & real time integration of both new and incrementally changed data
- Able to customize pre-built Master Data Management (MDM) model to align with a bank's specific enterprise model to ensure that the "golden record" of data is tailored to the bank's organizational structure, risk controls, and regulatory requirement
- Provide workflow capabilities for managing & approving data flow processes, from ingestion, profiling, matching and final master data output as well as data stewardship workflows.
- Provide built-in, automated notification and alert capabilities that enable data stewards to manage data quality in real-time, rather than relying on manual checks
- Be able to create a unified customer view (customer 360) by mastering customer data to produce a single, trusted, "golden record"
- Should allow subscribing systems (CRM, BI tools etc) to obtain master data on demand in the standard data formats of SQL, XML, API, text etc, seamless
- Provide a metadata lineage, which shows, source systems and rules used to create the 'golden record'
- Support multi-domain, customer, product, location etc

2.2 Eligibility

Original Equipment Manufacturers (OEMs), system integrators, value-added-resellers or software development companies that offer Master Data Management Solution may respond to this request for Expression of Interest.

Qualifying organizations may associate or form a joint venture with other organizations for purposes of enhancing the value proposition to CRDB Bank.

The following scenarios may lead to disqualification of submitted EOI submissions, and exclusion from the envisioned subsequent RFP process:

- failure to adhere to the use of standard templates (refer to Appendix); and
- Late EOI submission (refer to Section 2.6).

2.3 Registration of interest to participate in EOI tenders@crdbbank.co.tz

Qualifying bidders are required to register their interest by sending an email to as a minimum, the following information should be included in this email:

- Organization name and country of registration;
- Contact person and address, including email and phone number;
- Propose to associate or form a joint venture with other organisations <Yes/No>; and
- If <Yes> on 3 above, provide details of association/joint venture partner(s).

Deadline for registration of interest by qualifying organizations: **27 April 2026**.

2.4 Content of the EOI Submission

As a minimum, EOI submissions should include the following information, which should be presented as prescribed by the templates included in the Appendix Section of this document.

2.4.1 Summary of company information

Please complete the following table

Company Background	
Company Name:	
Company Location:	
<i>Location of corporate headquarters:</i>	
<i>Location of nearest office/location to Tanzania:</i>	
Experience	
Years of experience:	
<i>Number of years in business:</i>	
<i>Number of years providing Implementations of the proposed solution:</i>	
Customer Base:	
<i>Number of clients:</i>	
<i>Number of clients using the version of the software being proposed:</i>	
Terminated Projects:	
<i>List any terminated implementation projects. Please disclose the jurisdiction and explain the reason for termination:</i>	
Organization Size	
Total Revenue:	

If Vendor is a subsidiary, identify revenues of proposing company/division by year:	2025	
	2024	
	2023	
	2022	
	2021	
	2010	

2.4.2 About the firm and the solution

EOI Section	Nature of expected content	Template provided
Company Profile	<ul style="list-style-type: none"> Company name and identity of proposed solution; Organisation profile (company and association/joint venture partner(s)); and Information demonstrating firm's operational and technical capacity to deliver work to CRDB Bank. 	Yes, refer to appendix A.1, A.2, A.3, A.4 and A.5
Firms Experience and References	<ul style="list-style-type: none"> Details of experience in implementations of Master Data Management Solution in the Financial Services industry in last 7 years. 	Yes, refer to appendix B
Approach and methodology	<ul style="list-style-type: none"> Outline typical/recommended approach and methodology proposed by your firm in the supply, implementation, testing and commissioning of proposed solution; This should also include the following: <ul style="list-style-type: none"> A high level response on how the respondent/proposed solution will meet each of the required solution features in section 2.1. A high level project plan/schedule; Nature of work done at each phase of the project; Typical stage-gates and activities such as provision of sand-box environment, sign-offs, training (technical and user); and Phase / stage deliverables. Any assumptions made in modelling your approach, methodology and project plan. <p><i>Limited to a maximum of 6 pages</i></p>	Not provided. Submission should show how each requirement is addressed.
Certificate of incorporation	<ul style="list-style-type: none"> Valid certificate of incorporation 	N/A
Current tax compliance certificate	<ul style="list-style-type: none"> Valid certificate issued by appropriate tax body, with jurisdictional authority where the bidding organization is registered. 	N/A
Audited financial statements for the last three (3) years.	<ul style="list-style-type: none"> Audited financial statement for 2025, 2024 and 2023. 	N/A

2.5 Clarifications and submissions

- EOI must be submitted to the Secretary Management Tender Committee CRDB Bank Plc via email tenders@crdbbank.co.tz to reach CRDB Bank no later than **12 May 2026** at 12pm East Africa Time. For ease of reference, the subject on email should be **Expression of Interest for the Implementation, Testing and Commissioning of a Master Data Management Solution.**

- Where the submission is larger than **10MB**, the respondent may split the submissions into a number of email streams or use any of the cloud storage solutions or file transfer services and share the link via email.
- EOI respondents are required to use the prescribed response format and template (see Appendix section) when preparing their responses. Failure to adhere to the prescribed templates may lead to disqualifications.
- The format of the submission should be in PDF.
- Respondents who fail to adhere to the below instructions may be eliminated from the EOI evaluation process, and all other subsequent system selection and evaluation processes.
- Requests for clarifications should be submitted in writing by way of email to tenders@crdbbank.co.tz. CRDB Bank will not be liable for any delayed clarification requests sent beyond the stated deadlines. Deadline for submission of clarification requests is **2 May 2026** at 5pm East African Time.

2.6 Key Dates

For your reference, the following key dates apply.

Date	Activity
22 April 2026	Publish request for Expression of Interest
27 April 2026	Deadline for registration to participate in the EOI process by qualifying organisations
2 May 2026	Deadline for receiving requests for clarifications
12 May 2026	Deadline for receiving responses to the EOI 12pm EAT
12 May 2026	EOI Read out via MS Teams (link to be shared via mail) 4pm EAT

APPENDIX – RESPONSE FORMATS AND TEMPLATES

A. Company Profile Format

A.1 – Proposing Company

Required information	Details
Name	
Year of Incorporation	
Registered office address	
Key contact details (email and day contact details)	
Number of years implementing the Master Data Management Solution.	
Number of implementations of the proposed Master Data Management Solution	

A.2 – Association (Joint Venture or Sub contracting, where applicable). This form is to be completed separately for each party.

Required information	Details
Nature of association (Joint Venture or subcontractor)	
Names of party	
Year of incorporation of all parties	
Registered office address of all parties	
Key contact details of the prime partner (email and day contact details)	
Number of years implementing the proposed Master Data Management Solution.	
Number of implementations of the proposed GRC software	

A.3 - Proposed solution

Required information	Details
Name of the proposed solution	
Version of the proposed Master Data Management Solution	
Name of the Original Equipment Manufacturer (OEM)	
Where necessary, confirmation of legal capacity/authorization to provide licenses and/or services on behalf of OEM (Attach the Manufacturers Authorization form)	

A.4 - High level summary of experience of the company

Summary list of clients, where similar work has been performed:

Name of client	Size of client (Financial, number of customers, or employee size)	Type of client (e.g. commercial bank / Fintech / Sacco etc)	Client Country	Modules implemented
Client 1				
Client 2				
Client... N				

A.5 - High Level Summary of qualifications of the proposed team

Name of staff	Area of expertise*	Number of Master Data Management Solution implementations	Years of Experience	Academic Qualifications
Staff 1				
Staff 2				
Staff... N				

Notes

*Areas of expertise: For example – Master Data Management Solution, etc

B. Specific firm experience/reference template.

Country:	Duration of assignment(Months):
Location within country:	Total Number of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (US\$):
Start date (Month/year): Completion date (Month/year):	No of professional staff-months provided by associated consultants:
Name of associated consultants, if any:	Name of senior professional staff of your firm involved and functions performed (indicate significant profiles such as Project Director/Coordinator, Project Manager, and Module Leads etc.).
Name and version of the Master Data Management Solution implemented:	Modules implemented:
Master Data Management Solution? Yes/No	



Narrative description of the project:

Description of actual services provided by your staff within the assignment: