



REQUEST FOR EXPRESSION OF INTEREST FOR Implementation of a Governance, Risk and Compliance (GRC) system for CRDB Bank Plc and its subsidiaries.

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 the 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, Treasury, Premier, and Bancassurance services. As of 30 September 2024, the Bank had a balance sheet size of TZS 16 trillion, making it the largest bank in Tanzania. For more info, please visit www.crdbbank.co.tz

1.2 Background

CRDB Bank intends to implement a robust Governance, Risk and Compliance (GRC) system. In the rapidly evolving financial landscape, it is imperative for the Bank to invest in cutting-edge GRC technology. 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 GRC system. 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.

ABOUT THE REQUEST

2.1 Required solution

i. The proposed solutions must be a robust GRC system and should be able to support the following processes:

- Enterprise Risk Management
- Regulatory and Compliance Management
- Policies, Procedures and Governance Oversight
- Business Continuity Management
- Third party risk management
- Reporting and Analytics
- Data privacy and protection management

- Audit Management
- ii. Ability to integrate with operational software used within the Bank e.g. the Core Banking System
- iii. Ability to integrate with 3rd party systems used by external entities

2.2 Eligibility

Original Equipment Manufacturers (OEMs), system integrators, value-added-resellers or software development companies that offer GRC solutions 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 provide information as per section 2.3 during registration of interest to participate in EOI and 2.4 during submission of EOI
- 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: 24 January 2025.

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 below

2.4.1 Summary of company information

Please complete the following table

Company Profile including Association (Joint Venture or Subcontracting, where applicable)				
Company Name:				
Company Location:				
Registered office address:				
Key contact details (email and day contact details)				
Experience				
Years of experience:				
Number of years in business:				
Number of years providing implementations of the proposed solution:				
Customer Base:				
Number of clients:				
Number of clients using the version of the software being proposed:				
Terminated Projects:				
List any terminated implementation projects. Please disclose the jurisdiction and explain the reason for termination:				
Organization Size				
Audited financial statements for the last three (3) years:				
If a Vendor is a subsidiary, provide Audited financial statements of proposing company/division by year:	<table border="1"> <tr> <td>2023</td> </tr> <tr> <td>2022</td> </tr> <tr> <td>2021</td> </tr> </table>	2023	2022	2021
2023				
2022				
2021				

2.4.2 Approach and methodology

EOI Section	Nature of expected content	Template provided
Approach and methodology	<ul style="list-style-type: none"> • 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 • High-level system features and functionalities. <p>Any assumptions made in modelling your approach, methodology and project plan.</p>	Not provided. Submission should show how each requirement is addressed.

2.5 Evaluation Criteria

Submissions will be evaluated based on:

- Alignment of the proposed solution with CRDB Bank's requirements.
- Vendor's experience and track record in the banking industry.
- Flexibility and scalability of the solution.
- Quality of client references and case studies.

2.6 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 18 February 2025 at 5pm East Africa Time. For ease of reference, the subject on email should be Expression of Interest for the Implementation, Testing and Commissioning of a Governance, Risk and Compliance System.
- 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.
- 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 31 January 2025 at 5pm East African Time.

2.7 Key Dates

For your reference, the following key dates apply.

Date	Activity
18 December 2024	Publish request for Expression of Interest
24 January 2025	Deadline for registration to participate in the EOI process by qualifying organisations
31 January 2025	Deadline for receiving requests for clarifications
18 February 2025	Deadline for receiving responses to the EOI