

NMB BANK PLC

REQUEST FOR INFORMATION
("RFI")

Supply and Installation of the Merchant and Terminal Management System

You are authorized to use this document in preparing a response to NMB Bank Request for Information for **"SUPPLY AND INSTALLATION OF MERCHANT AND TERMINAL MANAGEMENT SYSTEM."**

The address of the Requestor is:

SECRETARY
NMB BANK PLC, MANAGEMENT TENDER COMMITTEE,
NMB HEAD OFFICE,
OHIO/ALI HASANI MWINYI ROAD JUNCTION, PO Box 9213,
Dar es Salaam, Tanzania.

Telephone: +255222322265, Telefax: +255 22 2321361
Email: procurement@nmbbank.co.tz

Please escalate your concerns confidentially about any unacceptable practices by any Bank staff involved in this tender process through the following channels:

NMB's Postal Address: Attn. to CEO [envelope marked "strictly private and confidential"] Toll Free Phone Numbers: 0658 / 0779 / 0685 / 0800 751 000 Email Address: whistleblowing@nmbbank.co.tz NMB Website: www.nmbbank.co.tz [then select the Whistle Blowing Section.

1. **Request for Information (RFI)**

Summary of details for this request for information:-

Title of this RFI	SUPPLY AND INSTALLATION OF THE MERCHANT AND TERMINAL MANAGEMENT SYSTEM
Issue Date	27/07/2020
Non - Compulsory Briefing Session	N/A
Briefing session venue	N/A
Deadline for receiving clarifications	Monday 17 th August 2020
Address for requesting clarifications	procurement@nmbbank.co.tz
RFI Closing Time & Date	Monday 24th August 2020, 11:00HRS EA TIME
Delivery Address	NMB BANK PLC HEAD OFFICE
	Ohio/A.H. Mwinyi Road
	Ground Floor
	P.O. BOX 9213
	Dar es Salaam Tanzania, East Africa
Submission of application through email	tendersubmission@nmbbank.co.tz (Max 20MB)
Originals to be submitted	1 Original proposal
Copies to be submitted	1 hard copy 1 soft copy (USB)
Tender Validity Period	N/A

2. **Brief Overview of NMB BANK Plc.**

N NMB started Acquiring Business in May 2016. Ever Since the bank had not invested on in-house switch, NMB had to opt using a TPP to run the acquiring system. To date the business has more than 1000 merchants, including the major Government merchant Ngoro Ngoro Conservation Authority that contribute over 30% of the total turnover.

In December 2017, NMB migrated into in-house processing of its entire acquiring platform. With current drastic increase in number of merchants each year and rapid growth of the Acquiring Business in general, management of merchants without strong acquiring systems becomes complicated. For this reason, the Bank is now looking for reliable Merchant and Terminal Management system that can suit all the current needs.

3. **Information Request**

Information is requested from interested companies, corporations or enterprises (hereinafter referred to as the Respondent(s)) to provide/supply the below mentioned information to NMB Bank.

A Service Provider will be appointed, through a separate Request for Proposal (RFP) process, to provide the aforementioned services as per Bank's procurement policy and procedures.

This RFI is not an offer to purchase and NMB Bank is under no obligation to accept any proposals in this process and/or the subsequent RFP which may be issued hereafter.

As this is a Request for Information only, no business will be awarded through this process.

Your submission should include in detail your proposed methodology, and preliminary program of expected activities. From the RFI and response and/or submissions thereto, NMB Bank will compile an RFP document which will include an indicative schedule of activities and timelines.

In responding to this RFI, NMB Bank encourages all RFI Respondents to put their best effort into the construction and development of the proposal.

5. Scope of Work

The information requested is for the Bank to put in place the Terminal and Merchant Management System to perform but not limited to the following functionalities: -

1. Capability to perform Terminal Management, Merchant Management or both functionalities
2. Capability to process merchant payments from various terminal types, with respective fees structures in a consolidated manner.
3. Capability of driving Daily transaction Authorization report and exceptional to be supported by the system for all major card schemes
4. Capability of Merchants and Terminal reports, to be generated at specific time and upon request, including filtering with details such as Merchant Name, Merchant ID, Terminal ID, MCC, Card Number, Response Code, Date of Transaction, Amount, Currency etc. on real time basis or in the agreed frequency
5. Capability of merchant transaction archiving and retrieval chargeback reports based on inputs from POS Acquiring Chargeback, Presentment Reports and Retrieval Requests Real
6. System should enable user to perform presentment
7. Real Time Merchant Fraud Management, should be rules based and able to send alerts
8. Detailed User Audit Trail Reports
9. Standard User Management with dual access for sensitive access (maker-checker)
10. System should be PCI DSS & PIN compliant
11. Ability to categorize merchants using Merchant Category Code E.g. Levels-Premier, Super etc.
12. Multiple Currency support
13. Ability to block terminal in case of fraud/business decision.
14. Ability to handle both Single and Dual message
15. Ability to handle payment cycles. E.g. once a week, every day etc.
16. User friendly Merchant Management Process for Onboarding, Payments, Chargeback, Fraud Management, Termination, Settlement and Reconciliation
17. User friendly Terminal Management Process to cater for Remote Terminal Management. Support for different POS/Terminal brands, Remote Key Management, GPS Location pinning on devices, Real time Terminal status.
18. Schedules Management for Applications installation to Terminals.
19. Remote log retrieve from terminals to assist on diagnosis and repair.
20. Terminal inventory management.
21. Helpdesk Facility to assist merchants with different queries e.g. a function to provide quick transaction status to enable user to respond to merchant queries.
22. Capability to manage our Sales report, functionality to measure profitability.
23. Capability to Send/receive SMS on a device for Alert, Notifications, Messages
24. Terminal History archiving for all activities performed on POS; deployment, application installation and parameter setup
25. Tariffs (MDR) – this MDR should be populated in all platforms for POS/ecommerce/QR and master tariff table kept for reference and revenue assurance activity.
26. Contract and Merchant service management like renewal and terminations.
27. Loyalty Program functionalities like setting up multiple campaign management across all platforms for POS, Ecommerce and QR.
28. Provision of a Merchant Portal where merchants can view reports

You are also required to respond to the following non - functional requirements questionnaire: -

- i. What is the support structure for the software?
- ii. Does the system support changes/amendments?
- iii. What rights are given to user/developer for system/programme amendments?
- iv. Who provides system changes/amendment (provider or user)?
- v. Is there training provided to enable the bank to effect system changes?
- vi. Is the system modular?
- vii. What are the hardware requirements for the system (size, uses, and dataset)?
- viii. Is the system cloud based, on premise, hybrid?
- ix. Does the system integrate with Microsoft Active Directory?
- x. Does the system integrate with Flexcube, SharePoint, ESB, Postilion?
- xi. Does the system use/support virtual environment?
- xii. What are the supported database?
- xiii. Does the system have extensibility capabilities?

6. Supplier Specific Information

6.1. Provide below list of Requirements

S/N	Required Documents
1	Valid Business License from the region/country of operation
2	Company Certificate of Incorporation
3	Taxpayer Identification Certificate (If Applicable)
4	Company's Litigation Statement
5	Power of Attorney authorizing signatory
6	Company's Audited Financial statements for the past three years (2016, 2017 & 2018)

6.2. Shareholder's Information

Full Name	Number of Shares or % shareholding	Nationality	Identity Number (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.

	Reference 1	Reference 2	Reference 3
Client's Name			
Address			
Contact Name			
Phone Number			
Email Address			

7. Declaration of Interest

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

- i. Utilize any information provided to it in response to this RFI to draft the scope of requirements for inclusion in the RFP;
- ii. Take no further action whatsoever, if it so decides;
- iii. Select and shortlist respondents for RFP participation based on Bank's procurement policy and procedures;
- iv. Change the dates of adjudication and submission;
- v. Not invite any or all RFI respondents for further participation in the RFP process;
- vi. Not bind itself to accept any or all of the RFIs;
- vii. Increase or decrease the quantities/scope as indicated in the RFI;
- viii. Request audited financial statements or other documentation for the purposes of a due diligence exercise;
- ix. Validate any information submitted by Respondents in response to this RFI. This would include, but is not limited to, requesting the Respondents to provide supporting evidence. By submitting your proposal, Respondents hereby irrevocably grant the necessary consent to NMB Bank to do so;

Kindly note that NMB Bank 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 and meetings.



I, the undersigned, certify that the information furnished in this RFI document is correct.

Company's Name -----

Name of Authorized Officer -----

Signature of Authorized officer -----

Title of Authorized Officer-----

Official Company Phone Number -----

Official Company Email Address-----

Company Stamp-----

Date-----