

**CONFIDENTIAL****NMB BANK PLC  
("NMB")****REQUEST FOR PROPOSAL  
("RFP")****"PROVISION OF CASH IN TRANSIT SERVICES ACROSS NMB BRANCHES NETWORK"**

The content of this document is strictly confidential. You are authorized to use this document only in preparing a response to NMB Request for Proposal **"PROVISION OF CASH IN TRANSIT SERVICES ACROSS NMB BRANCHES NETWORK "**

It is forbidden to make copies of this document without the express written permission of the REQUESTOR. The content remains the property of NMB PLC. This document, together with all such copies, should be returned to NMB PLC together with your Proposal. Should you decide not to submit a Proposal, this document should be returned to NMB PLC not later than the closing date for the submission of the Proposal.

The address of the Requestor is:

**SECRETARY  
NMB MANAGEMENT TENDER COMMITTEE,  
NMB HEAD OFFICE,  
Ohio/Ali Hassan Mwinyi Road, PO Box 9213,  
Dar es Salaam, Tanzania.**

**Telephone: +255 22 2322775.**

*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@nmbtz.com](mailto:whistleblowing@nmbtz.com) NMB Website: [www.nmbtz.com](http://www.nmbtz.com) [then select the Whistle Blowing Section.

## 1.0 THE REQUEST

### 1.1 Invitation

You, your company are hereby invited to submit a Proposal for **"PROVISION OF CASH IN TRANSIT SERVICES ACROSS NMB BRANCHES NETWORK."** NMB PLC will use this Proposal as a basis for a decision regarding the **"PROVISION OF CASH IN TRANSIT SERVICES ACROSS NMB BRANCHES NETWORK"**

Accepted	Not Accepted

### 1.2 Schedule for decision making

The closing time and date for written Proposals is **Friday 8<sup>th</sup> October 2021 at 15H00**, by which time your proposal may be submitted in the following ways;

1. Proposal must be sealed with wax and deposited at the TENDER BOX located on first floor NMB Head Office, at junction of Ohio/Ali Hassan Mwinyi Road.
2. Proposal submission by courier.
3. Proposal Submission by email through: [tendersubmissions@nmbbank.co.tz](mailto:tendersubmissions@nmbbank.co.tz) in this case the proposal will be considered received after a reply from the bank procurement personnel.

The proposal to be marked on top of the envelope: **TENDER FOR PROVISION OF CASH IN TRANSIT SERVICES ACROSS NMB BRANCHES NETWORK.** NMB PLC shall be entitled to reject any Proposal received after the due date and time.

Accepted	Not Accepted

### 1.3 Disclosure of reasons

NMB PLC reserves the right not to disclose any of its reasons for the taking of decisions resulting from this Request for Proposal.

Accepted	Not Accepted

### 1.4 Completeness of Proposal

You are specifically required, in your Proposal, to respond in writing to each of the points of Section 1 of this Request for Proposal, in this sequence and with retention of this numbering system. Your responses could consist of "Noted", "Accepted" or "Not Accepted", together with an associated or supporting statement where appropriate.

You are also required, in your Proposal, to respond in writing to each of the points of Section 3, and 4, of this Request for Proposal, in this sequence and with retention of the numbering system.

Accepted	Not Accepted

**1.5 Language**

You are requested to submit your Proposal in English.

Accepted	Not Accepted

**1.6 Number of copies**

You are requested to submit two complete sets of your Proposal, together with two sets of all supporting documentation. Electronic copy, in MS-Word format, is requested under the understanding that the electronic document will have no official status.

Accepted	Not Accepted

**1.7 Format of Proposal**

You are requested to submit your Proposal in A4 format, with printing on one side of a page only.

Accepted	Not Accepted

**1.8 Misrepresentation**

NMB PLC, decision-making process, will to a large extent be reliant upon the information supplied by you. Should it be found that aspects of such information are incomplete, untrue or misleading, NMB PLC reserves the right to terminate negotiations with you.

Accepted	Not Accepted

**1.9 Access to NMB PLC**

You may require access to persons, departments, or building of NMB PLC in order to acquire further information for the preparation of your response to this Request for Proposal. You are requested to arrange such appointments through the office of the Requestor.

Accepted	Not Accepted

**1.10 Completeness of Proposal**

You are expected to provide to NMB PLC an accurate and complete Proposal as requested in more detail hereunder. Should you find the said requests incomplete or ambiguous, and then the onus rests upon you to obtain clarification from the Requestor. The request for clarification can be submitted to the [Tendersubmission@nmbbank.co.tz](mailto:Tendersubmission@nmbbank.co.tz) and the deadline for clarification request is by Close of Business on **1<sup>st</sup> October 2021**.

NMB PLC will require that any omissions by you or mistakes on your part in this regard be rectified within a time scale agreed to by NMB PLC.

You are expected to make an unequivocal statement to this effect in your Proposal, since NMB PLC will require that such an undertaking be included in any contractual agreement, which may result from the selection process.

Accepted	Not Accepted

### 1.11 RFP Official Contact

Upon release of this RFP, all supplier communications concerning this Proposal request should be directed to the RFP Requestor. Unauthorised contact regarding this RFP with other NMB PLC employees may result in disqualification. Any oral communications will be considered unofficial and non-binding to NMB PLC. You are to rely only on written statements issued by the RFP Requestor.

Accepted	Not Accepted

### 1.12 Influencing

It is specifically brought to your attention that any attempts at influencing NMB PLC decision-making process outside of the Tender Committee responsible, may lead to disqualification.

Accepted	Not Accepted

### 1.14 Costs and Selection

All costs incurred by you in preparing the Proposal and providing any additional information to NMB PLC, shall be borne by you. The issuance of this RFP does not obligate NMB PLC to accept any of the resulting Proposals. NMB PLC makes no commitments, implied or otherwise, that this RFP process will result in a business transaction with one or more of the suppliers.

Accepted	Not Accepted

### 1.15 Contracts

Please attach to the end of your Proposal a copy of your standard contract for NMB PLC's review. NMB PLC reserves the right to draft the Memorandum of Agreement.

Accepted	Not Accepted

### 1.16 RFP Responses

NMB PLC is not under any obligation to search for clarification through additional or unformatted information submitted as a supplement to the formatted response. Where a proposal contains conflicting information, NMB PLC at its option may either request clarification or may consider the information unresponsive.

Accepted	Not Accepted

### 1.17 Contract Award

NMB PLC reserves the right to appoint more than one Supplier for all services. If this contract is split the pricing offered in your proposal will expect to be maintained. Should there be pricing differences in line with business awarded; this must be clearly stated in your proposal.

## 2. STATEMENT OF REQUIREMENT

### 2.1 Overview

The NMB Bank Plc.(NMB) a leading financial institution in Tanzania with over 246 branches countrywide invites well renowned companies and having experience of providing Cash In Transit Services’.

CIT Company that will serve NMB must have ability to save large number of branches and offsite ATMs which are short and long distance with African roads for both season rain and sun season. The following are the must have to the bidding company.

- Good number of vehicles which can serve more than 26 cash centres and 246 branches in Tanzania’s districts and regions.
- The vehicles will also serve offsite ATMs for replenishments and return of residue cash from ATMs in big towns.
- The company should have quality condition vehicles to avoid delay of cash due to avoidable break downs.
- Integrity and professionalism of staff serving NMB is highly required for all period of the contract.
- On time pick up and drop off of NMB’s consignment is required to ensure daily branches liquidity.
- There should be added services to considered by NMB for future use
  - i. Offsite ATMs replenishments
  - ii. Control of offsite ATMs uptime
  - iii. Offsite ATMs daily reconciliation
- All cash collections and delivery will be on door to door terms.
- The bidding company should give quality services at complete price

**Existing branches with respective distance from the cash centres in km are listed below:**

CASH CENTRE	BRANCH NAME	KMs
AIRPORT	Airport	Local
	Gongo la Mboto	Local
	Tandika	Local

	Temeke	Local
<b>BANK HOUSE</b>	Bandari	Local
	Bank House	Local
	Cash Centre-Airport	Local
	Cash Centre-Mbezi	Local
	Cash Centre-Sinza	Local
	Congo Street	Local
	Ilala	Local
	Kariakoo	Local
	Kariakoo Business Centre	Local
	Kibaha	42
	Kibiti	146
	Kigamboni	Local
	Kurasini	Local
	Mafia	Local
	Magomeni	Local
	Mbagala	Local
	Morogoro Road	Local
	Muhimbili	Local
	NMB Ohio	Local
<b>BOT CASH CENTRE</b>	Cash Centre -Mbalizi Road	Local
	Cash Centre -Mkwawa	Local
	Cash Centre -Muleba	79
	Cash Centre- Songea	Local
	Cash Centre-Bank House	Local
	Cash Centre-Bunda	69
	Cash Centre-Clock Tower	Local
	Cash Centre-Dodoma	Local
	Cash Centre-Kigoma	Local
	Cash Centre-Madaraka	Local
	Cash Centre-Manonga	Local
	Cash Centre-Mihayo	Local
	Cash Centre-Mtwara	Local
	Cash Centre-Sumbawanga	Local
	Cash Centre-Wami	Local
	Zanzibar	Local
<b>BUNDA</b>	Bunda	Local

	Butiama	50
	Kenyatta	160
	Mugumu	152
	Musoma	70
	Nansio	100
	Nyamongo	162
	Rorya	160
	Rorya DC	160
	Sirari	134
	Tarime	136
<b>CLOCK TOWER</b>	Arusha Business Centre	Local
	Babati	162
	Cash Centre-Nelson Mandela	80
	Clock Tower	Local
	Karatu	138
	Loliondo	385
	Mbulu	179
	Monduli	46
	Mto wa Mbu	120
	Namanga	120
	New Arusha Market	Local
	Ngaramtoni	Local
	Ngarenaro	Local
	Simanjiro	179
	Usa River	Local
<b>DODOMA</b>	Bahi	56
	Bunge	Local
	Cash Centre-Singida	255
	Chamwino	Local
	Dodoma	Local
	Kambarage	Local
	Kibaigwa	106
	Kibaya	173
	Kondoa	160
	Kongwa	82
	Makole Business Centre	Local
	Mazengo	Local
	Mpwapwa	128

	UDOM	Local
<b>GEITA</b>	Chato	139
	Geita	Local
	Kakonko	200
	Katoro	45
	Nyanghwale	82
	Sengerema	63
<b>IFAKARA</b>	Ifakara	Local
	Kilombero	76
	Mahenge	125
	Malinyi	150
	Mlimba	150
<b>KENYATTA</b>	Buzuruga	Local
	Cash Centre-Geita	Local
	Cash Centre-Kenyatta Road	Local
	Igoma	Local
	Ilemela	Local
	Magu	64
	Misungwi	42
	Mwanza Business Centre	Local
	Ngudu	94
	Pamba Road	Local
	Rocky City	Local
<b>KIGOMA</b>	Kasulu	100
	Kibondo	249
	Kigoma	Local
	Uvinza	180
<b>MADARAKA</b>	Bumbuli	198
	Handeni	186
	Kilindi	314
	Korogwe	100
	Lushoto	167
	Madaraka	Local
	Mkata	135
	Mkinga	45



	Mombo	134
	Muheza	40
	Pangani	50
<b>MAKAMBAKO</b>	Mbalizi Road	172
	Ludewa	228
	Makambako	Local
	Makete	181
	Njombe	64
	Wangingombe	53
<b>MANONGA</b>	Bariadi	135
	Bukombe	225
	Itilima	148
	Kahama	107
	Kahama Business Centre	107
	Kishapu	52
	Maganzo	26
	Maswa	90
	Mbogwe	152
	Mwanhuizi	145
<b>MASASI</b>	Liwale	174
	Mtwara	205
	Nachingwea	45
	Nanyumbu	55
	Ndanda	35
	Newala	66
	Ruangwa	92
	Tandahimba	99
	Tunduru	194
<b>MBALIZI ROAD</b>	Cash Centre -Makambako	172
	Chunya	78
	Ileje	164
	Kyela	141
	Mbarali	133
	Mbozi	76
	Mkwajuni	103
	Mlowo	30

	Mount Loleza	Local
	Mwanjelwa	Local
	Tukuyu	72
	Tunduma	107
	Usongwe	Local
	Busokelo	116
	Kasumulu	118
	Uyole	Local
<b>MBEZI</b>	Bagamoyo	65
	Mkuranga	47
	Mlandizi	66
	Mlimani City	Local
	Oyster Plaza Premier	Local
	Tegeta	Local
	University	Local
<b>MIHAYO</b>	Kaliua	105
	Mlele	240
	Nkinga	120
	Nzega	120
	Sikonge	65
	Urambo	98
<b>MKWAWA</b>	Ilula	50
	Kilolo	40
	Mafinga	81
	Ruaha	Local
<b>MTWARA</b>	Cash Centre- Masasi	205
	Kilwa	341
	Lindi	142
	Mtwara Business Centre	Local
<b>MULEBA</b>	Biharamulo	112
	Bukoba - Kaboya	60
	Kabanga	271
	Kaitaba	80
	Kayanga	205
	Misenyi	140

	Mtukula	170
	Ngara	244
	Nkwenda	260
	Rusumo	287

<b>NELSON MANDELA</b>	Hai	28
	Hedaru	163
	Himo	30
	Holili	40
	Mawenzi	Local
	Mbuyuni	Local
	Mirerani	45
	Mwanga	60
	Rombo	60
	Same	99
	Siha	52
	Tarakea	95

<b>SINGIDA</b>	Haydom	102
	Igunga	137
	Ikungi	37
	Itigi	159
	Katesh	91
	Kiomboi	94
	Manyoni	121
	Mitundu	229
	Mkalama	99

<b>SINZA</b>	Kisarawe	29
	Mandela Road	Local
	Mbezi Luis	Local
	Msasani	Local
	Mwenge	Local
	Sinza	Local
	Ubungo	Local

<b>SONGEA</b>	Litembo	130
	Madaba	127
	Mbinga	95
	Namtumbo	70

	Nyasa	230
SUMBAWANGA	Kalambo	55
	Laela	93
	Mlele	360
	Mpanda	245
	Nkasi	95
WAMI	Cash Centre-Ifakara	280
	Chalinze	95
	Gairo	131
	Kilosa	94
	Morogoro Business Centre	Local
	Mount Ulugulu	Local
	Msamvu	Local
	Mvomero	41
	Turiani	102
ZANZIBAR	Chakechake	Flight
	Mwanakwerekwe	Local

### 3. COMMERCIAL REQUIREMENTS

- Dedicated CIT Vehicles** – These are Armoured CIT vehicles along with crews that are stationed at our designated locations every working day at 08:00am hrs to 18:00pm hrs standby to courier cash consignments to-and-fro within a radius of 50 Km from the designated location.
- Local Trip:** These are trips within a radius of 50 Km from the designated location but not served by dedicated vehicle.
- Return Trip:** involves carrying another consignment from the destination point as the CIT Vehicle is returning from delivering the main consignment.
- Normal Trips:** these are cash trips between Cash Centres, Branches Offsite ATMs and/or BOT that are not served using a dedicated vehicle. They are requested on demand and attended by the vendors vehicles deployed from the nearby vendor's stationed centres.
- Drop Off/Pickup en route:** this is a sub-cash-trip embedded to the main trip whereby a consignment is delivered ("dropped off") on its destination point which is along the way to the final destination of the trip, or a consignment is "picked up" along the way to the destination of the trip.
- Air Trip:** this cash trip involves carrying cash consignment by air from one location to another.
- Insurance Cover:** this is insurance cover for each trip, usually up to USD 2 Million

#### 3.1 Capability

- 3.1.1 Please indicate where you have fulfilled advanced capability service requirements of a similar type, scale and / or complexity before?
- 3.1.2 If you have, how would you classify your performance? What problems arose, and how will they be avoided on this contract?
- 3.1.3 Provide at least three references from current clients who have similar arrangements relating to **(CASH IN TRANSIT SERVICES)**

	Reference Number 1	Reference Number 2	Reference Number 3
Client			
Contact's Title			
Phone			

- 3.1.4 Mention regions that your company can offer the CIT services to NMB Bank Plc and/or have similar arrangement with other clients.
- 3.1.5 What do you believe are your firm's strengths? What do you believe are the challenges you face?
- 3.1.6 Please describe the 3 most recent customer complaints and how you resolved them?
- 3.1.7 Briefly describe your interest in this contract and what factors makes you the best vendor in your opinion (include here any information or material you want NMB to take into consideration while evaluating your ability to perform this contract).
- 3.1.8 Explain your ability to perform proposed functions using current systems or the need to make additional Investment
- 3.1.9 Explain on whether the use of other parties or subcontractors by the third party
- 3.1.10 Explain the Scope of your internal controls, systems and data security, privacy protections and audit coverage
- 3.1.11 Give details on Knowledge of relevant consumer protection and regulations that is applicable in your procedures
- 3.1.12 Please describe your adequacy in Cash in Transit Services.
- 3.1.13 Please submit the valid certification copies of Cash in Transit Services certification and compliance
- 3.1.14 Staff training – How will the processor train staff on their systems? Post launch:

## 3.2 Service Provisioning and Management

- 3.2.1 Please describe your proposed account management structure for the NMB Contract?
- 3.2.2 Please describe your proposed staffing plans in respect of the NMB Contract?

## 3.3 Quality Process

- 3.3.1 Please provide details of any quality assurance certification that your company holds e.g. ISO 9000 or equivalent standard. Please include a copy of any certificate. If no accreditation held, please attach an outline of your quality assurance policy.

## 3.4 Supplier Organisation

- 3.4.1 Provide a complete description of all third parties / consortia members to this tender, i.e. foreign supplier, local suppliers and or agencies involved in this bid.
- 3.4.2 Clarify how third parties / consortia members will be organised and managed?
- 3.4.3 Identify which part of the product / service each third party / consortia member will deliver (if any):

Names of third party / consortia members (if any)	Total % Purchases	Local / foreign purchases

- 3.4.4 Who will have overall responsibility for delivery e.g. single contractor, joint venture?
- 3.4.5 Describe how you will manage third parties / consortia members in the supply chain?
- 3.4.6 How will you manage your supplier's performance?
- 3.4.7 Please indicate whether third parties / consortia members have worked together before and give details.
- 3.4.8 Describe your business resumption strategy and contingency development plans

## 4 SUPPLIER SPECIFIC INFORMATION

### 4.1 Vendor Background

Unless instructed otherwise, when answering questions in this Section, please give details, which specifically relate to your Company and not to the whole of the group if your Company forms part of that group.

- 4.1.1 Please describe the vendor's background, including how long it has been in business.

Date of Incorporation:	
Country of Registration:	
Registration Number:	
Vat Registration Number:	

- 4.1.2 Are there any current directors serving on boards of other organisations?

Names of Directors	Name of organisation

- 4.1.3 A detailed organ gram, disclosing all related holding companies, subsidiaries and associates clearly showing the respective shareholding
- 4.1.4 **Pricing** – Please submit your pricing model in a sealed separate envelope. NMB may decide to split and award more than one vendor or award the entire network to a single vendor therefore provide the pricing proposal for both two options. The pricing should be in the format below;

CIT PRICING STRUCTURE			
SN	Service description	Rates in TZS( VAT inclusive)	Rate
1	Dedicated vehicles (10 vehicles)		Monthly rate
2	Local trip		Per trip
3	Return Trip		Per Km
4	Normal Trip		Per Km
5	Drop off/pickup en route		Per Km
6	Onboard courier (Air freight) including CIT from Cash Centers to Airport- Airport to destinations		Per Km and air ticket

\* Please indicate the number of dedicated vehicles your company can supply

### 4.2 Annual Reports and Financial Data

Unless instructed otherwise, when answering questions in this Section, please give details, which specifically relate to your Company and not to the whole of the group if your Company forms part of that group.

- 4.2.2 Characterise your company's financial performance for the last three years.
- 4.2.3 Furnish balance sheets/financial statements for the last three years.
- 4.2.4 Include your company's annual report to shareholders for the last two years with your RFP Response.
- 4.2.5 Specify whether there are any pending or threatened claims that could affect your financial standing. Provide details of attorney's and legal advisors as well as confirmation letters from such attorney's with regard to the existence or non-existence of any pending litigation.
- 4.2.6 Furnish a copy of Insurance Cover to this proposal.

#### **4.3 Declaration of Interest**

- 4.3.2 Has any Director, Partner, Associate, Company Secretary, Senior Manager or Manager in your organisation been employed by NMB? If YES, please give details.
- 4.3.3 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