

EXIM BANK OF TANZANIA LIMITED



EXIM BANK

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Expression of Interest (EOI) – Provision of reconciliation services

Provision of Reconciliation Services for Cards
Department

Chief Operating Officer

November, 2017

November 22, 2017

[EXPRESSION OF INTEREST (EOI) – PROVISION OF RECONCILIATION SERVICES]

Exim Bank of Tanzania Limited extends an invitation to reputed & well established audit / consultancy firms on meritorious grounds to conduct a comprehensive daily financial reconciliation of the Centralized Card Operations General Ledgers on a continuous basis & submit a daily report for closing the books of accounts

EXPRESSION OF INTEREST for the Provision of Reconciliation Services for Cards Department

Details to be collected from:

An electronic version of the requested information is readily available on the EXIM Bank Tanzania website.

Sealed details & quotations, clearly marked 'EXPRESSION OF INTEREST for the Provision of Reconciliation Services for Cards Department', are to be deposited at the EXIM Bank Tanzania office address herein below:

OFFICE OF CHIEF OPERATING OFFICER

EXIM BANK TANZANIA LIMITED

3rd Floor, EXIM TOWERS,

1404/45, Ghana Avenue, Off Ohio Street, PO Box 1431

Dar-es-Salaam, Tanzania

by **30th November 2017** before **12.00 p.m. (noon)** at the above mentioned address.

Organizations or individuals (i.e.) Applicants intending to submit a proposal are to send their particulars on **Amitma@eximbank.co.tz** case any clarifications need to be communicated to all interested applicants.

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1. Purpose of this Expression of Interest (EOI)

EXIM BANK TANZANIA LIMITED (EBTL) is responsible under the regulations of Bank of Tanzania to provide Banking services across Tanzania. The Bank has a rich tradition of conceptualizing innovative digital products & solutions to a diverse range of customers including Retail, Small Medium Enterprises, Corporates & certain Government entities.

EXIM Bank of Tanzania Limited is a pioneer in the introduction of Tanzania National Park Cards (TANAPA) for collection of entry fees. The Bank has many firsts including the first to introduce internationally valid debit cards in partnership with Mastercard.

EXIM BANK TANZANIA LIMITED is seeking the services for the Provision of Reconciliation Services for Cards Department for daily reconciliation of Cards operations unit. Exim Bank of Tanzania Limited extends an invitation to reputed & well established audit / consultancy firms on meritorious grounds to conduct a comprehensive daily financial reconciliation of the Centralized Card Operations Department General Ledgers (GLs) on a continuous basis & submit a daily report for closing the books of accounts.

2. Scope of Assignment

- The Reconciliation Firm will perform a complete reconciliation of Card Department General ledgers on a daily basis & report the opening, closing balances to the Head of Cards Operations Unit, Chief Executive Officer & Chief Financial Officer
- The Reconciliation firm perform daily reconciliation & will obtain sign-off on the books of accounts & general ledgers from Head of Cards Operations Unit, Chief Executive Officer & Chief Financial Officer
- The reconciliation firm will provide detailed reconciliation report with the amount received from card schemes, income earned (Interchange earned, Mark-up), expenses incurred, payables to card schemes, merchant settlements, chargebacks / losses wherever applicable across all card related business lines
- EBTL will provide guidance on necessary documents, know-hows & internal operating procedures to the Reconciliation Firm in the most transparent & professional manner so that the Reconciliation Firm undertake their duties in a detailed fashion on a daily basis
- The Reconciliation firm be willing to absorb the financial loss at actuals incurred by the Bank due to negligence / deficiencies / inadequacies / misrepresentations in the reconciliation carried out by the Reconciliation firm

Deliverable and time schedule

The Reconciliation Firm is expected to be conduct the reconciliation on a daily basis from Monday to Saturday

Duration of Assignment

The contract will be for **1 year** in accordance with the Tanzania statutory regulations with possibility of extension on performance grounds & mutual consent subsequently.

Location of Assignment

The assignment will be carried out at the EXIM BANK TANZANIA LIMITED, EXIM TOWERS, 1404/45, Ghana Avenue, Off Ohio Street, PO Box 1431, Dar-es-Salaam, Tanzania.

For more information do not hesitate to send an e-mail to ***Amitma@eximbank.co.tz***

3. Conditions and Instructions

Interested applicants are to follow the following conditions and instructions:

3.1 Conditions:

EXIM BANK TANZANIA LIMITED reserves the right not to select any proposal or not to select the least expensive proposal. Furthermore, it reserves the right to accept proposals in whole or in part, to discuss or negotiate different or additional terms to those envisaged in this EXPRESSION OF INTEREST for the Provision of Reconciliation Services for Cards Department, or to amend and modify any terms of this EXPRESSION OF INTEREST for the Provision of Reconciliation Services for Cards Department. Until a contract resulting from the EXPRESSION OF INTEREST for the Provision of Reconciliation Services for Cards Department is executed, the Applicant must not disclose any details pertaining to their proposal and the selection process in whole or in part, to anyone not specifically involved in their proposal, unless written consent is secured from EXIM BANK TANZANIA LIMITED, prior to such disclosure.

The Applicant shall not issue a news release or other public announcements pertaining to details of their proposal or the selection process without the prior written approval of EXIM BANK TANZANIA LIMITED.

The selected Applicant will not divulge to any third party any of the information obtained in the course of the assignment without the prior consent of EXIM BANK TANZANIA LIMITED. The Applicant will moreover ensure that one's employees, and any other persons it may engage to assist it in the performance of its assignment, shall be similarly so bound. Information must be protected and used in accordance with the provisions of the Data Protection Act and relevant financial regulations and protocols.

3.2 Instructions for submitting the EXPRESSION OF INTEREST for the Provision of Reconciliation Services for Cards Department

Proposals shall be submitted in accordance with the format identified in **Appendix-I: Proposal Response Format**. The EXPRESSION OF INTEREST for the Provision of Reconciliation Services for Cards Department document is to be signed and initialized on each page by the legally authorized person. Any information or clarifications in connection with the EXPRESSION OF INTEREST for the Provision of Reconciliation Services for Cards Department can be obtained by sending an e-mail to **Amitma@eximbank.co.tz**

Requests for additional information or clarifications are to be submitted in writing by not later than five (3) working days prior to the closing date of the EXPRESSION OF INTEREST for the Provision of Reconciliation Services.

Submissions are to be forwarded by mail, fax or email and each request will be acknowledged. Answers in writing will be circulated to all persons or entities that have shown interest in the

EXPRESSION OF INTEREST for the Provision of Reconciliation Services not later than three (3) days prior to the date of receipt of EXPRESSION OF INTEREST for the Provision of Reconciliation Services except in the case of postponing the date for receipt of EXPRESSION OF INTEREST or withdrawing the EXPRESSION OF INTEREST for the Provision of Reconciliation Services.

Applicants are to submit one (1) copy of their EXPRESSION OF INTEREST for the Provision of Reconciliation Services response clearly marked 'EXPRESSION OF INTEREST for the Provision of Reconciliation Services', on the sealed envelope and documents are to be entitled 'EXPRESSION OF INTEREST for the Provision of Reconciliation Services'.

Together with the proposal, applicants must submit a schedule of all documents and materials forming part of the response including as per **Appendix-I: Proposal Response Format**.

Proposals are to be deposited at the OFFICE OF CHIEF OPERATING OFFICER, EXIM BANK TANZANIA LIMITED, 3rd Floor, EXIM TOWERS, 1404/45, Ghana Avenue, Off Ohio Street, PO Box 1431, Dar-es-Salaam, Tanzania by **30th November 2017** before 12.00 p.m. (noon) at the mentioned address. Late submissions will not be considered.

Any dispute, controversy or claim arising out of or relating to this contract, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the rules of the Malta Arbitration Centre as at present in force. Any references in the attached General Conditions to other arbitration procedures shall not apply.

Any objections shall be made with EXIM BANK TANZANIA LIMITED prior to the commencement of any of the services affected thereby.

3.3 Other requirements and conditions

3.3.1 The Applicant must adhere to the specifications given in this EXPRESSION OF INTEREST for the Provision of Reconciliation Services;

3.3.2 The Applicant must also ensure that the set objectives are reached in a consistent and timely manner;

3.3.3 The Applicant shall perform the services under the contract which will be executed at a later stage if selected with due care, efficiency and diligence, in accordance with the best professional practice;

3.3.4 The Applicant shall treat all documents and information received in connection with the contract as private and confidential, and shall not, save in so far as may be necessary for the purposes of the performance thereof, publish or disclose any particulars of the contract without the prior consent in writing of EXIM BANK TANZANIA LIMITED. The Applicant and its staff shall maintain professional secrecy, for the duration of the contract and after completion thereof. In this connection, except with the prior written consent of EXIM BANK TANZANIA LIMITED, neither the Applicant nor the personnel employed or engaged by it shall at any time communicate to any person or entity any confidential information disclosed to them or discovered by them;

3.3.5 Towards providing response to this Expression of Interest, the Applicant and its personnel shall respect human rights and undertake not to offend the political, cultural and religious practices prevailing in the beneficiary country;

3.3.6 The Applicant shall take all necessary measures to prevent or end any situation that could compromise the impartial and objectivity of information provided in the Expression of Interest. Such conflict of interests could arise in particular as a result of economic interest, political or national affinity, family or emotional ties, or any other relevant connection or shared interest. Any conflict of interests which could arise during the submission of this Expression of Interest must be notified in writing to EXIM BANK TANZANIA LIMITED without delay;

3.3.7 The Applicant shall furnish any person authorized by EXIM BANK TANZANIA LIMITED with sufficient information relating to their services and the work undertaken as they may at any time request;

4. Evaluation process

4.1 The Evaluation Process will be carried out by an Adjudication Team appointed by EXIM BANK TANZANIA LIMITED absolutely on merit, veracity and responsiveness of the applicant as per **Appendix-I: Proposal Response Format**

4.2 The Applicant may be requested to conduct a presentation of their proposal to further sustain their response. The Adjudication Committee reserves the right to visit the facilities offered and verify that they satisfy the needs of the activity.

4.3 The Adjudication Committee will score the applications individually, based on the following criteria:

4.4 Negotiations will commence with the preferred Applicant. If these negotiations are not successful, EXIM BANK TANZANIA LIMITED may decide to open negotiations with the other preferred Applicant. This process will be repeated as deemed necessary and/or appropriate. EXIM BANK TANZANIA LIMITED may also decide to negotiate with more than one Applicant concurrently.

4.5 EXIM BANK TANZANIA LIMITED has the right to negotiate changes, amendments or modifications to the proposal of the preferred Applicant, as submitted, without offering other Applicant the opportunity to amend their proposals.

4.6 EXIM BANK TANZANIA LIMITED reserves the right not to award the contract to any of the potential Applicant.

4.7 In the case of failure in the negotiation process with the selected Applicant, EXIM BANK TANZANIA LIMITED reserves the right to initiate negotiations with the next favorable Applicant.

Appendix – I

Proposal Response Format

Please enter the information requested in the spaces provided.

1. APPLICANT DETAILS

1a. Name of Applicant

Name of Reconciliation FIRM	VAT and PAN Numbers
Registered Address	

1b. Contact Person for the Applicant

Name		
Designation		
Address		
Telephone	Office:	Mobile No.
Fax		
Email		

1c. Registration Details

Registration No.	Date of Registration	Place of Registration

Please attach copies of registration, renewal and associations

1d. How many years has your RECONCILIATION FIRM been providing services in the following areas?

Type of service	No. of Years
Financial Reconciliation of Registered Businesses	
Reconciliation of Cards Businesses, Accounts, Management Reporting	
Consultancy services on reconciliation procedures & policies	
Implementation of Financial Planning & Regulatory Controls	

1e. Key Areas of Expertise

S.N.	Mention key Areas of Expertise
1.	Statutory Audit for Banks & Financial Institutions
2.	Debit, Credit & Prepaid Card accounting & reconciliation
3.	Providing reconciliation services to Centralized operation Units
* Give a short note on expertise acquired on the above areas demonstrated in Number of years/months	

2. FINANCIAL STATUS OF THE ORGANIZATIONS

2a. Please submit last year's audit report of the organization.

3. EXPERIENCE OF ORGANIZATION**3a. Working experiences**

Please provide no more than 3 project sheets of relevant projects carried out by your organization within the last 3 years in the format given below. Each project sheet should demonstrate experience of work in the areas mentioned in 1d above and should not be more than one page.

3a.1

Assignment name	
Total Budget :	
Location:	
Name of Client:	
Address:	
Total No. of staff assigned:	
Start Date:	
Completion Date:	
Total Duration:	
Outcome of the Project:	
Description of actual services provided:	

3a.2

Assignment name	
Total Budget:	
Location:	
Name of Client:	
Address:	
Total No. of staff assigned:	
Start Date:	
Completion Date:	
Total Duration:	
Outcome of the Project:	
Description of actual services provided:	

3a.3

Assignment name	
Total Budget :	
Location:	
Name of Client:	
Address:	
Total No. of staff assigned:	
Start Date:	
Completion Date:	
Total Duration:	
Outcome of the Project:	
Description of actual services provided:	

4. HUMAN RESOURCE

4a. Staffing

Please provide a brief profile of the key personnel of the organization in the format below.

S. No.	Name of staff	Ethnicity	Position	Education	Employment Record/ Year	Professional Qualifications & Background	Membership in Professional Societies

5. DETAILS OF EXECUTIVE BOARD OF THE RECONCILIATION FIRM

S. No.	Name	Ethnicity	Position	Education	Period of association	Professional Qualifications & Background

6. UNDERSTANDING OF PROPOSED PROJECT

Particulars	Provide responses in no more than 100 words for each question
Objective of the project (Your understanding)	
Methodology to be applied (Broad & Strategic perspective)	

Broader concept note of ideas that you have in terms of activities you wish to implement as a part of this assignment

6.1 Other Key Requirements (Highly preferred)

- The Reconciliation firm have personnel that are internationally qualified (CPA, ACCA or its equivalent) with experience in card system accounting, reconciliation and financial management and should have a minimum of five years' experience in the field with experience in statutory auditing, IFRS, GAAP
- The Firm should have strong knowledge and experience (minimum of 5 years) in conducting reconciliation of Card Unit

7. PROPOSED PLAN & COMMERCIALS

S.No	Service Description	Proposed Man Days	Total Cost (USD)

* Total Amount is required quoted in United States Dollars (USD) and inclusive of VAT

* Include annual cost projections as above for Year 1

* Please refer ***Duration of Assignment (Section 2)*** while providing the proposed plan & commercials

8. COLLATERAL REQUIREMENT, TERMINATION & MISC. NORMS

- The Firm should provide an irrevocable Bank Guarantee 25% equal to the Annual Service Fee levied to EBTL at the commencement of contract & every subsequent year in favor of EBTL. EBTL has the right to invoke the Bank Guarantee in case of observed non-compliance to contractual norms by the Reconciliation firm

- EBTL has the right to Terminate the contract on sufficient grounds of non-performance, non-compliance, misconduct, illegality, unethical behavior of the Reconciliation firm with EXIM Bank or any other clients of the Reconciliation firm by providing 30 Day notice
- All such terminations will be on writing
- This EOI is not a legal contract