

**POSB EXPRESSION OF INTEREST FOR THE SELECTION OF CONSULTANT FOR
THE CORE BANKING SYSTEM REPLACEMENT PROJECT MANAGEMENT**

EOI-06-2023



PEOPLE'S OWN SAVINGS BANK OF ZIMBABWE (POSB)

INVITATION FOR EXPRESSION OF INTEREST

**PREQUALIFICATION FOR THE SELECTION OF CONSULTANT FOR THE CORE
BANKING SYSTEM REPLACEMENT PROJECT MANAGEMENT**

1.0. BACKGROUND

The People's Own Savings Bank of Zimbabwe (POSB) wishes to engage interested and qualified consultants registered with the Procurement Regulatory Authority of Zimbabwe (PRAZ) to bid for prequalification for the management of the Core Banking System Replacement Project.

With its commitment to delivering seamless financial solutions to its customers, the bank has recognized the necessity of implementing a modern core banking system that aligns with industry best practices and supports its long-term growth strategy.

The bank is looking for an experienced Project Manager for the implementation of a core banking system.

2.0. PREQUALIFICATION CRITERIA

The service provider must: -

1. Be registered with the Procurement Regulatory Authority of Zimbabwe (PRAZ) in terms of Section 4 of the Public Procurement and Disposal of Public Assets Act Regulations (Statutory Instrument 5 of 2018).
2. Your relevant experience in managing similar core banking system implementation projects, including any notable achievements.
3. Your availability to start the project and the estimated time commitment you can dedicate to it.
4. Your project management certifications, if any (e.g., PMP, PRINCE2).
5. Any specific industry knowledge or familiarity with core banking systems that would be advantageous for this project.

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6. Your expected compensation and preferred method of engagement (e.g., full-time, part-time, contract basis).

3.0. SCOPE OF COVERAGE:

The project aims to replace the bank's existing banking system with a modern, integrated core banking system that will enhance operational efficiency, improve customer experience, and provide scalability for future growth. The implementation will involve various phases, including system analysis, customization, data migration, testing, training, and deployment.

4. RESPONSIBILITIES OF SERVICE PROVIDER

As the Project Manager, your responsibilities will include:

1. **Project Planning and Execution:** Develop a detailed project plan, including scope, timelines, deliverables, and resource allocation. Execute the plan effectively, ensuring adherence to project milestones and budget constraints.
2. **Stakeholder Management:** Identify and engage key stakeholders, including internal teams, external vendors, and senior management. Facilitate effective communication and manage expectations throughout the project lifecycle.
3. **Vendor Management:** Collaborate with the selected core banking system vendor to ensure smooth integration, timely delivery of software modules, and adherence to project specifications.
4. **Risk Management:** Identify potential risks and develop mitigation strategies. Regularly monitor project risks and implement corrective measures as required to minimize their impact on project outcomes.
5. **Team Leadership:** Build and lead a project team, including functional experts, technical resources, and business analysts. Provide guidance, support, and motivation to ensure the team's success.
6. **Quality Assurance:** Implement robust quality control processes to ensure the core banking system meets the defined functional and technical requirements. Conduct thorough testing and coordinate user acceptance testing.

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7. **Change Management:** Develop a change management strategy to address organizational and process adjustments resulting from the new core banking system. Support end-users through training and change adoption activities.
8. **Communication Planning:** Develop the communication plan and escalation within the project.
9. **Escalation Strategy:** Development of an escalation strategy that outlines the process for addressing issues and conflicts that cannot be resolved at lower levels. This strategy should define clear escalation paths, levels of authority, and criteria for escalating issues to higher management or stakeholders.
10. **Conflict Resolution:** In situations where conflicts arise, facilitating resolution through effective communication and, if necessary, escalating the issue to the appropriate level for resolution.

5. REQUIRED INFORMATION AND DOCUMENTATION

The following documents should be submitted in support of the information provided:

1. Detailed curriculum vitae of personnel who will be involved in the project accompanied by their certified educational and professional certificates.
2. Proof of registration with the Procurement Regulatory Authority of Zimbabwe (PRAZ).
3. Submit project management certifications, if any (e.g., PMP, PRINCE2).
4. Any specific industry knowledge or familiarity with core banking systems that would be advantageous for this project.
5. Your preferred method of engagement (e.g., full-time, part-time, contract basis).
6. A minimum of 3 (three) reference letters from **BANKING INSTITUTIONS** where assignments of similar scope and magnitude have been executed in the past 5 years.

6. ASSOCIATION WITH OTHER BIDDERS

Consultants are not allowed to associate with other Consultants in the form of a joint venture or a sub-consultancy to enhance their qualifications. Consultants are expected to participate as individuals.

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7. SELECTION

A bidder will be selected in accordance with the procedures specified in Part VIII of the Public Procurement and Disposal of Public Assets Act [Chapter 22:23] and Part VI of the Public Procurement and Disposal of Public Assets (General) Regulations, 2018 (Statutory Instrument 5 of 2018). **Prequalified consultants will be invited to submit their proposals on a separate document based on the Request for Proposals.** The Consultant submitting suitable proposals will be engaged on the contractual terms set out in that document and in the General Conditions of Contract governing Public Procurement and Disposal of Public Assets Act (Chapter 22:23). Copies of the Act and Regulations and the standard documentation are available on the website of the Procurement Regulatory Authority of Zimbabwe.

This opportunity is open to all Consultants who meet the criteria for eligibility as stated in Section 28 of the Act and who have the nationality of an eligible country as defined in Clause 1.10 of the General Conditions of Contract for Consultancy Services. Participation is open to both Zimbabwean and foreign bidders.

The method of selection will be Quality and Cost Based Selection in accordance with Section 59 of the Act. Financial scores will be determined by awarding 100 points to the lowest priced proposal and giving all other proposals a score which is proportionate to this.

Total scores will be determined using a weighting of 80% for technical proposals and a weighting of 20% for financial proposals.

Further information can be obtained at the address below during office hours.

Submission of Bids

A Consultant may submit only one expression of interest.

Bids must be submitted electronically in PDF format to the email address below, no later than the date and time of the deadline below. Late responses will be rejected. The Procuring Entity reserves the right to extend the submission deadline but will notify all consultants invited to submit EOI of the amended proposal submission deadline.

Date of deadline: **10 January 2024**

**Deadline Time: 1000hrs
Zimbabwean Time**

Submission address: tenders@posb.co.zw

Means of acceptance: **Electronically through email**

The bidding submission documents should be scanned as a single document bearing the tender number and description on the subject line.

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Late applications will not be considered, and no liability shall be accepted for loss or late delivery. People's Own Savings Bank (POSB) shall not be responsible for any costs or expenses incurred by consultants in connection with preparation or delivery of the application.

8. CLARIFICATION

Clarification of the expression of interest document may be requested in writing by any bidder before 14 December 2023 and should be sent to procurement@posb.co.zw to the attention of Gibson Sibanda or Hamunyari Madziwana.

The Request for Proposal or bidding document shall be issued to successfully prequalified service providers or Consultants.

9. BID OPENING

Due to covid -19 No bidders or their representatives may witness the opening of bids, which will take place at the submission address immediately following the deadline.

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Appendix A

Letter for submission of expression of interest

To: {People's Own Savings Bank}

With reference to your invitation for expressions of interest for *{insert subject and proposal reference number}*, we express our interest in bidding for a contract to provide these services.

We provide the following information in relation to the short-listing criteria:

1. Qualifications and experience of the firm: *{Insert relevant information}*.
2. Availability of appropriate skills among staff: *{Insert relevant information}*.
3. Other short-listing criteria: *{Insert relevant information}*.

We submit the following documents in support of this information *{list any documents that were requested in the invitation for expressions of interest; if no documents were requested, delete this paragraph }*.

{Delete whichever of the following statements do not apply:}

1. This firm will be the sole provider of the requested consultancy services. **or**
2. We propose to provide the requested consultancy services as part of a joint venture with *{provide the name of the joint venture partner and details of the contribution the partner would make to the required consultancy services}*. **Or**
3. We propose to engage as sub-contractors *{provide the name of the sub-contractor and details of the contribution the sub-contractor would make to the required consultancy services}*.

{In the case of 2 or 3 above} We confirm that the firm mentioned above has agreed to be associated with this expression of interest.

{Name and postal and physical address of firm submitting the expression of interest, together with name of contact person and contact details, including telephone number and e-mail address. The firm's website address should be provided, if available.}