

PEOPLE'S OWN SAVINGS BANK OF ZIMBABWE (POSB) INVITATION TO AN INTERNATIONAL TENDER.

REQUEST FOR EXPRESSIONS OF INTEREST

PREQUALIFICATION FOR THE SELECTION OF A CORE BANKING SYSTEM (E.O.I-01-2024)

The People's Own Savings Bank wishes to engage interested and qualified Original Equipment Manufacturers (OEMs) of Core Banking Systems to bid for the prequalification for the selection of a Core Banking System (CBS).

CBS should be able to facilitate seamless and consistent interaction between customers and the Bank across multiple channels such as web portals, mobile applications, USSD, WhatsApp, a call center, Bank's branches and or any other available channels.

Interested OEMs should provide information demonstrating that their Core Banking System is scalable and supports the following functionalities and capabilities, but not limited to:

- 1. Account Management** - Creating, managing, and maintaining customer accounts.
- 2. Transaction Processing** - managing transactions like deposits, withdrawals, transfers, and payments.
- 3. Customer Information Management** - Storing and managing customer personal information.
- 4. Loan Management** - Managing loan applications, approvals, disbursements, and repayments.
- 5. Deposit Management** - Managing deposit accounts, including savings, current, and fixed deposits.
- 6. Omni-channel Support** - Providing seamless, integrated banking experience across all channels including mobile, internet, agency, messaging platforms, and branch banking.
- 7. Remittances** - Managing incoming and outgoing remittances, including wire transfers.
- 8. Reporting and Analytics** - Generating various reports and analytics for business insights and regulatory compliance.
- 9. Security and Authentication** - Ensuring secure access, authentication, and authorization for users.
- 10. Integration Services** - Integrating with other payment systems, like ATM, mobile banking, and internet banking platforms.
- 11. Customer Support** - Integrated support through email, chatbots, or phone.
- 12. Treasury Management** - Managing treasury financial operations and investments.

In consideration of the above the bidder is expected to demonstrate that:

- a. The Core Banking System is compliant with internationally accepted best practices.
- b. The system has integration and interface capabilities with other systems e.g. Postilion, SWIFT, and Central Bank systems.
- c. The Core Banking System supports MasterCard and Visa services.
- d. The system is ISO 8583 and ISO 20022 compliant.

In addition, the bidder is requested to provide the following among others:

1. Detailed company profile
2. Company registration documents
3. The bidder should provide documentary evidence that they are proprietary owners of the proposed Core Banking System.
4. The bidder must demonstrate a solid banking industry track record and experience of the firm in the provision of CBS within the same scope.
5. The bidder must attach a minimum of 3 (three) reference letters from traceable Banks where the system is currently in use. Two of the reference letters must be from the banks in Africa. Reference letters should be on a signed, dated and stamped customer letterhead. Reference letters are subject to verification by the Bank and should have contact information or details.
6. The bidder must be able to make a presentation / demonstration (power-point / video or any other form) of the proposed CBS as part of the prequalification, due diligence, and final bid evaluation.
7. The bidder must be able to facilitate reference client's site visitations.
8. The bidder's site or operating offices may be subject to site visit by the Bank's evaluation team as part of prequalification, due diligence, and final bid evaluation.

Bidders must be Original Equipment Manufacturers (OEM) for the proposed Core Banking System. The Request for Proposal or bidding document shall be issued to successfully prequalified firms who will be invited to submit detailed technical and financial proposals.

Late applications shall not be considered, and no liability shall be accepted for loss or late delivery. People's Own Savings Bank shall not be responsible for any costs or expenses incurred by firms in connection with preparation or delivery of the application. Interested firms may obtain further information at the address below during office hours from 0800 hours to 1630 hours.

3 Proposals (Original + 2 copies) must be in English, enclosed in sealed envelope, clearly marked.

Expression of Interest for the selection of a Core Banking System must be delivered and deposited into the tender box at the below address not later than **12 July 2024 at 1000 hours, Central African Time**, addressed to:

The Procurement Executive
Procurement Management Unit, 15th Floor, Causeway
People's Own Savings Bank,
Corner Third Street and Central Avenue
Harare, Zimbabwe
Tel: +263 242 793831-7
E-mail: procurement@posb.co.zw
Website: www.posb.co.zw



A member of the Deposit Protection Scheme