

REQUEST FOR PROPOSALS

About NAMFISA

The Namibia Financial Institutions Supervisory Authority (NAMFISA) was established by an Act of Parliament (NAMFISA Act No. 3 of 2001).

NAMFISA is a public body established in terms of the Namibia Financial Institutions Supervisory Authority Act, 2001 (Act No. 3 of 2001), the Act, and is tasked with the responsibility of regulating and supervising the Namibian non-banking financial sector. It operates under the auspices of the Ministry of Finance, and it has no profit motive. NAMFISA's operations are wholly capitalised through the imposition of levies, registration and penalty fees on the industry it regulates.

Customer Relationship Management (CRM)

1. Background

NAMFISA has embarked on a Business Process Re-engineering project which through automation, will enhance organisational operational efficiencies. The CRM component is part of the bigger BPR project.

Hence, NAMFISA needs a Customer Relationship Management System to improve the engagement with the stakeholders we serve as this interface needs to be managed.

This will assist NAMFISA to constitute an integrated approach to CRM and create an informed, integrated view of their stakeholders and use this information to design and coordinate the delivery of services across multiple channels.

The assignment requires a successful product vendor(s) to assist NAMFISA with the technical implementation of CRM. This RFP will serve as a basis for the selection of a supplier to implement the CRM solution within NAMFISA.

2. Objectives

The proposals should clearly state how the prospective vendors can meet the following key objectives that have been identified by NAMFISA:

- 2.1. Using all available information to develop insights about the characteristics, needs and preferences of stakeholders.
- 2.2. Using these insights to configure services that reflect the needs and preferences of clearly identifiable groups of stakeholders.
- 2.3. Designing an integrated suite of channels that provides easy access and effective processes for interaction to deliver services to the right stakeholders in the most efficient way.
- 2.4. Organizing teams of employees as well as the processes and technology support to develop stakeholder insights; and configuring and delivering services across all channels so as to maintain a

comprehensive history of interactions with each stakeholder and effectively encourage stakeholders to use the most appropriate channels.

- 2.5. Creating links to other departments to share relevant stakeholder data, aggregate or align services where appropriate, share channels and source the resources to operate these capabilities responsively and consistently within the current economic constraints.

3. Required competency

The contracted consultants should have:

- 3.1 CRM knowledge and experience
- 3.2 Knowledge and experience of stated objectives

4 Response format

Proposals must specify the following information but is not limited to:

- 4.1 Introduction
- 4.2 Executive summary
- 4.3 Company information
- 4.4 Company profile
- 4.5 Overview of the company
- 4.6 Duration of contract
- 4.7 Methodology
- 4.8 Description on how the terms of Reference (TOR) will be put into practice.
- 4.9 Technical and commercial proposal

5. Expression of interest and Questions

Vendors interested in bidding for the work should express their interest to the Authority in writing by 10 July 2009 through the Procurement Committee Secretary, Ms. Ebben Kalondo on email ekalondo@namfisa.com.na.

Together with the expression vendors may ask clarification questions. These questions should be received in writing by the Procurement Committee Secretary on or before 10 July 2009. NAMFISA will respond timeously to the questions.

6. Evaluation of RFP

The evaluation to determine the successful bidder will be done in accordance with the stated requirements.

7. Submission of tender documents

The completed submission shall be delivered in the following form:

- 7.1 One (1) original, 4 (four) hard copies and 1(one) electronic copy (on CD) in Microsoft Word (MS Word) or Portable Document Format (PDF) of the RFP shall be submitted on the date of closure of the bid.
- 7.2. The original copy must be signed IN BLACK INK by an authorised employee, agent or representative of the respondent and initialised on each and every page of the information.
- 7.3. The RFP must be submitted in English.

Tenders should be deposited into the tender box at NAMFISA:

NAMFISA
1st Floor Reception
154 Independence Avenue
Sanlam Centre
Windhoek
Republic of Namibia

Tender Box Opening

The tender box shall be opened on 31 July 2009 at 15h00 Namibian Time. All bidding vendors are invited to avail themselves for the opening of the tender box. Please RSVP to the Procurement Committee Secretary.

Please note that NAMFISA reserves the right to award the Tender against bids received or to decline the award to any or all of the bidders without any further justification. Any award of business would be subject to the approval of the NAMFISA Procurement / Tender Committee. NAMFISA's general terms and conditions and financial regulations shall govern and take precedence in all aspects of the bid.

Closing date: Friday, 31 July 2009 at 14h30 Namibian Time.

