



NMB BANK PLC

REQUEST FOR PROPOSAL
("RFP")

'Sourcing of Property Valuers, Collateral Managers and Quantity Surveyors Services for NMB Bank Plc. across the Country'

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 "**Sourcing of Property Valuers, Collateral Managers and Quantity Surveyors Services for NMB Bank Plc. across the Country**"

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

The address of the Requestor is:

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

Telephone: +255 22 232366, Telefax: +255 22 2321361
procurement@nmbtz.com

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 NMB Website: www.nmbbank.co.tz [then select the Whistle Blowing Section.

1 THE REQUEST

1.1 Invitation

You, your company are hereby invited to submit a tender for “**Sourcing of Property Valuers, Collateral Managers and Quantity Surveyors Services for NMB Bank Plc. across the Country in 8 Zones - Dar es Salaam, Northern, Eastern, Western, Southern, Central, Highland and Lake Zone).**” NMB PLC will use this tender as a basis for a decision regarding the “**Sourcing of Property Valuers, Collateral Managers and Quantity Surveyors Services for NMB Bank Plc. across the Country.**” You should note that each zone will be evaluated separately and vendor will be required to bid per zone of their interest (you are also allowed to bid for more than one zone)

Accepted	Not Accepted

1.2 Obtaining the tender document

A complete set of tender document can be obtained by interested candidates from NMB Website through this link <https://nmbbank.co.tz/tenders> . You will be required to purchase the document at a non-refundable fee of TSHS. 50,000/= payable to **NMB Account No. 302040002 Account Name - Tender Fees** at any NMB Branch. The original Bank slip **MUST** be accompanied with the tender document upon submission.

Accepted	Not Accepted

1.3 Submission of Tender

The closing time and date for submission of written Tenders is on **Friday 17th May, 2019 at 1500 hours**, by that time your tender must be properly sealed and submitted to the respective NMB Zonal Offices that you are bidding for as per the addresses provided below. The tender to be marked on top of the envelope: **Sourcing of Property Valuers, Collateral Managers and Quantity Surveyors Services for NMB Bank Plc. across the Country at (MENTION ZONE YOU ARE BIDDING FOR)**. NMB PLC shall be entitled to reject any tender received after the due date and time or tender not received at the respective zone.

Dar es Salaam Zone Office,
Samora/Pamba Street (Bank House 2nd Floor),
P.O. BOX 4887,
Dar es salaam.

Northern Zone Office,
Clock Tower Branch (Sokoine/Fire Street),
P.O. BOX 1256,
Arusha.

Lake Zone Office,
Kenyatta Branch (Kenyata Road),
P.O. BOX 1580,
Mwanza.

Highland Zone Office,
Mbalizi Road Branch (Mbalizi Road Street Uhindini),
P.O. Box 792,
Mbeya.

Eastern Zone Office,
Wami Branch 2nd Floor (Uhuru Street),
P.O. BOX 1066,
Morogoro.

Central Zone Office,
PSPF Building 1st floor (18 J. Kikwete Road),
P.O BOX 888,
Dodoma.

Western Zone Office,
Tabora Branch (Mihayo Building),
P.O. BOX 681, Jamhuri Street,
Tabora.

Southern Zone Office,
Mtwara Business Centre (TANU Road),
P.O. Box 625,
Mtwara

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 Invitation for Tender.

Accepted	Not Accepted

1.4 Completeness of Tender

You are specifically required, in your Tender, to respond in writing to each of the points of Section 1 of this Invitation for Tender, 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 tender, to respond in writing to each of the points of Section 3, and 4, of this Invitation for Tender, in this sequence and with retention of the numbering system.

Accepted	Not Accepted

1.5 Language

You are requested to submit your tender in English.

Accepted	Not Accepted

1.6 Number of copies

You are requested to submit two complete sets of your tender, together with two sets of all supporting documentation.

Accepted	Not Accepted

1.7 Format of Tender

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

Accepted	Not Accepted

1.8 Misrepresentation

NMB Bank 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 Bank PLC reserves the right to terminate negotiations with you.

Accepted	Not Accepted



1.9 Clarifications

A prospective candidate requiring any clarification of the tender document may notify NMB in writing addressed to NMB Secretary Tender Committee through address provided on the invitation to tender or email procurement@nmbtz.com The Procuring entity will respond in writing to any request for clarification of the tender documents, which it receives no later than three (3) days from the date of receiving request. Any clarification of the bidding document will be communicated through the same link of obtaining the tender document and can be accessible to all prospective vendors.

Accepted	Not Accepted

1.10 Completeness of Tender

You are expected to provide to NMB PLC an accurate and complete tender as requested in more detail hereunder. Should you find the said requests incomplete or ambiguous, the responsibility rests upon you to obtain clarification from the Requestor (NMB).

Accepted	Not Accepted

1.11 Tender Official Contact

Upon release of this Tender, all vendor communications concerning this tender request should be directed to the Requestor (Secretary NMB Tender Committee). Unauthorised contact regarding this tender 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 Tender 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

1.13 Costs and Selection

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

Accepted	Not Accepted

1.15 Tender 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 tender submitted contains conflicting



information, NMB PLC at its option may either request clarification or may consider the information unresponsive.

Accepted	Not Accepted

1.16 Contract Award

NMB PLC reserves the right to appoint one Supplier for more than one zone requested subject to fulfilling the requirements set in this tender document.

1.17 Site Visit

NMB is willing to facilitate a site visit in order to ensure tender respondents have all the relevant information required to respond adequately to the tender. For those respondents that would be interested to undertake a site visit, they are kindly advised to express this requirement no later than 4 working days after the publishing of the tender. Upon receiving this request, NMB will inform the respondent of an appropriate time and date for this visit for each zone.

1.18 Validity of Tenders

Tenders shall remain valid for 90 days after date of tender opening prescribed above. A tender valid for a shorter period shall be rejected by the Procuring entity as nonresponsive.

Accepted	Not Accepted

2. STATEMENT OF REQUIREMENT

NMB has more than 200 branches and more than 150 offsite ATMs across the country divided in 8 Zones namely – Dar es Salaam Zone, Northern Zone, Lake Zone, Highland Zone, Southern Zone, Western Zone, Central Zone and Eastern Zone, NMB is looking for a service provider who will be able to provide Property Valuers & Collateral Managers services to the Bank across the country for each specified zone.

Property Valuer’s work shall involve the following scope/activities:-

- (a) The Valuer shall take high precaution in carrying out the valuation to make sure that all relevant and correct information are included and the Valuer shall be held responsible in case of any errors which could reasonably be avoided and that may expose the Client to any kind of risk. The valuer shall establish existence of the plots if in-line with details of the documents. Establish ownership status (official search). Include site plan, fully description, accommodation, services, floor/site areas and specifications. Include color photographs of the front and rear elevations in the valuation report.
- (b) The valuer shall conduct verification of the properties. I.e. making reference from survey plans and mapping department and including coordinates.
- (c) The valuer shall indicate the current open market value, replacement value, monthly rental value, FSV and insurance value.
- (d) The valuer will establish the suitability of the security and likely realization difficulties. Age and condition of the structural, type of construction and indication of building likely useful economic life. Indicate if need for immediate repairs to maintain the property.

- (e) The valuer will conduct verification of the properties. I.e. making reference from survey plans and mapping department.
- (f) The value will indicate any evidence of pollution arising from activities of the customer, any other environmental issues with potential liabilities for current and future owners.

Collateral Managers Services shall include the following scope/activities:-

- (a) The Collateral Manager shall be under an obligation to weigh/measure/verify the Goods and is not authorized to rely on the weight/quantity/quality information provided by the Depositor or any other party.
- (b) Collateral Managers shall pre-inspect and approve the storage facility, providing report to creditor on security, capacity and quality of the proposed storage facilities.
- (c) The Collateral Manager shall be required to carry out monitoring/management of the Goods from to the designated Warehouse; including verification of quantity received as indicated in the parking list/commercial invoices.
- (d) The Collateral Manager shall be under an obligation of supervising loading and transportation of Goods from one point to another as instructed by the creditor. This obligation shall also include monitoring to ensure the Goods are delivered to a named consignee.
- (e) Once the Goods arrive at the point (either port OR airport) for clearance, the Collateral Manager shall be required to monitor clearance of Goods from port/airport and thereafter storage of the same to designated warehouse as advised by the creditor.
- (f) The Collateral Manager shall be under an obligation of providing the Creditor will all port documents relating to the clearance of the Goods as evidence that the Goods have been successfully cleared from the port.
- (g) The Collateral Manager shall immediately inform the Creditor of all problems that it discovers or becomes aware of which may adversely affect the Goods, such that the Depositor and the Creditor can decide upon what measures should be taken in order to preserve the value of the Goods.
- (h) The CMA firm shall regularly (in accordance with the terms and periods agreed to with the Creditor), issue and transmit to the Creditor a Goods status report; This report will be issued using format agreed between the creditor and the collateral manager
- (i) Collateral manager should maintains at all the time a current and valid professional insurance indemnity cover indicating the bank as first loss payee.
- (j) Immediately upon arrival, acceptance and storage of the Goods in the designated Warehouse(s) as advised by creditor, Collateral manager shall issue one or more Warehouse Receipts in favour of the Creditor which shall serve as proof of receipt and deposit of the Goods into the Warehouse(s)

Quantity Surveyors Services shall include the following scope/activities:-

- (a) To determine the value of the work leading to finishing of the property basing on the drawings and current status of the building.
- (b) To provide bills of quantities in all aspects involved up to finishing of the house
- (c) To provide estimated cost of the project basing on prevailing market prices.
- (d) To provide the series of work involved in implementation of the project
- (e) To submit BOQ report to the bank in two copies whereby client will be availed with one copy.

Preliminary Examination

The Bank will examine the tenders to determine whether they are complete, with all the attachments like registration certificates, statutory certificates etc.

The Bank may waive any minor informality or nonconformity or irregularity in a proposal which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any tenderer.

Prior to the detailed evaluation, pursuant to the above paragraphs, the Bank will determine the substantial responsiveness of each tender to this RFP document. For purposes of these paragraphs, a substantially responsive tender is one which conforms to the terms and conditions of the RFP document without material deviations. The Bank's determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.

If a tender is not substantially responsive, it will be rejected by the Bank and may not subsequently be made responsive by the tenderer by correction of the nonconformity.

S/N	Mandatory Requirements	YES/NO
1	Submission of a Valid Business License	
2	Submission of VAT/Tin Registration Certificates	
3	Submission of Certificate of Incorporation	
4	Submission of compliance certificate.	
4	Submission of Professional Indemnity insurance cover with specified amount to be covered	

Detailed Evaluation.

The Bank will evaluate and compare the tenders which have been determined to be substantially responsive subject to passing preliminary evaluation.

1	Specific Experience of the company in similar works Property Valuers & Collateral Managers Services for the past three years (Minimum 3 projects – provide reference/recommendation letters)
2	Availability of potential resources to provide Property Valuers & Collateral Managers Services services to the Bank
3	Understanding of assignment (Methodology to be used) - Please submit a signed and Stamped procedures and methodology of executing the services which will forms part of the contract.
4	Submission of Audited Financial Statements for the last three years
5	Proper presentation of your bid

Due Diligence will be conducted for assessment of the bidders' ability to perform the work. The Bank shall examine the following aspects:-

- a) The bidder's **capacity** to discharge duties of similar nature and magnitude comparable to the Bank.
- b) **Quality** of service offered by the bidder established through reference checks from previous clients.

3. COMMERCIAL REQUIREMENT

3.1 Capability

- 3.1.1 Please indicate where you have fulfilled similar requirements on other completed or ongoing projects of a similar nature, 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

3.1.4

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

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 would be recommended in your proposal

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

3.2 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.

3.3.2 Please describe your solution delivery and project management methodology/framework

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 fee pricing model in a sealed separate envelope.

Tenderers Name -----

Authorized signature-----

Stamp-----

Date-----

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 two years.

4.2.3 Furnish balance sheets/financial statements for the last two 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.