



### Vision

To be the catalyst in transforming the agricultural sector where every Namibian enjoys a quality life.

### Mission

To provide affordable and sustainable innovative financial solutions towards socio-economic development in Namibia.

### Core Values

- Customer Service
- Accountability
- Professionalism
- Fairness
- Integrity
- Transparency

## Did YOU know?

Agribank specializes in financing the entire value chain from land acquisition, production inputs, harvesting, transporting, processing and marketing of the products at competitive interest rates.

**Windhoek Head Office**  
(061) 207 4111  
info@agribank.com.na

**Katima Mulilo**  
(066) 252 060  
katima@agribank.com.na

**Mariental**  
(063) 242 818  
southern@agribank.com.na

**Midland**  
(061) 207 4202  
midland@agribank.com.na

**Otjiwarongo**  
(067) 304495/6/7  
otjeroku@agribank.com.na

**Oshakati**  
(065) 221 358  
oshakati@agribank.com.na

**Rundu**  
(066) 255 645  
kavango@agribank.com.na

# INVITATION FOR BIDS



## Project Name:

**Business Process Management (BPM) & Customer Relationship Management (CRM)**

## Reference No: G/OIB/AGRI –01/2017

**IFB Title: Provision, Implementation and After Sales Support of Business Process Management (BPM) and Customer Relationship Management (CRM) Software**

- Bids are invited through Open International Bidding (OIB) procedures for Provision, Implementation and After Sales Support of Business Process Management (BPM) including Customer Relationship Management (CRM) Software. The invitation is also open to all Namibian bidders.
- Interested eligible bidders may inspect the Bidding Documents at the address given below.
- Qualifications requirements include: Technical, financial, legal and other requirements. A margin of preference for certain goods manufactured domestically shall not be applied. Additional details are provided in the Bidding Documents.
- Case Management
- Customization (Build/Configuration): No-Code/Low-Code App Development
- Document Management System
- Document Generation (Training Material/ System Documentation)
- System Integration

### 3.2.2 CRM Software Features:

Sales, Customer Services and Marketing

### 3.3 Financial Requirements Inter alia:

- Bid Security (Bank Guarantee)
- Performance Security (Bank Guarantee)

### 3.1 LEGAL Requirements Inter alia:

- Copy of Company Registration documents with the Ministry of Trade & Industry (Namibia) or equivalent documents if from foreign company.
  - Original Good Standing Certificate of good standing with Inland Revenue (Namibia) or equivalent documents if from foreign company.
  - Original Good Standing Certificate for Social Security Commission (Namibia) or equivalent documents if from foreign company for this bidding purpose.
  - A Valid Affirmative Action Compliance Certificate) or equivalent documents if from foreign company for this bidding purpose.
  - Authorization/ Certification by Manufacturer to provide this service.
- A complete set of Bidding Documents in English may be purchased by interested bidders, upon payment of a non-refundable fee of N\$ 1,000.00 including VAT. The method of payment will be Cash or EFT.
  - Bids must be delivered to Agribank Head Office, Reception, Ground Floor on or before 11:00 AM (Namibian time), 6th November 2017. Electronic bidding will be permitted. Late bids will be rejected. Bids will be opened in the presence of the bidders' representatives who choose to attend in person at Agribank Head Office, First Floor at 11:00 AM (Namibian time), 6th November 2017. All bids must be accompanied by a Bid Security of 10% of the total bided prize.
  - The address(es) referred to above is(are):  
Agricultural Bank of Namibia,  
Website: <http://agribank.com.na/page/tenders>

### 3.2 Technical Requirements Inter alia:

#### 3.2.1 BPM Software Features

- Process Design; Mapping, Process Repository, Business Process Hierarchy (Architecture), business rules simulation.
- Process Management: Process Analysis, Process KPI setting and tracking, Real-Time Process Monitoring/Business Activity Monitoring.

### Enquiries:

#### Administration:

Okeri Mbingeneeko,  
Tel: +264 61 207 4327, tenders@agribank.com.na

#### Technical:

Mr. Jephtha Kazondovi,  
Tel: +264 61 207 4302, tenders@agribank.com.na