



**CRDB BANK BURUNDI S.A.
("CRDB")**

**REQUEST FOR PROPOSAL
("RFP")**

"RFP for Supply and installation of 5(five) ATM and supply of ATM Spare parts. "

The content of this document is strictly confidential. You are authorized to use this document only in preparing a response to this CRDB Request ONLY."

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

The address of the Requestor is:

CRDB BANK BURUNDI S.A.
Head Office,
Rohero I, Chaussée du Prince Louis Rwagasore, No 490/A
P.O. Box 254, Bujumbura, Burundi
Tel: +257 (0) 22 277 769
Email: mtcburundi@crdbbank.co.bi
Website: <http://www.crdbbank.co.bi>

Please escalate your concerns confidentially about any unacceptable practices by any Bank staff involved in this RFP through the following channels:
whistleblowing@crdbbank.co.bi



RFP SCHEDULE – SOURCING PLAN SUMMARY

| No. | Particulars | Details Date (Time) |
|-----|---------------------------------------|---------------------|
| 1 | Start date of supply of RFP document | 16/04/2026 |
| 2 | Last date for Submission of Queries | 17/04/2026 |
| 3 | Last date for supply of RFP Document | 17/04/2026 |
| 4 | Last date and time for RFP Submission | 04/05/2026 at 16h00 |
| 5 | Date and time for opening of all bids | 05/04/2026 at 15h00 |



1. THE REQUEST

1.1 Invitation

You, your company are hereby invited to submit a Proposal for, “supply and installation of five ATM & supply of ATM spare parts for **CRDB Bank Burundi**.” You will use this Proposal as a basis for a decision regarding the Request for Proposal for, “**SUPPLY AND INSTALLATION OF (FIVE) 5 ATM & SUPPLY OF ATM SPARE PARTS FOR CRDB BANK BURUNDI**”

| Accepted | Not Accepted |
|----------|--------------|
| | |

1.2 Schedule for decision-making

The closing time and date for written Proposals is on **27/04/2026** at 16h00 by which time your Proposal must be delivered by email only to the authorized email mtcburundi@crdbbank.co.bi

The Email subject to be marked as : **REQUEST FOR PROPOSAL FOR, “ SUPPLY AND INSTALLATION OF (FIVE) 5 ATM & SUPPLY OF ATM SPARE PARTS FOR CRDB BANK BURUNDI.”** CRDB BANK BURUNDI S.A. shall be entitled to reject any Proposal received after the due date and time.

| Accepted | Not Accepted |
|----------|--------------|
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1.3 Disclosure of reasons

CRDB BANK BURUNDI S.A. reserves the right not to disclose any of its reasons for the taking of decisions resulting from this Request for Proposal.

| Accepted | Not Accepted |
|----------|--------------|
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1.4 Completeness of Proposal

You are specifically required, in your Proposal, to respond in writing to each of the points of Section 1& 2 of this Request for Proposal, in this sequence and with retention of this numbering system. Your responses could consist of, "Accepted" or "Not Accepted", together with an associated or supporting statement where appropriate.



You are also required, in your Proposal, to respond in writing to each of the points of Section 3 and 4 of this Request for Proposal, in this sequence and with retention of the numbering system.

| Accepted | Not Accepted |
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1.5 Language

You are requested to submit your Proposal in English.

| Accepted | Not Accepted |
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1.6 Number of copies

You are requested to submit one encrypted complete set of your Proposal and come with the passwords during the opening day. Electronic copy, in MS-Word format, is requested under the understanding that the electronic document will have official status.

| Accepted | Not Accepted |
|----------|--------------|
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1.7 Format of Proposal

You are requested to submit your Proposal in A4 format, with printing on one side of a page only. The proposal not limited to however should provide the following:

- i. Technical Proposal covering functional and Non-Functional requirements articulated in **Section 2 of this RFP.**
- ii. Financial Proposal for the provision of the referred service as described in the pricing Section of this RFP.

| Accepted | Not Accepted |
|----------|--------------|
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1.8 Misrepresentation

CRDB Bank Burundi S.A, decision-making process, will largely be reliant upon the information supplied by you. Should it be found that aspects of such information are incomplete, untrue or misleading, CRDB Bank Burundi S.A. reserves the right to terminate negotiations with you.

| Accepted | Not Accepted |
|----------|--------------|
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1.9 Access to CRDB BANK BURUNDI S.A.

You may require access to persons, departments, or building of CRDB Bank Burundi S.A. in order to acquire further information for the preparation of your response to this Request for Proposal. You are requested to arrange such appointments through the office of the Secretary of the Management Tender Committee through the following email address

BURUNDI_PROCUREMENT@crdbbank.co.tz

| Accepted | Not Accepted |
|----------|--------------|
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1.10 Completeness of Proposal

You are expected to provide to CRDB Bank Burundi S.A. an accurate and complete Proposal as requested in more detail hereunder. Should you find the said requests incomplete or ambiguous, and then the onus rests upon you to obtain clarification from the Requestor.

CRDB Bank Burundi S.A. will require that any omissions by you or mistakes on your part in this regard be rectified within a time scale agreed to by CRDB Bank Burundi S.A.

You are expected to make an unequivocal statement to this effect in your Proposal, since CRDB Bank Burundi S.A. will require that such an undertaking be included in any contractual agreement, which may result from the selection process.

| Accepted | Not Accepted |
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1.11 RFP Official Contact

Upon release of this RFP, all supplier communications concerning this Proposal request should be directed to the RFP Requestor. Unauthorized contact regarding this RFP with other CRDB Bank Burundi S.A. employees may result in disqualification. Any oral communications will be considered unofficial and non-binding to CRDB Bank Burundi S.A. You are to rely only on written statements issued by the RFP Requestor.

| Accepted | Not Accepted |
|----------|--------------|
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1.12 Influencing

It is specifically brought to your attention that any attempts at influencing CRDB BANK BURUNDI S.A. decision-making process outside of the Management Tender Committee responsible, may lead to disqualification.

| Accepted | Not Accepted |
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1.13 Costs and Selection

All costs incurred by you in preparing the Proposal and providing any additional information to CRDB Bank Burundi S.A. shall be borne by you. The issuance of this RFP does not obligate CRDB Bank Burundi S.A. to accept any of the resulting Proposals. CRDB Bank Burundi S.A. makes no commitments, implied or otherwise, that this RFP process will result in a business transaction with one or more of the suppliers.

| Accepted | Not Accepted |
|----------|--------------|
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1.14 Contracts

If you are successful and selected, you will be required to sign the contract, which will be under CRDB's bank standard template, and no other template will be allowed only the contract document that will be provided by CRDB.

| Accepted | Not Accepted |
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1.15 Tax Compliance

Please note the price proposal that you will provide on this RFP will be complying with the requirements of the Tax laws of the Republic of Burundi that will include but not limited to Withholding Tax and VAT.

| Accepted | Not Accepted |
|----------|--------------|
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1.16 Contract Award

CRDB Bank Burundi S.A. reserves the right to appoint more than one Supplier for all services. In the event that this contract is split, the pricing offered in your proposal will expect to be maintained. Should there be pricing differences in line with business awarded; this must be clearly stated in your proposal.

| Accepted | Not Accepted |
|----------|--------------|
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1.17 Queries should necessarily be required, please submit in the following format:



| Sr. No. | RFP Reference(s) (Section & Page Number(s)) | Content of RFP requiring Clarification(s) | Points of Clarification |
|---------|---|---|-------------------------|
| | | | |

The Bank shall not be responsible for ensuring that we have received the bidders' queries. The Bank may not entertain any requests for clarifications after the indicated date and time.

1.18 Responses to Pre-Bid Queries and Issue of Corrigendum

- a. The Bank will provide timely response to all queries. However, Bank makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Bank under take to answer all the queries that have been posed by the bidders.
- b. At any time prior to the last date for receipt of bids, Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c. The Corrigendum (if any) & clarifications to the queries from all bidders will be e-mailed to [http://www.denabank.com/ BURUNDI_PROCUREMENT@crdbbank.co.tz](http://www.denabank.com/BURUNDI_PROCUREMENT@crdbbank.co.tz)
- d. Any such corrigendum shall be deemed to be incorporated into this RFP.
- e. The request should also indicate clearly the name, address, telephone number, E-mail address of the bidder to enable the Bid to be returned unopened in case it is declared "Late".

1.19 Tender Opening

Opening shall be online, representatives of the tendering firms to identify their bonafide for attending the opening of the proposal.

1.20 Tender Validity

The offer submitted by the Bidders should be valid for minimum period of **90 days** from the date of submission of Tender.

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| Accepted | Not Accepted |
| | |

1.21 Authentication of Bids

A Letter of Authorization in the name of the signatory of the Proposal should accompany a Proposal.

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| Accepted | Not Accepted |
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1.22 Deviations

The bidder may provide deviation to the contents of the RFP document. It may be noted that once the deviations are provided, the bidder would not be allowed to withdraw the deviation submitted.

The Proposal Evaluation Committee would evaluate and classify them as “material deviation” or “non-material deviation “. In case of any material deviations, the Committee would be entitled to reject the bid.

1.23 Evaluation process

- a. The evaluation Committee constituted by the Bank shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence, may lead to rejection of bid.
- b. Decision of the evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- c. The evaluation Committee may request from the Secretary of the Management Tender Committee for meetings/presentations with the Bidders to seek clarifications on their proposals
- d. The evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- e. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

1.24 Performance Bank Guarantee (if Applicable)

Bank will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the notification of award; Performance Guarantee shall be kept valid till completion of the Project. Performance Guarantee shall contain a claim period of twelve months from the last date of validity. Selected bidder shall be responsible for extending the validity date and claim period of Performance Guarantee as and when it is due because of non-completion of the Project and Warranty period. In case, the selected bidder fails to submit Performance Guarantee within the time stipulated, Bank at its discretion may cancel the order placed on the selected bidder without giving any notice.

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| Accepted | Not Accepted |
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1.25 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event, Bank may award the contract to the next best value bidder or call for new proposals from the interested bidders. One among the attached terms will apply to your contract depending on the nature of the project i.e. Hardware, goods or services.

| Accepted | Not Accepted |
|----------|--------------|
| | |

2. Vendor Registration & Due Diligence Forms.

Fill the attached forms for Bank Indemnity and Supplier registration forms as well as KYV documents below by requesting at BURUNDI_PROCUREMENT@crdbbank.co.tz

| Accepted | Not Accepted |
|----------|--------------|
| | |

3. During RFP process and contract execution stage, all complains (non-fraud, should be channeled to BURUNDI_PROCUREMENT@crdbbank.co.tz and all fraud, corruptions, bribes and related issues should be channeled to whistleblowing@crdbbank.co.bi



4. STATEMENT OF REQUIREMENT

The Bank is looking for a vendor for **SUPPLY AND INSTALLATION OF (FIVE) 5 ATM & SUPPLY OF ATM SPARE PARTS FOR CRDB BANK BURUNDI** ”

The exercise intends to acquire the competitive service provider in the market to carry out the provision of supply and installation of 5(five) ATM & ATM spare parts for CRDB BANK BURUNDI.

4.1. BACKGROUND INFORMATION

The CRDB Burundi was established and started its operation in November 2012. CRDB Burundi through its annual budgetary plans 2026 has planned to establish a supply of 5 ATM & ATM spare parts.

4.2. OBJECTIVE OF THE ASSIGNMENT

The objective of this assignment is to supply five (5) ATMs and ATM spare parts, ensuring they meet the Bank’s operational, security, performance, and compliance requirements.

4.3. SCOPE AND LOCATION OF SUPPLY AND INSTALLATION OF (FIVE) 5 ATM & SUPPLY OF ATM SPARE PARTS FOR CRDB BANK BURUNDI.

4.3.2. (FIVE) 5 ATM Technical specifications:

- Brand (Any)

- Qty: 5 pcs

1. Cash Dispenser

- Cassette capacity: ~2,000–4,000 notes per cassette
- Number of cassettes: 4-6 (model dependent)
- Dispenser type: Stepper or roller-fed
- Cash extraction speed: ~6–8 notes/second
- Recycle bin capacity: ~1,000–2,000 notes

2. Card Reader

- EMV Chip Reader
- Magnetic stripe reader
- Contactless/NFC support (optional)

3. Display & User Interface

- Touchscreen display: 10.1” – 15” TFT LCD (color)
- Resolution: 800×600 up to 1024×768
- Keypad: PCI-PTS certified encrypting PIN pad
- Accessibility: audio jack support

4. Printer

- Thermal receipt printer
- Paper roll width: 80 mm
- Print speed: ~150 mm/sec

5. CPU & Memory



- Processor: Industrial-grade CPU (Intel or ARM based)
- Memory (RAM): 8 + GB
- Storage: 128–512 GB SSD
- Operating System: Windows

6. Security

- Safe: UL 291 / EN 1143-1 compliant options
- Encrypting PIN Pad End-to-end 3DES / AES encryption
- Anti-skimming protection
- Tamper detection sensors

7. Communication & Networking

- LAN: RJ45 Ethernet
- VPN-ready, FTP/Secure FTP
- Protocols supported: ISO 8583 / TCP/IP

8. Power

- Input voltage: AC 220–240 V (typical)
- Power consumption: ~150–500 W (varies by model & usage)

Please note that these ATMs must be equipped with the following additional modules:

- Contactless reader (RFID/NFC)
- Biometric scanner (fingerprint/face)
- Barcode/QR code scanner

4.3.3 List of spare parts we need

| NO. | Part Number | Description | Qty |
|-----|--------------|---------------------|-----|
| 0 | 445-0701328 | EPP | 4 |
| 1 | 445-0749331 | Dispenser board | 4 |
| 2 | 445-0753508 | SNT | 4 |
| 3 | 445-0761204 | Carriage | 4 |
| 4 | 277-0009574 | Suction cups | 100 |
| 5 | 009-0031444 | Card reader | 4 |
| 6 | 445-0731632 | Main motor | 3 |
| 7 | 445-0736562 | Bill Aligner module | 3 |
| 10 | 445-0770628 | Misano pcore | 2 |
| 11 | 445- 0756222 | Cassettes | 4 |
| 13 | 009-0025163 | Customer display | 2 |
| 14 | 445-0753129 | Operator Panel | 4 |
| 15 | 445-0756286 | S2 Pick module | 2 |
| 17 | 009-0023876 | Journal printer | 2 |



Proposals will be evaluated based on the following criteria:

- Cost-effectiveness
- Technical capability
- Cost of maintenance and support
- Experience in the Bank Industry
- Quality of customer service
- References from similar-sized companies

4.4. Terms and Conditions

This RFP is not an offer to contract. Acceptance of a proposal neither commits the Bank to award a contract to any vendor, even if all requirements stated in the RFP are met, nor limits our right to negotiate in our best interest. The Bank reserves the right to contract with a vendor for reasons other than the lowest price. The Bank will thoroughly examine each proposal for the best price, product quality, performance measures, flexibility, and customer support.

4.4.1 Warranty

The supplier must provide a minimum three (3) year manufacturer warranty for all ATMs.

LANGUAGE AND REPORTING STRUCTURE

All correspondences and Reports shall be done in English language unless circumstances dictates that such communication be conducted in French.

AS PART OF THE TECHNICAL AND FINANCIAL EVALUATION OF PROPOSALS, PLEASE INDICATE THE FOLLOWING DETAILS IN YOUR PROPOSAL:

- a) submit a Company Profile
- b) Submit a detailed relevant experience with evidence attached (at least three (3) copies of current *Contracts, LPOs, and Recommendation letters*) including customers served before and type of work undertaken.
- c) Location of regional offices (HQ & Branches if Any)
- d) Annual reports / audited financial reports for the past *three (3) years General*.
- e) Current year Annual return certificate, where applicable.
- f) Submit legal certificates together with Regulatory, Government Board or Agency certificate required for such goods/services.
- g) Valid and Relevant business license as applicable.
- h) Current year Tax Clearance certificate

5. COMMERCIAL REQUIREMENT

5.1. Capability



- 5.1.1. Please indicate where you have fulfilled similar requirements on other completed or ongoing projects of a similar nature, type, scale and / or complexity before.
- 5.1.2. If you have, how would you classify your performance? What problems arose, and how will they be avoided on this contract?
- 5.1.3. Provide at least three references from current clients who have similar arrangements relating to implementation of similar assignment.

| | Reference Number 1 | Reference Number | Reference Number 3 |
|-----------------|--------------------|------------------|--------------------|
| Client | | | |
| Contact's Title | | | |
| Phone | | | |

- 5.1.4. What do you believe are your firm's strengths? What do you believe are the challenges you face? -
- 5.1.5. What do you believe are the challenges you face?
- 5.1.6. Please describe the 3 most recent customer complaints and how you resolved them. –

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 CRDB to take into consideration while evaluating your ability to perform this contract).

- 5.1.7. Explain on whether the use of other parties or subcontractors by the third party would be recommended in your proposal.
- 5.1.8. Explain the Scope of your internal controls, systems and data security, privacy protections and audit coverage.
Give details on Knowledge of relevant consumer protection controls that are applicable in your procedures. –
- 5.1.9. Business Continuity Management (BCM) plan and Policy for ICT related Vendors only for services and support. Please show the BCM plan and policy, attach for evidence.

5.2. Service Provisioning and Management

- 5.2.1. Please describe your proposed account management structure for the CRDB Contract. -
- 5.2.2. Please describe your proposed staffing plans in respect of the CRDB Contract. -

5.3. Quality Process

- 5.3.1. 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.

Please describe your solution delivery and project management methodology/framework including the recommended project organizational structure and governance framework-

5.3.2. Supplier Organization

- 5.3.3. Provide a complete description of all third parties / consortia members to this tender, i.e. Foreign suppliers, local suppliers and or agencies involved in this bid.

- 5.3.4. Clarify how third parties' / consortia members will be organized and managed.
- 5.3.5. 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 |
|---|-------------------|---------------------------|
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| | | |

Who will have overall responsibility for delivery e.g. single contractor, joint venture?

- 5.3.6. Describe how you will manage third parties / consortia members in the supply chain.
- 5.3.7. How will you manage your supplier's performance?
- 5.3.8. Please indicate whether third parties' / consortia members have worked together before and give details.
- 5.3.9. Describe your business resumption strategy and contingency development plans. -

7. SUPPLIER SPECIFIC INFORMATION

6.

6.1. 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.

- 6.1.1. Please describe the vendor's background, including how long it has been in business.

| | |
|--|--|
| Date of Incorporation | |
| Country of Registration | |
| Business Registration Number (RC) | |
| Vat Registration Number TIN NUMBER (NIF) | |

- 6.1.2. Are there any current directors serving on boards of other organizations?

| Names of Directors | Name of organization |
|--------------------|----------------------|
| | |
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| | |

- 6.1.3. Please supply a detailed organ gram, disclosing all related holding companies, subsidiaries and associates clearly showing the respective shareholding.
- 6.1.4. **Pricing**–Please submit your competitive pricing in a separate proposal.

6.2. 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.

- 6.2.1. Characterize your company's financial performance for the last three years.
- 6.2.2. Furnish balance sheets/financial statements for the last three years.
- 6.2.3. Specify whether there is any pending or threatened claims that could affect your financial standing. Provide details of attorney's and legal advisors as well as confirmation
- 6.2.4. Letters from such attorneys with regard to the existence or non-existence of any pending litigation.

6.3. Declaration of Interest

- 6.3.1. Has any Director, Partner, Associate, Company Secretary, Senior Manager or Manager in your organization been employed by CRDB Bank? If YES, please give details.
- 6.3.2. Does any Director, Partner, Associate, Company Secretary, Senior Manager, Manager or any person connected with this 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.