



REQUEST FOR EXPRESSION OF INTEREST FOR THE PROVISION OF INTERNET BANKING SYSTEM FOR NATIONAL SAVINGS AND CREDIT BANK

Name of Country: Zambia

Name of Project: Supply, installation, and maintenance of Internet Banking system

Date: 14th January 2026

Name of Assignment: Consultancy Services for Supply and Implementation of internet banking system for NATSAVE BANK

1. A Financial Service Provider, providing full banking products and services has funds set aside and intends to apply part of its proceeds towards payments under the contract for Supply and Implementation of Internet Banking System.
2. OBJECTIVE/SUMMARY SCOPE OF WORK

The main objective of this project is to implement a robust, secure, and user-friendly Internet Banking platform that enables customers to access a wide range of banking services online, including but not limited to:

- a) Account inquiries and statements
- b) Funds transfers (internal and external)
- c) Bill payments and airtime purchases
- d) Loan applications and repayments
- e) Card management and service requests
- f) Notifications and alerts
- g) Customer onboarding process
- h) Regulatory Payments (such as ZRA, NAPSA, NHIMA, etc.)
- i) Bulk payments
- j) Self-registration -Retail customers
- k) Standing Orders
- l) Virtualisation and reports
- m) Trouble shooting and Error definitions

INVITATION

The Bank now invites eligible consultants to indicate their interest in providing these services. Interested consultants must provide the following information to be considered:

1. Must provide Certificate of Company Registration,
2. Must Provide Valid 2026 Tax Clearance Certificate from ZRA
3. Must Provide Valid 2026 NAPSA Certificate
4. Must Provide Valid 2026 PACRA printout showing all the shareholders of the company.
5. Must Provide proof of having experience in similar works, or comparable projects or assignment from Three institutions of similar size as NATSAVE Bank
6. General experience of the firm(s) in undertaking similar assignments
7. Evidence showing technical expertise and experience of the firm in undertaking and implementing similar systems

Interested Bidders may obtain further information at the address below during office hours i.e. 08.00 to 13.00 hours and 14.00 hours to 17.00 hours.

Expression of interest must be submitted IN THE TENDER BOX ON THE FIRST FLOOR AT SAVERS HOUSE ON OR BEFORE FRIDAY 14TH FEBRUARY ,2026 before 10:00 hours.

**The Secretary Procurement Committee,
National Savings and Credit Bank,
Plot No. 248B, Cairo Road,
P.O.Box 30067,
Lusaka
Phone: +260 211 241 517**

**Email: Mwila.Chibwe@natsave.co.zm
Roydd.Mumba@natsave.co.zm
Hope.Banda@natsave.co.zm**