

EXIM BANK (TANZANIA) LIMITED

EXPRESSION OF INTEREST (EOI)

Implementation of an AI-Enabled Retail Digital Transformation Platform with Internet Banking and Mobile Application

Date: 04 August 2026

1. Exim Bank (Tanzania) Limited, one of Tanzania's leading commercial banks since its establishment in August 1997, continues to provide high-quality banking services across its presence in five countries: Tanzania, Uganda, Comoros, Djibouti, and through its Representative Office in Ethiopia. Over the past 29 years, the Bank has built strong brand equity through its relationship-driven approach and commitment to delivering superior customer service with faster turnaround times. This has enabled the Bank to cultivate a loyal customer base while strengthening its market position.
2. Exim Bank (Tanzania) Limited invites Expressions of Interest (EOI) from eligible and qualified firms for the supply, installation, integration, testing, commissioning, and support of an **AI-Enabled Retail Digital Transformation Platform, including Internet Banking and Mobile Banking applications.**
3. **Scope of Work**

The successful vendor shall provide a comprehensive digital banking solution that includes, but is not limited to, the following:

Digital Banking Platform

Provide a complete retail digital banking platform supporting customer onboarding, self-service capabilities, payments, fund transfers, and digital service requests.

Internet and Mobile Banking

Deliver modern Internet Banking and Mobile Banking applications offering comprehensive retail banking services with a consistent and seamless user experience across all channels.

AI-Enabled Capabilities

Incorporate built-in Artificial Intelligence (AI) capabilities, including but not limited to:

- Virtual assistants and chatbots
- Customer Personalized experiences
- Intelligent recommendations
- Service automation
- AI-powered customer engagement and support

Integration and Security

- Integrate seamlessly with the Bank's existing systems.
- Comply with applicable regulatory, cybersecurity, and information security requirements.
- Support secure authentication, authorization, encryption, audit trails, and fraud monitoring.

UI/UX Flexibility

Enable the Bank to independently manage, configure, and customize the user interface (UI) and user experience (UX) without reliance on the vendor.

Agentic AI Capability

Provide functionality that enables the Bank to design, configure, deploy, and manage AI agents internally without requiring vendor intervention.

Super App Capability

Support embedded mini-app functionality to facilitate future expansion into a Super App ecosystem, allowing the Bank to integrate and manage additional digital services within a unified platform.

Headless and API-First Architecture

- Be developed using a headless, API-first architecture that enables:
 - Flexible integration
 - Channel independence
 - Scalability
 - Faster deployment of new digital products and services
 - Open API interoperability

4. Eligibility Requirements

Interested firms shall submit the following documents:

- Legal documents for companies such as license, TIN & VAT certificates, director's ID, and information.
- Company profile.

- Evidence of a minimum of ten (10) years' experience in delivering similar solutions.
- A list of at least three (3) successfully completed projects within the banking or financial services sector.
- Client reference list, including contact details.
- Any relevant certifications, partnerships, or accreditations related to the proposed solution

5. Enquiries

Interested vendors may obtain further information from:

Administration Office

4th Floor, Exim Towers
1404/45 Ghana Avenue (Off Ohio Street)
P.O. Box 1431
Dar es Salaam, Tanzania

Office Hours:

Monday to Friday, 9:00 a.m. to 3:00 p.m. (excluding public holidays)

Email enquiries may be sent to:

adminprocure@eximbank.co.tz

6. All requests for clarification regarding this Expression of Interest must be submitted in writing to the above email address no later than **17 August 2026**.
7. Only shortlisted vendors will be invited to participate in the subsequent Request for Proposal (RFP) process.
8. Interested vendors shall submit their Expressions of Interest electronically, together with all supporting documentation, to: Email: adminprocure@eximbank.co.tz. **Submission Deadline: 21 August 2026 at or before 5:00 p.m. (East Africa Time)**
9. Late submissions, incomplete submissions, or submissions that do not meet the stated requirements shall not be considered for evaluation.

Procurement Unit
For: Chief Executive Officer
Exim Bank (Tanzania) Limited