

Invitation to bid for a CRM system

The National Bank of Pakistan (NBP), Americas Region, is inviting proposals from interested parties to submit proposals for a CRM system.

The CRM system should include the following:

- A simple user interface with many-to-one account viewing and one-click to anywhere navigation
- Customizable menus, tables and desktop based on user or role
- A comprehensive help engine, online manuals, FAQs and online instructional and 'How To' video tutorials?
- A self service portal and knowledgebase for on-demand support
- Import wizard to quickly import files, contacts, activities, opportunities and more from legacy systems
- Synchronization of emails, activities and items with MS Outlook
- Customer queries automatically assigned to sales staff based on various criteria
- Ability to automatically notify customer service representative of new customer queries and complaints
- Integration with MS Outlook
- Customer complaints and query logging and tracking
- E-mail templates can be used to send personalized e-mails to individual contacts based on an activity or inactivity?

The last date for acceptance of proposals from interested parties is May 07th 2010.