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# ESWATINI HOUSING BOARD

## EXPRESSION OF INTEREST


### EOI NO.3 OF 2026/2027- Customer Relationship Management

Eswatini Housing Board  
5<sup>th</sup> Floor, Sibekelo Building No.2  
Mbabane Office Park,  
Mhlambanyatsi Road  
Mbabane

Date of Issuance: 19<sup>th</sup> May 2026

Submission date: 9<sup>th</sup> June 2026



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### **EOI NO.3 OF 2026/2027- Customer Relationship Management**

Eswatini Housing Board wishes to invite regional service providers to express interest in the supply, configuration, customization, and implementation of an integrated Customer Relationship Management (CRM) System.

EOI documents can be downloaded from EHB website [www.ehb.co.sz/tenders.php](http://www.ehb.co.sz/tenders.php) and from ESPPRA website [www.esppra.co.sz](http://www.esppra.co.sz) from Tuesday, 19<sup>th</sup> May 2026 to Tuesday, 9<sup>th</sup> June 2026.


EOI documents must be returned to EHB and deposited in the designated tender box at the 5<sup>th</sup> floor Sibekelo Building No.2, Mbabane, EHB reception on or before **12:00 noon on 9<sup>th</sup> June 2026**. EOI submissions should be in a sealed envelope marked with the **"EOI name"** and addressed to **"The Secretary, EHB Tender Committee, P.O. Box 798 MBABANE"**. Late and emailed EOI will not be considered.

Service Providers must submit two (2) EOI documents, one (1) original and one (1) copy. The document must contain the following documents:

- Certified copy of Trading License or Equivalent
- Current Original and Valid Tax Compliance Certificate
- A copy of Certificate of Incorporation and Form J or Equivalent
- Latest Audited Financial Statements
- Certified ID copies for Directors
- Police clearance for Company Directors or Affidavit
- Certified copy of Labor Compliance Certificate or Equivalent
- Eswatini National Provident Fund (ENPF) Compliance Certificate or equivalent if outside Eswatini.
- Detailed company profile
- Three trade reference letters
- Power of Attorney
- Declaration of Eligibility

It is EHB's sole discretion to shortlist or not to shortlist any of the service providers nor will EHB be bound to give reasons for not shortlisting any or all service providers.



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## **1. INSTRUCTION TO SERVICE PROVIDER**

### **1.1 Introduction**

Eswatini Housing Board wishes to invite suitably qualified and experienced vendors to express interest in the supply, configuration, customization, and implementation of an integrated Customer Relationship Management (CRM) System.

The CRM is intended to unify customer-facing processes across property development, property management, rentals, sales, tenant/debtor management, enquiries, and after sales service. The solution will centralize customer information, streamline workflows, improve service delivery, and provide complete visibility of customer interactions across the organisation.

### **1.2 Terms of Reference**

#### **1.2.1 Purpose**

The primary objective of this initiative is to improve communication efficiency, and enhance staff mobility, and reduce ongoing telecommunications expenditure, while ensuring that business communications remain professional, reliable, and appropriately governed.

This EOI process shall not constitute a contract award process, and no contractual obligation shall arise from this exercise. Only firms that meet the minimum requirements and are shortlisted shall be invited to participate in the subsequent procurement stage.

Shortlisted firms shall be invited to participate in a Limited Tendering / Request for Proposals (RFP) process. The subsequent procurement stage shall include the issuance of detailed bidding documents outlining the technical specifications, scope of services, contractual terms, and evaluation criteria.

Progression to the subsequent procurement stage shall be based on:


- Compliance with the mandatory submission requirements;
- Achievement of the minimum technical threshold as determined during evaluation.

Only shortlisted firms shall receive the subsequent solicitation documents.

#### **1.2.2 Scope of service**

The CRM must support the full breadth of EHB operations, including:



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### **(i) Customer & Lead Management**

- Centralized customer profile management including KYC information, supporting documents, household details, and customer history
- Interaction and communication tracking across all customer touchpoints and business processes
- Multi-channel enquiry management including walk-ins, telephone, email, website, and digital platforms
- Lead capture, qualification, assignment, status tracking, and sales funnel management
- Workflow automation for follow-ups, reminders, escalations, and lead conversion processes

### **(ii) Housing Applications & Allocation**

- Online and in-person housing application submission capabilities
- Upload and management of supporting documentation
- Application vetting and validation workflows
- Eligibility verification based on configurable business rules and approval gateways
- Unit allocation workflow with reservation management and automatic reservation expiry (e.g., 5-day expiry period)
- Audit trail for approvals, rejections, and allocation decisions

### **(iii) Tenant & Debtor Management**

- Tenant profile and tenancy Lifecycle Management
- Complaints, disputes, and violations workflow management
- Debtor management including automated notices, payment reminders, and escalation tracking
- Scheduling and recording of debtor meetings and payment agreements
- Legal handover workflow and status tracking for delinquent accounts

### **(iv) Sales & 99-Year Lease Processes**

- End-to-end lead-to-sale pipeline management
- Quotation generation and tracking
- Agreement of Sale preparation and approval workflows
- Conveyancing and transfer progress tracking
- 99-year lease administration including booking, lodgment, registration, and cession workflows
- Monitoring and reporting of sales and lease transaction status

### **(v) Inspections & Snag Management**

- Mobile-enabled property inspections with offline capability where applicable
- Mandatory photo capture and attachment during inspections



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- Digital inspection checklists and compliance verification
- Snag logging, assignment, rework tracking, and clearance workflows
- Inspection history and reporting functionality

**(vi) Communications & Feedback**

- Automated SMS and email notifications for reminders, updates, notices, and alerts
- Customer feedback and satisfaction survey capture
- Feedback reporting, trend analysis, and analytics dashboards
- Escalation and response tracking for unresolved customer issues

**(vii) Reporting & Dashboards**

- Real-time operational dashboards and management reporting
- Lead, allocation, rental, sales, and debtor pipeline analytics
- Customer satisfaction and Net Promoter Score (NPS) trend reporting
- Compliance, audit, and performance monitoring reports
- Exportable reports in common formats (PDF, Excel, CSV)

**1.2.3 Integration Requirements**

The CRM must integrate with existing EHB systems, including:

- Microsoft Dynamics 365 Business Central for finance, billing, receipts, and payment status synchronization
- Electronic Documents and Records Management System (EDRMS) – SharePoint integration for document storage and retrieval
- Field inspection applications for inspection photos, checklists, and snag management
- Property Register/GIS systems for unit availability, location mapping, and property attributes
- Email and SMS gateways for automated notifications and communication workflows
- APIs or middleware solutions to support secure and scalable integrations

**1.2.4 Non-Functional Requirements**

Vendors must demonstrate the system's ability to meet the following:

- High system availability with a target uptime of at least 99.5%
- System performance with average response times below 2 seconds under normal operating conditions
- Scalability to accommodate future growth in users, properties, and transactions
- Robust security controls including:
  - Role-based access control
  - Field-level security restrictions
  - Audit logging and activity tracking



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- Secure authentication mechanisms
- Compliance with applicable data protection and confidentiality requirements, including execution of Non-Disclosure Agreements (NDAs) where required
- Backup, disaster recovery, and business continuity capabilities
- User-friendly and intuitive interface accessible across desktop and mobile devices

### **1.2.5 Deployment Model Requirement**

EHB prefers a cloud-based CRM deployment model to ensure scalability, reduced infrastructure maintenance, and improved accessibility. However, hybrid deployment models will also be considered where necessary to address integration, regulatory, or operational requirements.

### **1.2.6 Technical Proposal (High Level)**

- Proposed CRM platform and underlying technologies
- System architecture and deployment model
- Approach to implementation, configuration, and customization
- Integration methodology with existing EHB systems
- Data migration strategy including cleansing, validation, and migration approach
- User training and change management approach
- Post-implementation support and maintenance arrangements

### **1.2.7 Relevant Experience**

- At least three (3) similar CRM implementations within the housing, utilities, government, property management, or real estate sectors
- Proven experience in workflow automation and systems integration
- Traceable client references for completed assignments

### **1.2.8 Project Team Profiles**


- Proposed Roles and responsibilities of key personnel
- Relevant experience in similar assignments- minimum of three (3) years
- Academic qualifications and professional certifications- BSC Software Engineering/BSC Computer Science/Microsoft Certified Developer Associate/Microsoft Dynamics 365 CRM or related
- Technical expertise relevant to CRM implementation and integration

### **1.2.9 Estimated Project Timeline**

- Rental & Tenant Management
- Sales & Lease Management
- After-Sales Support & Customer Feedback
- Allocation Management

### **1.2.10 Budgetary Estimate (Non-Binding)**



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- Licensing and subscription costs
- Implementation and customization costs
- Integration and data migration costs
- Training costs
- Annual support and maintenance costs
- Any additional third-party software or infrastructure requirements

### **1.3 Submission**

1.3.1 EOI documents must be returned to EHB and deposited to the designated tender box at the **5<sup>th</sup> Floor Sibekelo Building, Mbabane** EHB reception on or before **12:00 noon on 9 June 2026**. EOI submissions should be in a sealed envelope marked with the **"EOI name"** and addressed to **"The Secretary, EHB Tender Committee, P.O. Box 798 MBABANE"**.

1.3.2 Where a Service Provider is qualified for more than one category, submission must be done in separate envelopes for each category.

### **1.4 Latest Date for Submission & Modifying**

A Service Provider may modify or withdraw their EOI before the deadline for submission of the EOI. In the event that a Service Provider wishes to withdraw the EOI, there must be notification in writing, addressed to [tendering@ehb.co.sz](mailto:tendering@ehb.co.sz). On submission of bid, EOI cannot be withdrawn or modified within the submission of EOI. Where a Service Provider wishes to substitute or modify an EOI, He/she shall do so in writing and address it to [tendering@ehb.co.sz](mailto:tendering@ehb.co.sz). Modified/replaced EOI documents shall be clearly marked and submitted before the EOI submission deadline.

### **1.5 Persons Excluded from this EOI**

Public officers and politicians shall not participate in all EHB EOIs.

### **1.6 Completion of the Expression of Interest**

1.6.1 The original EOI document must be completed fully in black ink and signed by the authorised signatory to validate EOI. Declaration must be completed and signed by the authorised signatory and returned to EHB. Failure to do so will result in the ineligibility of the EOI.

1.6.2 The completed EOI document must be returned. Missing pages will result in the ineligibility of the EOI.

### **1.7 Evaluation Criteria**



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### 1.7.1 Preliminary Evaluation

The evaluation will be undertaken to determine whether EOIs are complete and responsive to the basic instructions and requirements of the EOI document. A binary approach (pass or fail) will be used when evaluating the eligibility documents. The evaluation committee will automatically reject the EOI, should the Service Provider fail to submit the following documents; **three relevant trade references, a Trading License and a valid tax compliance certificate.**

### 1.7.2 Technical Evaluation


Service provider(s) will be evaluated based on the following minimum criteria. The minimum score required to pass 70 %, service providers who fails to meet the minimum passing mark will not be shortlisted.

Description	Points %
<b>A. Company experience on previous projects successfully completed of similar nature (in terms of scope).</b> (i) A minimum of three (3) projects in Southern African Region over the last three- five years. (15) (ii) Provide reference letters from previous clients with contactable reference (15)	30
<b>B. Technical approach &amp; Methodology</b> Demonstrates clear understanding of the Terms of Reference. EHB operations: customer lifecycle, housing allocation, tenancy, sales, lease management, inspections, and customer service requirements	15
<b>C. Pricing structure</b> pricing structure covering licensing and subscription costs, implementation, systems integration, data migration, training, support, and annual maintenance costs for the CRM solution.	15
<b>D. Implementation Plan &amp; Timeline</b> (i) Realistic project implementation schedule with phased delivery approach, including a detailed Project Gantt Chart (10) (ii) Comprehensive data migration strategy (10)	20
<b>E. Project Team Competence</b> (iii) Team lead- minimum master's degree in relevant discipline and demonstrated experience in similar CRM implementation projects (10) (iv) Supporting technical staff (at least 2)- minimum degree in relevant discipline and appropriate technical experience (10)	20
<b>Total</b>	100

### 1.8 Clarifications

All enquiries relating to this Expression of Interest may be addressed to the Procurement Office at: [tendering@ehb.co.sz](mailto:tendering@ehb.co.sz). Clarifications may be requested not later than **Wednesday, 3<sup>rd</sup> June**



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**2026.** To ensure that all Service Providers receive the same information, answers to questions asked by any one of the Service Providers shall be provided to all Service Providers without disclosing the identity of the Service Provider who posed the question.

### **1.9 Language**

All documents submitted must be in English. All questions and/or requests for clarification made by the Service Provider in relation to the Expression of Interest must be in English.

### **1.10 Notification to Successful Service Providers**

EHB will notify the successful Service Providers of the acceptance of their proposal within the period of Expression of Interest validity or any extended period of validity of Expression of Interest, if applicable.

### **1.11 Applicable Law**

This EOI shall be interpreted in accordance with the laws and regulations in effect in The Kingdom of Eswatini.

### **1.12 Cost of Tendering**

The Service Provider shall bear all costs associated with preparation and submission of the Expression of Interest.

### **1.13 Definitions**

In this Contract, the following terms shall be interpreted as indicated:

- a) "The Contract" means the agreement entered into between the Employer and the Service Provider, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- b) "The Services" means the various maintenance and emergency repair services that are the subject of this contract and/or other materials which the Service Provider is required to supply to the Employer under the Contract.
- c) "Expression of Interest" or "EOI" means this solicitation of a formal technical Tender, including a qualifications statement.
- d) "The Employer" means the organization purchasing the Services (EHB).



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- e) "Service Provider" is a person or corporate body who's EOI to provide the Services has been accepted by the Employer

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**2. SUBMISSION FORM**

[The Service Provider must provide a signed declaration in the following format, in company letterheads:

[>>>Name of Company, Address, and Date>>>]

TO: The Chief Executive Officer  
Eswatini Housing Board  
PO Box 798  
Mbabane  
H100  
Eswatini

Dear Sir/Madam,

**RE: EOI NO.3 OF 2026/2027- CUSTOMER RELATIONSHIP MANAGEMENT**

I, the undersigned, offer to participate in **EOI NO.3 OF 2026/2027- Customer Relationship Management** to the Eswatini Housing Board in accordance with this expression of interest.

I hereby submit our expression of interest, which displays compliance to the requirements and evaluation criteria. I hereby declare that all the information and statements made in this submission is true and accept that any misinterpretation contained in it may lead to disqualification.


Yours Sincerely,

Authorized Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Email Address: \_\_\_\_\_



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### 3. DECLARATION OF ELIGIBILITY

[The Service Provider must provide a signed declaration on its company letterhead in the following format. If the EOI is being presented by a joint venture or consortium all members must each sign their own declaration.]

[>>>Name of Company, Address, and Date>>>]

To: The Secretary of the Tender Committee

Eswatini Housing Board

P.O. Box 798

Mbabane

Dear Sir/Madam,

#### **Re: EOI NO.3 OF 2026/2027- CUSTOMER RELATIONSHIP MANAGEMENT**

We hereby declare that: -


- a) I/We, have the legal capacity to enter into a contract in the event we are shortlisted and successful bid.
- b) I/We are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended, and we are not the subject of legal proceedings for any of the foregoing;
- c) I/We have fulfilled our obligations to pay taxes and social security contributions;
- d) I/We have not, and our directors or officers have not, been convicted of any criminal offence related to our/their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a contract within a period of five years preceding the commencement of the procurement proceedings; and
- e) I/We do not have a conflict of interest in relation to the procurement requirement.
- f) I/We do not have a conflict of interest in relation to the procurement requirement.

Signed \_\_\_\_\_

Authorised Representative \_\_\_\_\_

Date \_\_\_\_\_



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#### 4. EXPRESSION OF INTEREST CHECKLIST

Confirm if the following items are all in order and sign off **(N.B All the documents must be submitted as per below order)**

Item	Tick if in order
Certified copy of Trading License or Equivalent	
Current Original and Valid Tax Compliance Certificate	
A copy of Certificate of Incorporation and Form J or Equivalent	
Latest Audited Financial Statements	
Certified ID copies for Directors	
Police clearance for Company Directors or Affidavit	
Certified copy of Labor Compliance Certificate or Equivalent	
Eswatini National Provident Fund (ENPF) Compliance Certificate or equivalent if outside Eswatini.	
Detailed company profile	
Three trade reference letters	
Power of Attorney	
Declaration of Eligibility	

I/we confirm that I/we have thoroughly read the EOI document and completed all sections that needed to be filled and attached all required documents. I/we also certify that the information furnished in this EOI is correct.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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### 5. EHB VENDOR LIST INFORMATION (Attach with your submission)

1. Company Name

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2. Contact Numbers

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3. Company Directors

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4. Contact Person

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5. Physical Address

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6. Email Address

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**Disclaimer**

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