ZIMBABWE REVENUE AUTHORITY
COMMISSIONER GENERAL

WRITE TO:	TELEPHONE:	CALL AT:	IN REPLY PLEASE QUOTE:
THE COMMISSIONER GENERAL ZIMBABWE REVENUE AUTHORITY PO BOX 4360 CAUSEWAY HARARE	+263-4-736111 FAX: +263-4-707400 TELEGRAPHS: HARARE	RECEPTION 1st FLOOR KURIMA HOUSE NELSON MANDELA AVE HARARE	REF: NO. ZIMRA NCB 04/2021

April 30, 2021

To All Participating Bidders

RE: ADDENDUM NO. 4 TO ZIMRA DOMESTIC TENDER NCB 04/2021 FOR THE PROVISION OF CYBER SECURITY AND FIDELITY INSURANCE COVER TO ZIMRA FOR THE PERIOD 2021 - 2023 CLOSING MAY 3, 2021 AT 1000HRS.

Reference is made to the above – mentioned tender with a closing date of May 03, 2021 as advertised in the Government Gazette of March 24, 2021 and ZIMRA website.

Please take note of the attached completed Cyber Insurance Proposal Form which we thought will be beneficial to all prospective bidders in the lodgment of responsive bid.

It is against this background that we have revised the date and time of the submission of the tender documents to allow all bidders to prepare their tender documents:

Former Closing Date: **May 03, 2021 @1000hrs**

New Closing Date: **May 11, 2021 @1000hrs**

NB: All the other requirements in the bidding document remains unchanged.

Any inconveniences caused is sincerely regretted.

Thank you.

.....

T. SHONHIWA
DIRECTOR, PROCUREMENT

ZIMBABWE REVENUE AUTHORITY HEAD OFFICE 001 HO 20 APR 2021 PROCUREMENT P. O. BOX 4360, HARARE

CYBER INSURANCE PROPOSAL FORM

Instructions

Completion of this application may require input from your organisation's risk management and information technology departments.

- Please answer **all** questions completely. Should any questions, or part thereof not be applicable please print "N/A" in the space provided.
- This form must be completed, dated and signed by an authorised representative from your organisation.

Underwriters will rely on all statements made in this application so please provide honest answers.

ORGANISATION INFORMATION:

Organisation name	Zimbabwe Revenue Authority
Head office address	6th Floor, ZB Centre, Corner Kwame Nkrumah/First Street, Harare
Primary contact phone number	
Primary contact email address	
Registration number	
VAT number	
Nature of business	**Revenue collection for government** If other, please specify:
Products and services offered	
Average number of employees	Permanent: **2700** Temp: Contractors:
Public facing URL addresses (websites and services such as file transfer facilities)	www.zimra.co.zw
Subsidiary names (if applicable)	N/A

ZIMBABWE REVENUE AUTHORITY HEAD OFFICE 001 HQ 30 APR 2021 PROCUREMENT P. O. BOX 4360, HARARE

	Last year	Projected current year
Gross revenue	**$182 billion**	**$407 billion**
Gross e-business revenue	**$11 billion**	**$23 billion**
Approx. value of asset base	$	$

Geographical split of total gross revenue (%)

Zimbabwe	%	%
European Union	%	%
USA	%	%
SOUTH Africa	%	%

2. INSURANCE INFORMATION:

Have you ever had an insurance policy cancelled or been declined insurance cover?

If Yes, please provide additional information:
N/A

Have you sustained an unscheduled network outage over the past 24 months?

If Yes, please provide additional information (including duration of outage):
Yes due to power outages at stations. No power outage has been experienced at the Data Centres

Are you, or any of the partners, directors or officers, aware of or are there any circumstances within the past 5 years that would have given, may give, or have given, rise to a claim against the organization or against this insurance policy? **YES**

If Yes, please provide additional information:
Increase in cybersecurity risk due to digital transformation

Have you previously held similar cover to this application? **N/A**

CURSEY POLICIES AND STANDARDS:

Have you implemented information security policies which have been approved by management?
Yes

Are security policies reviewed on an annual basis? **Yes**

Please specify any information security certifications that you hold, e.g. PCI DSS
No security certifications. Working to implement ISO27001 and COBIT

What is the minimum password length restriction applied to accounts?
10 characters with a special character and number

How regularly are users required to change their passwords? **30 days**

After how many failed authentication attempts are accounts locked out? **3 attempts**

How long are accounts locked out for after failed authentication attempts?
Require administrator intervention

Are users prevented from re-using their passwords for at least 5 changes?**No**

Are password guidelines enforced on all sensitive systems, e.g. password parameters defined on active directory? **Yes**

ZIMBABWE REVENUE AUTHORITY HEAD OFFICE 001 HQ 30 APR 2021 PROCUREMENT HQ 001 P. O. BOX 4360, HARARE

CURSEY REVIEWS AND ASSESSMENTS:

How frequently are your IT environments subjected to vulnerability or penetration testing? If possible, please attach the latest testing report. Yearly according to the new policy. **Assessment to be done in May 2021.**

5. MANAGEMENT OF SE N SI TIVE AND PRIVATE INFORMATION:

Which of the following data do you collect/store (own and 3rd party):

- Bank records or financial account details Yes — Approx. # of records:
- Medical records or health information **N/A** — Approx. # of records:
- Payment card details **N/A** — Approx. # of records:
- Personal identity information (names, contact details, addresses) — Approx. # of records:
- Third party corporate confidential data **Yes** — Approx. # of records: **8 Terrabytes**

Have your internet facing systems been configured so that no sensitive or personal data resides directly on them, but is instead stored behind a firewall on internal databases/systems? **Yes**

Have you implemented encryption for the following:

- Data stored on portable devices (laptops, external storage devices, tablets, phones, etc.) **Yes**
- Sensitive data transmitted outside your environment **Yes**
- Sensitive data/backups stored outside your environment **Yes**
- Sensitive data stored in your environment

Yes

- **If Yes, please provide** **Use of**

Microsoft Bit locker for encryption of data on

mobile devices. Use of VPNs for data

communication with other organisations

additional information:

6. SECURITY IMPLEMENTATION:

Have you implemented anti-virus software on all computers and mission critical servers (where applicable)?

Yes

Have you implemented firewalls at all breakout points to external networks? **Yes**

As part of system configuration do you ensure that all default vendor accounts are secured, via disabling/ deleting or changing the account password? **Yes**

Do you actively in real time monitor sensitive/critical servers and applications?

Yes

Do you allow for remote access to your network? **Yes**

Do you secure all computers and servers according to your technical security configuration standards? **Yes**

Have you implemented controls to restrict unauthorized access to sensitive data via your wireless network?

Yes

ZIMBABWE REVENUE AUTHORITY HEAD OFFICE 30 APR 2021 PROCUREMENT P. O. BOX 4360, HARARE

7. PHYSICAL AN D E N V I R O NM E N TA L S EC U R I T Y:

Have you implemented physical controls such as surveillance cameras or access control mechanisms to restrict access to your server room and other sensitive processing facilities? **Yes**

Have you implemented physical security controls such as reception to screen visitors or access control mechanisms to restrict access to your offices? **Yes**

Do your remote locations including disaster recovery and redundant processing sites have physical security that is at least aligned to the primary processing site? **Yes**

8. SYSTEM and S EC U R I T Y LO G S:

For what period of time do you maintain logs? **More than 6 years**

9. SECURITY PATCH E S AN D V IRU S DE F I NI T I O N S :

How frequently do you update virus definition files on computers and servers? **Real time**

How long after release do you implement security related patches and updates on computers, servers and network appliances (routers, firewalls, etc.)? **2 months**

10. THIRD PARTY SERVICE PROVIDERS:

Functions outsourced to 3rd party service providers	Outsourced to 3rd party service provider	3rd party service provider's name
Cloud data processing/storage		
N/A		
Data centre/hosting **N/A**		
Data processing (marketing/payroll)		
N/A		
Managed security services **N/A**		
Network implementation/maintenance		
N/A		
Off-site archiving, backup and/or storage		
N/A		
Payment processing **ALL BANKS**		
Software implementation/maintenance	**Contracts with UNCTAD, ORACLE, SAP, MICROSOFT**	
Systems development, customization and maintenance		
TTCS		
Other (please specify)		

ZIMBABWE REVENUE AUTHORITY HEAD OFFICE 001 HO 29 APR 2021 PROCUREMENT P. O. BOX 4360, HARARE

What level of access do you grant to 3rd party service providers? **Remote Access**

Do agreements with the 3rd party service providers require levels of security commensurate with your information security policies? **Yes**

Do you review that 3rd party service providers are adhering to contractual and/or regulatory requirements regarding data protection? **Yes**

Do you require indemnification from 3rd party service providers for any liability attributable to them (including data breach and system downtime)? **Yes**

11. BUSINESS CONTINUITY PLANNING AND DISASTER RECOVERY:

Do you have documented and approved disaster recovery and business continuity plans?

Yes

Do you review, test and update disaster recovery plans on at least an annual basis? **Yes**

How frequently do you generate backups? **Daily**

Do you monitor for the successful generation of backups? **Yes**

12 PERSONNEL S EC U R I T Y:

Do you conduct background checks on potential employees as part of the recruitment process? **Yes**

Do you have a process implemented for granting, reviewing and disabling user accounts and privileges?

Yes

How long after termination of employment do you typically revoke user privileges? **Time of termination**

Have employees been required to attend any security and data privacy training or awareness courses within the past 12 months? **Yes**

Have you implemented controls to manage and/or restrict internet access and usage? **Yes**

S3. LIMIT	
Limit of liability:	**Requested deductible:**
ZWL$87,112,573.20 (USD1, 037,268.07 equivalent)	

The undersigned persons declare that to the best of their knowledge the information provided herein is true and correct. In addition the undersigned agrees that, if between the date of this Form and the date of the actual Application or the effective date of the Policy, (1) any material change in the condition of the Applicant is discovered, or (2) there is any material change in the answers to the questions contained herein, notice of such change will be reported to the Insurer immediately and the Insurer may in its sole discretion modify or withdraw any quote. Any material misrepresentation, omission, concealment or incorrect statement of fact, in this Form or otherwise, may be grounds for the rescission of coverage provided to some or all of the Insureds, subject to and in accordance with the terms of this Policy. The undersigned agrees that this declaration shall form part of the agreement with the Insurer and that they are properly authorised to sign this declaration.

Signing of this Form does not automatically bind coverage and acceptance of the risk is at the Insurer's discretion.

ZIMBABWE REVENUE AUTHORITY HEAD OFFICE 30 APR 2021 PROCUREMENT P. O. BOX 4360, HARARE HO 001 HO

Applicant name: D. S. Mapenzauswa **Applicant signature:**

Position: Head Administration **Date:**30.04.2021