

**STANDARD BIDDING DOCUMENT
FOR
THE PROCUREMENT OF GOODS
INTERNATIONAL TENDER
ZIMRA ICB 05/2021**



BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF A CONTACT CENTRE

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 05/2021

INTERNATIONAL TENDER FOR THE SUPPLY DELIVERY INSTALLATION AND COMMISSIONING OF A CONTACT CENTRE

PROCUREMENT REFERENCE NUMBER: INTERNATIONAL TENDER ZIMRA ICB 05/2021

PROCURING ENTITY: ZIMBABWE REVENUE AUTHORITY

DATE OF ISSUE: 28 MAY 2021

VIRTUAL PRE-BID MEETING

DATE: 25 JUNE 2021

TIME: 1000HOURS

CLOSING DATE: 23 JULY 2021

PLACE: ZIMRA ZB CENTRE

TIME: 1000HOURS



**BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND
COMMISSIONING OF A CONTACT CENTRE**

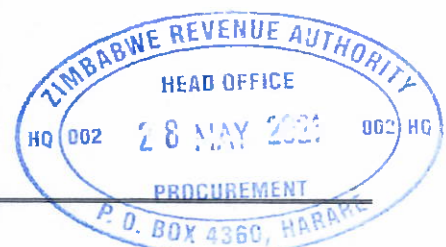
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PART 1 BIDDING PROCEDURES

PART 1: BIDDING PROCEDURES

References:

References to the Act are to the Public Procurement and Disposal of Public Assets Act [Chapter 22:23] and references to the Regulations are to the Public Procurement and Disposal of Public Assets (General) Regulations (Statutory Instrument No. 5 of 2018). The terms and requirements in the Act and Regulations govern the submission of Bids and should be read by all Bidders.

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Preparation of Bids

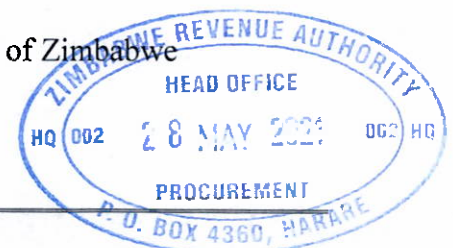
You are requested to bid for the supply delivery installation and commissioning of a contact centre as specified in the Statement of Requirements below, by completing and returning the following documentation:

1. the Bid Submission Sheet in this Part;
2. the Statement of Requirements in Part 2;
3. Technical specification and Compliance Sheet.
4. a copy of every document necessary to demonstrate eligibility in terms of section 28 (1) of the Regulations;
5. Proof of supplier registration with the Procurement Regulatory Authority of Zimbabwe (PRAZ)
6. A bid security;
7. A copy of CR 14, CR6 and a Certificate of Incorporation or equivalent documents (foreign companies should submit similar company documents from country of company registration)
8. A valid tax clearance (ITF 263) or equivalent document/s
9. A copy of your company profile.
10. Bidders must state payment terms.
11. Bidders must state delivery period.
12. At least three (3) reference letters showing bidders' direct experience in the successful provision of similar quality of the required services.
13. State warranty period for hardware

You are also required to pay the administration fee of **ZWS16,000.00 for domestic bidders and US\$200.00 for foreign bidders**, payable for bids subject to prior review by the Special Procurement Oversight Committee in terms of section 54 of the Act and as set out in Part IV of the Fifth Schedule to the Regulations. This fee is paid directly to the Procurement Regulatory Authority of Zimbabwe (PRAZ) or to the following account FCA Account (foreign deposits);

Payment Instructions:

Bank Name: Commercial Bank of Zimbabwe
Account Name: Procurement Regulatory Authority of Zimbabwe
Account Number: 01121064850040
Branch: Kwame Nkrumah



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PART 1 BIDDING PROCEDURES

You are advised to carefully read the complete Bidding Document, as well as the General Conditions of Contract, which are available on the Authority's website, before preparing your Bid. Part 3: Contract is provided not for completion at this stage but to enable Bidders to note the Contract terms they will enter into if their Bid is successful.

The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction. All pages of the Bid must be clearly marked with the Procurement Reference Number above, the Bidder's name, and any reference number.

Number of bids allowed

No Bidder may submit more than one bid, either individually or as a joint venture partner in another Bid, except as a subcontractor. Where the procurement is divided into lots and packages, only one Bid can be submitted. A conflict of interest will be deemed to arise if bids are received from more than one Bidder owned, directly or indirectly, by the same person.

Clarification

Clarification of the bidding document may be requested in writing by any Bidder and should be sent to;

**The Director Procurement
Zimbabwe Revenue Authority (ZIMRA)
10th Floor, ZB Centre
Corner Kwame Nkrumah Ave/ First Street
Harare, Zimbabwe.**

Or via Email to procurement@zimra.co.zw

Such queries should be submitted within 20 days from the date of publication and responses to questions / queries will be made in writing to all prospective bidders at least ten (10) days before tender closing.

Pre-bid meeting

Pre-bid meeting date is 23 June 2021 @1000Hours Harare time. Virtual meeting.

Validity of Bids

The minimum period for which the Bidder's bid must remain valid is **90 days** from the deadline for the submission of bids.

Submission of Bids

Bids must be submitted in writing in a sealed envelope to the address below, no later than the date and time of the deadline below. It is the Bidder's responsibility to ensure that they receive a receipt confirming submission of their bid that has correct details of the Bidder and the number of the Bid.

The Bidder must mark the envelope with the Bidder's name and address and the Procurement Reference Number.

Bids should be submitted in triplicate with one (1) original copy marked "ORIGINAL" and two (2) copies each marked "COPY" All 3 copies should be in sealed envelopes clearly marked with the details of the tender, and should be deposited in a tender box situated at the below address. In the event of any discrepancy between the original and the copies, the original will prevail.



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Late bids will be rejected. The Procuring Entity reserves the right to extend the bid submission deadline but will notify all potential bidders who have collected the bidding documents of the amended bid submission deadline.

Date of deadline	23 July 2021	Deadline Time:	10:00 Hours Harare time
Submission address:	The Director Procurement Zimbabwe Revenue Authority (ZIMRA) 10 th Floor ZB Centre Corner Kwame Nkrumah Ave/ First Street Harare Zimbabwe		
Means of acceptance:	Bids in the sealed envelopes shall be deposited in a tender box situated at the above address. All the bidders should record their bids in the tender submission register situated thereto, in the format prescribed in the register.		
	Or via E-mail: procurement@zimra.co.zw		

Bid opening

Bidders and their representatives may witness the opening of bids, which will take place at the submission address immediately following the deadline.

Withdrawal, amendment or modification of Bids

A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative. However, no Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder or any extension of that period.

Delivery Requirements

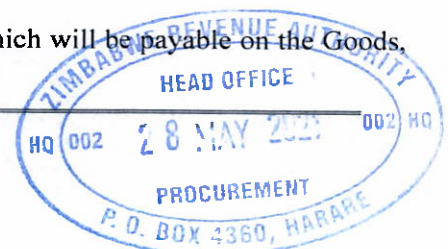
The delivery period required (from the date of contract signing) and the final destination for delivery are as indicated in the Delivery Schedule in Part 2.

Bid Prices and Discounts

The prices and discounts quoted by the Bidder in the Bid Submission Form and in the Price Schedules must conform to the requirements specified below.

Prices must be quoted as specified in the Price Schedule included in Part 2 Statement of Requirements. In quoting prices, the Bidder is free to use transportation through carriers registered in any eligible country and similarly may obtain insurance services from any eligible country. Prices quoted must include the following costs and components:

- (a) For Goods
 - (i) The price of the Goods and the cost of delivery to the final destination, including the relevant INCOTERM, as stated in the Delivery Schedule;
 - (ii) The custom duties to be paid on the Goods on entry in Zimbabwe, if not already included;
 - (iii) Any other applicable import taxes;
 - (iv) Any sales and other taxes due within Zimbabwe which will be payable on the Goods, if not already included;



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- (v) Any rebate or mark-up of the local agent or representative.
- (b) for Related Services, (other than inland transportation and other services required to convey the Goods to their final destination), whenever such Related Services are specified in the Schedule of Requirements:

the price of each item comprising the Related Services (inclusive of any applicable taxes).

Bid Security

The Bidder must include Bid Security of **ZWS175, 000.00**, (in *either* of the following forms;

Option 1 ----- A certified Bank Cheque in the ZIMRA name.

Option 2 -----A Bank Guarantee in the ZIMRA name

Option 3 ----- A Cash Deposit to the Authority PRAZ

(Foreign contractors shall pay an equivalent in the currency of their contract)

The bid security shall be valid for a period of 120 days after the end of the bidding period.

Any bid not accompanied by a Bid Security where this is a requirement of bidding, will be rejected by the Procuring Entity as non-responsive.

If a bidder chooses options 2 or 3, the following should be noted;

Option 2

Submission of bank guarantee

A standard bank Guarantee of **ZWS175, 000.00** which is valid for 120 days, obtainable from a reputable Registered Commercial Bank.

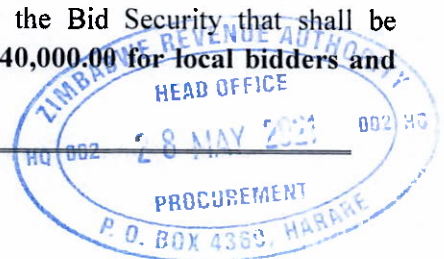
Please note: The required Bank Guarantee should include the following features and be redeemable in Zimbabwe in order for it to be considered valid:

1. Letterhead of registered commercial bank (i.e. the Supplier of the Bank Guarantee
2. The Header has to clearly state that it is a Bank Guarantee.
3. Purpose of the Bank Guarantee to be clearly stated.
4. The date when the Common Seal of the said Surety was effected should be clearly shown.
5. Conditions of the said Obligations must be stated.
6. The physical address of the Surety should be given.
7. The validity period of the Bank Guarantee must be clearly stated.
8. Signature of surety and the date when it was endorsed must be clearly shown.
9. It must be an original document that is date stamped.
10. Bid Bonds from Insurance Companies are not acceptable.
11. All foreign Bank Guarantee to be confirmed by a local corresponding Commercial bank in Zimbabwe.

The Bank Guarantee of the unsuccessful bidders will be released immediately after the award of the Tender while that of the winning bidder will only be released after submission of the Performance Bond as specified in the tender document section 1.9

Option 3

If **Option 3** is chosen bidders must pay **ZWS175, 000, 00** for the Bid Security that shall be Refundable at the end of the bid validity period plus another **ZWS40,000.00** for local bidders and



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US\$500.00 for foreign bidders that shall be non-refundable for cash bid bond establishment fee in line with Part 1V of the Procurement Regulations (S.I.5 of 2018).

The amount is payable at Procurement Regulatory Authority of Zimbabwe (PRAZ), 76 Samora Machel Avenue, Harare or to be deposited into the following Account numbers:

1. NON-REFUNDABLE (LOCAL)

BANK NAME: COMMERCIAL BANK OF ZIMBABWE
ACCOUNT NAME: PROCUREMENT REGULATORY AUTHORITY OF ZIMBABWE
ACCOUNT NUMBER: 01121064850020
BRANCH: KWAME NKRUMAH

2. REFUNDABLE (LOCAL)

BANK NAME: COMMERCIAL BANK OF ZIMBABWE
ACCOUNT NAME: PROCUREMENT REGULATORY AUTHORITY OF ZIMBABWE
ACCOUNT NUMBER: 01121064850030
BRANCH: KWAME NKRUMAH

3. FCA ACCOUNT (FOREIGN DEPOSITS)

BANK NAME: COMMERCIAL BANK OF ZIMBABWE
ACCOUNT NAME: PROCUREMENT REGULATORY AUTHORITY OF ZIMBABWE
ACCOUNT NUMBER: 01121064850040
BRANCH: KWAME NKRUMAH

The Bid Security of a Joint Venture (JV) must be in the name of the JV that submits the Bid. If the JV has not been legally constituted at the time of bidding, the Bid Security must be in the names of all intended partners.

Evaluation of Bids

Bids will be evaluated using the following methodology:

1. Preliminary examination to confirm that all documents required have been provided, to confirm the eligibility of Bidders in terms of section 28 (1) of the Regulations and to confirm that the Bid is administratively compliant in terms of section 28 (2) of the Regulations.
2. Technical evaluation to determine substantial responsiveness to the specifications in the Statement of Requirements;
3. Financial evaluation and comparison to determine the evaluated price of bids and to determine the lowest evaluated bid.
4. **Bids failing any stage will be eliminated and not considered in subsequent stages.**

Review by the Special Procurement Oversight Committee

Section 54 of the Act provides for review by the Special Procurement Oversight Committee especially sensitive or especially valuable contracts. This requirement will be subject to this review; hence, at least two identical copies of the bid document are required. Where the copies are not identical, the contents of the bid marked original will alone be considered.

Evaluation criteria

The Procuring Entity's evaluation of a Bid will take into account, in addition to the Bid Price, the following criteria and methodologies.



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PART 1 BIDDING PROCEDURES

- (a) **Delivery schedule:** The specified Goods are required to be delivered by the date indicated in the Delivery Schedule in Part 2. Bids offering delivery after the date shall be treated as non-responsive.
- (b) **Deviation in payment schedule:** The payment schedule is stated in the Special Conditions of Contract (SCC) in Part 3. A Bidder may propose a deviation from the schedule and if the deviation is considered acceptable to the Procuring Entity, the Bid will be evaluated by calculating interest earned for any earlier payments involved in the terms outlined in the Bid as compared with those stipulated in the SCC, at the rate of interest indicated by the Reserve Bank of Zimbabwe on the closing date for submission of bids.
- (c) **Cost of major replacement components, mandatory spare parts, and service:**
Bidders must state the unit prices for these items. The total cost of these items and quantities will be added to the Bid price, for evaluation purposes only.

Domestic Preference

A margin of preference, in accordance with the procedures outlined in section 8 of the Regulations, will apply.

- (a) The percentage of preference to be given to domestic providers is **15%**
- (b) The percentage of preference to be given to women-owned businesses is **15%**
- (c) Eligibility for the margin of preference will be based on the following factors: ownership, location of bidder or production facilities, origin of labour, raw material or components, extent of proposed sub-contracting or association with local partners
- (d) Documentation required from the Bidder as evidence of eligibility for the margin of preference is/are: CR14, CR6, Certificate of Incorporation and other relevant or equivalent documents.

Eligibility and Qualification Criteria

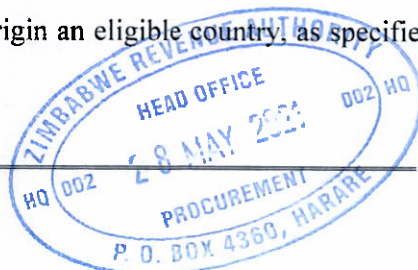
Bidders are required to meet the criteria in section 28 of the Act to be eligible to participate in public procurement and to be qualified for the proposed contract. They must therefore provide any available documentation and certify their eligibility in the Bid Submission Sheet. To be eligible, Bidders must

1. have the legal capacity to enter into a contract;
2. not be insolvent, in receivership, bankrupt or being wound up, not have had business activities suspended and not be the subject of legal proceedings for any of these circumstances;
3. have fulfilled their obligations to pay taxes and social security contributions in Zimbabwe;
4. not have a conflict of interest in relation to this procurement requirement;
5. not be debarred from participation in public procurement under section 72 (6) of the Act and section 74(1) (c), (d) or (e) of the Regulations or declared ineligible under section 99 of the Act;
6. have the nationality of an eligible country as specified in the Special Conditions of Contract; and
7. have been registered with the Authority as a Supplier and have paid the applicable Supplier Registration Fee set out in Part III of the Fifth Schedule to the Regulations.

Participation in this bidding procedure is open to both Zimbabwean and foreign bidders

Origin of Goods

All goods and related services must have as their country of origin an eligible country, as specified in the Special Conditions of Contract.



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PART 1 BIDDING PROCEDURES

Technical Criteria

The Technical Specifications Sheet details the minimum specification of the goods required. The goods offered must meet this specification, but no credit will be given for exceeding the specification. No alternatives to technical specifications given shall be accepted for evaluation.

Currency

Bids should be priced in United States Dollars (US\$). The currency of evaluation will be United States Dollars. Local bidders will be paid in Zimbabwean Dollars (Zw\$) at the prevailing RBZ auction rate.

Award of Contract

The lowest evaluated bid, after application of any additional evaluation criteria, including any margin of preference, which is substantially responsive to the requirements of this bidding document, will be recommended for award of contract. The proposed award of contract will be by issue of a Notification of Contract Award in terms of section 55 of the Act, which will be effective until signature of the contract documents in accordance with Part 3: Contract. Unsuccessful Bidders will receive the Notification of Contract Award and, if they consider they have suffered prejudice from the process, they may within 14 days of receiving this Notification, submit to the Procuring Entity a Challenge in terms of section 73 of the Act, subject to payment of the applicable fee set out in section 44 of and the Third Schedule to the Regulations.

Right to Reject

The Procuring Entity reserves the right to accept or reject any Bids or to cancel the procurement process and reject all Bids at any time prior to contract award.

Corrupt Practices

The Government of Zimbabwe requires that Procuring Entities, as well as Bidders and Contractors, observe the highest standard of ethics during the procurement and execution of contracts. In pursuit of this policy:

1. the Procuring Entity will reject a recommendation for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract or been declared ineligible to be awarded a procurement contract under section 99 of the Act;
2. the Authority may under section 72 (6) of the Act impose the sanctions under section 74 (1) of the Regulations; and
3. Any conflict of interest on the part of the Bidder must be declared.



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PART 1 BIDDING PROCEDURES

Bid Submission Sheet

{Note to Bidders: Complete this form with all the requested details and submit it as the first page of your Bid. Attach the completed Statement of Requirements and any other documents requested in Part 1. Ensure that your Bid is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this Bid prevail over any attachments. If your Bid is not authorised, it may be rejected. If the Bidder is a Joint Venture (JV), the Bid must be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.

Bidders must mark as "CONFIDENTIAL" information in their Bids which is confidential to their business. This may include proprietary information, trade secrets or commercial or financially sensitive information}.

Procurement Reference Number:

Subject of Procurement:

Name of Bidder:

Bidder's Reference Number:

Date of Bid:

We offer to supply the items listed in the attached Statement of Requirements, at the prices indicated on the attached Price Schedule and in accordance with the terms and conditions stated in your Bidding Document referenced above.

We confirm that we meet the eligibility criteria specified in Part 1: Procedures of Bidding.

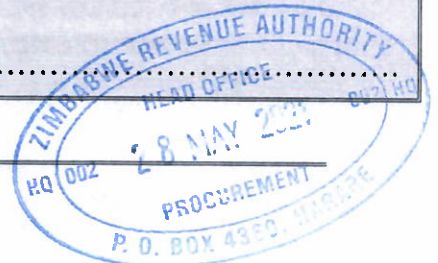
We declare that we are not debarred from bidding and that the documents we submit are true and correct.

The validity period of our bid is: {Days} from the date of submission.

We confirm that the prices quoted in the attached Price Schedule are fixed and firm for the duration of the validity period and will not be subject to revision, variation or adjustment.

Bid Authorised by:

Signature	Name:
Position:	Date:(DD/MM/YY)
Authorised for and on behalf of:	
Company	
Address:	
.....	



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PART 2 STATEMENT OF REQUIREMENTS

PART 2: STATEMENT OF REQUIREMENTS

Name of Bidder:

Bidder's Reference Number:

List of Goods and Price Schedule

Currency of Bid in US\$

Description of Goods	Quantity	Total Bid Price US\$
		<i>[to be provided by the Bidder]</i>
Supply delivery installation and commissioning of a contact a centre	1	
VAT		
OTHER COSTS		
TOTAL COSTS		

Note 1: Note 2: The description or quantity must indicate the unit of measure where relevant.

Note 2: Unit and total prices must be for delivery through to the final destination stated in Part 1.

Note 3: Acceptance testing: the equipment will be deemed acceptable only when the ZIMRA ICT Division has tested it.



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PART 2 STATEMENT OF REQUIREMENTS

Delivery Schedule

Name of Bidder:

Bidder's Reference Number:

{Note to Bidders: If the delivery period offered, or any other details, differ from the requirements below, this should be stated in your tender}.

Expected delivery period is 8 weeks

The delivery period required is measured from the date of the signing of the Contract between the Procuring Entity and the Bidder.

The Project Site for delivery of the goods is
the final destination:

**ZIMBABWE REVENUE AUTHORITY
HARARE
ZIMBABWE.**



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PART 2 STATEMENT OF REQUIREMENTS

CONTACT CENTRE BILL OF QUANTITIES (BOQ)

Technical Specification and Compliance Sheet

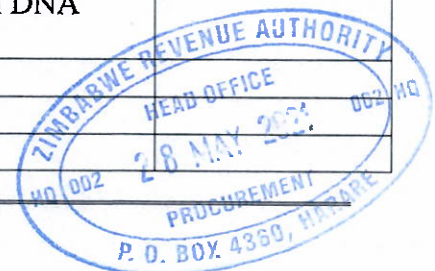
Name of Bidder:

Bidder's Reference Number:

The Goods and Related Services must comply with following Technical Specifications and Standards:

[Columns a and b are completed by the Procuring Entity. Column c must be completed by the Bidder to indicate the full specification of the items offered and their compliance with the specification required (in Column b)]

	<i>a</i>	<i>b</i>	<i>c</i>
	<i>Item description and full technical Specification required (including applicable standards)</i>	<i>Item description and full technical Specification required (including applicable standards)</i> MINIMUM REQUIREMENTS	<i>{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}</i>
CONTACT CENTRE BILL OF QUANTITIES			
QTY	Licenses		
1		Omni Channel Contact Centre	
18		Agent licenses (Voice)	
18		Agent licenses (Multimedia)	
5		Agent licenses (Social Media)	
5		Supervisor licenses (Voice)	
1		Supervisor licenses (Social Media)	
35		CRM user licenses	
1		Call back licenses	
1		Concurrent WhatsApp licenses	
50		Remote agent licenses	
1		Business Continuity license	
QTY	Hardware		
10		All in one desktop computers (23 inch)	
40		Laptops, backpacks and mice	
40		WIFI Dongles	
3		85 Inch HD Wall Mounted Displays	
2		55 Inch HD Wall Mounted Displays	
2		9200 series 48 port POE switches with DNA licensing	
1		Heavy duty network printer	
2		All in one office printer	
60		Headsets with noise cancellation	

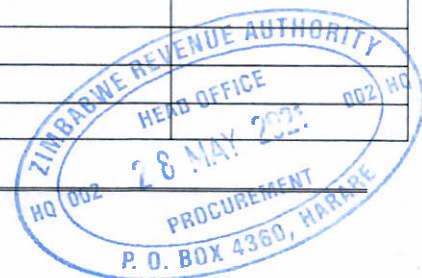


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PART 2 STATEMENT OF REQUIREMENTS

	<i>a</i>	<i>b</i>	<i>c</i>
	<i>Item description and full technical Specification required (including applicable standards)</i>	<i>Item description and full technical Specification required (including applicable standards)</i> MINIMUM REQUIREMENTS	<i>{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}</i>
QTY			
10		Trunk line (TelOne lines)	
30		GSM line channels	
60		SIP trunk channels	
30		IP telephone handsets	
2		Session boarder controllers for remote agents connections	
3		Primary environment servers	
3		Hot standby environment servers	
50	Training	Must provide training for fifty (50) contact centre staff.	
COMPUTER ALL IN ONE SPECIFICATIONS			
	Form Factor	ALL IN ONE	
	Hard Drive	1 TB	
	Ram	16GB	
	USB Ports	2	
	Screen	21 inch	
	On Board Sound	YES	
	Operating System	WINDOWS 10 64-BIT Professional Pre-Installed	
	Touch	Yes	
	Webcam	Yes	
	Processor Brand	INTEL	
	Processor Type	8th G	
	Wireless Type	On-board 802.11b, 802.11g, 802.11n, 802.11ac Wi-Fi + Bluetooth	
	Ethernet	RJ45 on-board	
	Warranty	1 Year	
LAPTOP SPECIFICATIONS			
	Operating system	Windows 10 Professional x64 Bit	
	Processor	8th G Intel Core I7 processor	
	Graphics	Integrated Intel UHD Graphics	
	Display	15.6"	
	Memory	16 GB DDR3 SDRAM	
	Hard drive	512 GB SATA Solid State Drive	

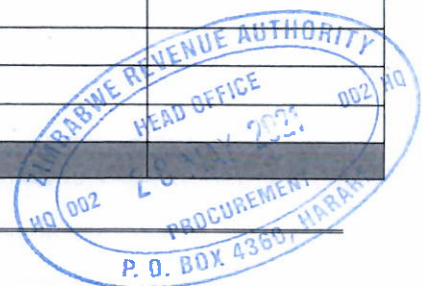


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PART 2 STATEMENT OF REQUIREMENTS

<i>a</i>	<i>b</i>	<i>c</i>
Item description and full technical Specification required (including applicable standards)	Item description and full technical Specification required (including applicable standards) MINIMUM REQUIREMENTS	{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}
Network interface	1GB On-board NIC	
Wireless	On-board Intel 802.11a/b/g/n/ac (2x2) Wi-Fi + Bluetooth	
Power supply	45W AC power adapter with 13Amp square plug top	
Battery	4 hours	
Ports	2 USB, 1 VGA, Headphone/microphone combo, 1 HDMI 1.4	
Expansion slots	1 Micro SD media card reader	
Webcam	720p HD Webcam	
Audio	HD audio, dual speakers, dual array mic	
Pointing device	Touchpad with multi-touch gesture support	
Keyboard	Full-size island-style backlit keyboard	
Warranty	One Year 1/1 (Parts & Labour)	
Accessories		
Backpack	15.6" Professional Backpack	
Mouse	wireless	
HEAVY DUTY PRINTER SPECIFICATIONS		
Features	Print Scan Copy Auto Duplex Wireless Printing	
Printer/Copier Speed	40PPM	
Print Technology	LASER	
Colour	Black And White	
Print Languages	PCL 5 & 6, PDF V1.7	
Connectivity	USB 2.0, LAN	
ADF	DUPLEX	
Warranty	1 YEAR	
Toner Yield	8,000 Pages	
LCD	Pivoting Touch	
Extra Features	Toner Save Mode, Watermarks, Id Card Copy, Colour Scanning	
Memory	512MB	
Drivers	WINDOWS 10 x86 & x64	
Duty Cycle	250000 PPM	



BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF A CONTACT CENTRE

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 05/2021

PART 2 STATEMENT OF REQUIREMENTS

<i>a</i>	<i>b</i>	<i>c</i>
<i>Item description and full technical Specification required (including applicable standards)</i>	<i>Item description and full technical Specification required (including applicable standards)</i> MINIMUM REQUIREMENTS	<i>{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}</i>
OFFICE COLOUR PRINTER SPECIFICATIONS		
Functions	Print/ Copy/ Scan/ USB	
Warranty	1 Year	
Monthly Duty Cycle	120,000 Pages	
Print Technology	LASER	
Colour	Black, Cyan, Yellow, Magenta	
Scanner Type	ADF & Flatbed	
Duplex	Automatic	
SERVERS SPECIFICATIONS		
Servers	64 GB Memory	
	4 x 1TB SAS	
	24 Core 2.4 GHz	
	10/40GB Network Interface (SFP+/QSFP)	
PABX /Gateway Servers minimum specs	64 GB memory	
	4 x 1TB SAS	
	12 core 2.4 GHz	
	10/40GB Network Interface (SFP+/QSFP)	



BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF A CONTACT CENTRE

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 05/ 2021

PART 2 STATEMENT OF REQUIREMENTS

Contact Centre Solution Requirements

<i>A</i>	<i>b</i>	<i>c</i>
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Contact Centre Solution Requirements		
The proposed system should be a hybrid solution with on premise servers as well as cloud services. It should come with laptop/desktop, headsets, soft-consoles as well as handsets for the agent tools.		
The system should support any of the following: MS Windows or UNIX or Linux systems.		
Application should have multi-channel capabilities to cater to the following channels: email, SMS, voice, Webchat, WhatsApp, Facebook, twitter, ticketing system/CRM on a single agent interface.		
The Application/solution should have a provision of handling chat from website or mobile app as well as click to call from website.		
Contact Centre solution should be capable of integrating with ASYCUDA and various third party CRMs with use of web-services API and standard connectors (based on web-services API). Please name at least 1 reference where solution has had an integration with internal system.		
Case management system should not be third party and should be deployed by same OEM providing contact centre solution.		
Eligibility criteria		
The supplier should have an experience of 5 years supporting such Technology (please share reference of 5 customers (with contact details) which are using such Technology)		
The proposed technology vendor should be recognized by reputed Industry bodies or research firms (likes of Gartner, Delloite, Forester) for offering such Technology. The technology should be in the top 5 Gartner quadrant contact centre infrastructure provide reference.		

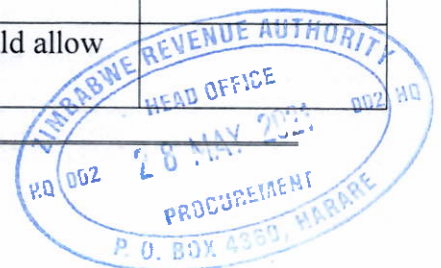


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	The offered Technology should be scalable - please share minimum 3 references of sites (with contact details) with 10 or more agents in a single instance of setup where the vendor provided all licenses, desktops, handsets, headsets and server infrastructure.	
	The supplier should have the capability to provide a hybrid solution	
	All updates and upgrades should be part of solution, i.e. there should be no compulsion to upgrade to a different product in future but the system should provide updates/upgrades at no additional cost.	
	The supplier should have at least 2 qualified/certified project managers with certifications in IT related field. Share Certificates.	
	Bidder should have at least 5 deployment of the solution locally.	
	The supplier should provide ALL the necessary hardware required. The system should be able to come pre-installed from the vendor and ready to ignite and configure.	
	The supplier should have at least 2 engineers with certifications in: proposed technology; networking; CCNA, CCNP or any.	
	Proposed system should be supported locally by the supplier, Share partner certification for proposed technology.	
	Interactive Voice Response (IVR) Functions	
	The proposed system should provide Interactive Voice Response functionality.	
	The proposed system should be compatible for multiple language support like English, Shona, Ndebele and others.	
	IVR should have the ability to incorporate office hours functionality i.e. System should be able to provide office hours integration wherein if the call is received after the office hours, the system should play the after office hours IVR Flow.	
	The system should be capable of announcing the customer's position in the queue before getting connected to the agent.	
	The system should be capable of announcing the customer's estimated waiting time before getting connected to the agent.	
	Customer should be able to assign a call back over IVR. Solution should allow the customer to feed their number if required over an IVR.	

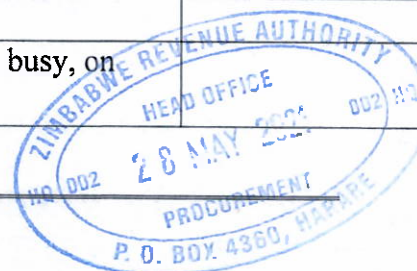


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IVR should have the functionality of calling automatically all abandoned calls.		
Screen popup on the agent screen should be on the basis of the data captured over IVR and integrations with CRM/inbuilt system CRM.		
Routing Functions		
The proposed system should support the routing schemes of first in first service for customer.		
The proposed system should support the routing schemes of longest idle first service for agent.		
The proposed system should support the routing schemes of skill based routing.		
The proposed system should support the routing schemes of channel based routing.		
Each agent should be able to answer multiple skillsets assignable to him by supervisor.		
Dialler Functions		
The proposed system should provide outgoing call functionality for customer care, marketing promotion, reminders and so on.		
The proposed system should support inbound and outbound blending.		
The dialler should have the feature to perform targeted and skill-based outbound dialling.		
The proposed solution should have the capability to upload call list for outbound dialler.		
Agent Device Application Functions		
Agent should be able to have an application which allows for answering multiple contacts in under one application.		
Application should provide support for integration with CRM to have customer basic profile and related information including the customer contact history.		
Agent must be authenticated when logging in the system.		
Application should provide the call function for Answer/release.		
Application should provide the function to set agent status either as busy, on break, available etc.		

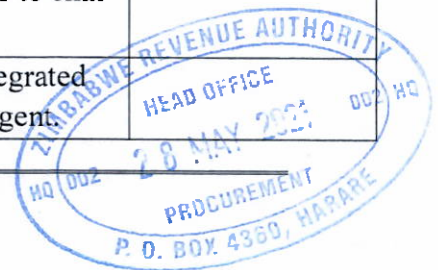


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	Application should provide the function for Mute, hold, manual dialling ,transfer etc.	
	Application should have the feature to set disposition codes for every call that comes through.	
	Application should allow chatting between agents.	
	The proposed application should support customer information popup when the call is connected to the agent.	
	After the service by agent, the system can automatically transfer the call to the customer feedback module for feedback input by customer.	
	The proposed system should have a soft phone/WebRTC integrated with the agent interface.	
	Abandoned call handling should be there in the proposed solution i.e. any call which comes to the system and has not been handled by agent and got disconnected is treated as abandoned call in the system. System should be able to call-back these customers.	
	Supervisor Application Functions	
	Application should provide the ability to monitor log in and log out for agents.	
	Supervisor should be able to see agents' presence i.e. available agents and those who are either busy or on break.	
	Supervisor should be able to barge into a call and assist agent or take over the call.	
	Supervisor should be able to terminate a login session of agents - Force logout/login of agents.	
	Supervisor should be able to download recorded calls.	
	Application should support the capability to monitor calls queues and assignment of agents if need arises – i.e. Outbound to Inbound.	
	Social Media	
	Provides an option to social media users coming from Facebook/Twitter to chat with chat agents.	
	Chats from Facebook Messenger and Twitter direct message can be integrated directly to the Chat agent and the customer can directly chat with the Agent.	

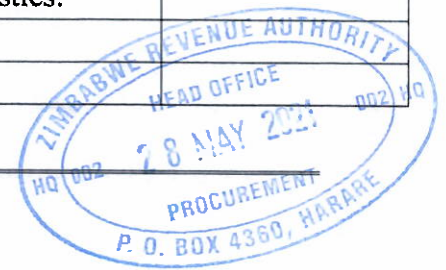


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	Comments on customer’s Instagram/Facebook post will be routed to chat agent wherein agent can respond/reply to those comments as chat.	
	All the reports for the Agent chat communication can be pulled from chat skill reports.	
	Webchat	
	Webchat tool should have the facility of providing canned chats.	
	Webchat tool should allow the uploading of file from either side of the conversation i.e. by the agent or by the customer.	
	After the session termination of webchat, solution should provide the feedback form to the customer for rating the interaction.	
	Recording and Quality Functions	
	The proposed system should provide voice recording system that must record all the conversation of the agents for both inbound and outbound call.	
	The voice recording should be easily retrievable in desired format by the authorized personnel.	
	Supervisor should have the option to listen, play, forward, rewind the agent's recording through a single unified interface.	
	The recording should be easily searchable based on following parameters;	
	a. Date	
	b. Time	
	c. Call type etc.	
	Reports	
	The report template should be customizable.	
	Report to be able to give the number of breaks an agent has taken.	
	Report to be set on different KPI parameters like call answered time, agent utilization report, wrap up time, average call handling time etc.	
	System should be able to send the email of some reports to defined mail IDs.	
	Some reports should comprise of graphical charts exhibiting the statistics.	
	Historical reports must provide agent's current status including:	
	o telephony status - if on-call	

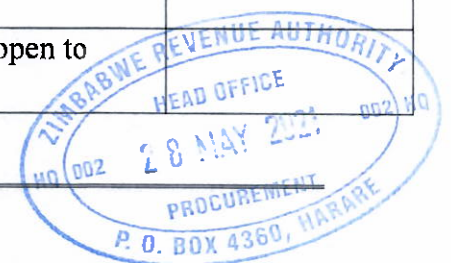


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	o user presence - if on break, on-call, idle	
	o since what time user is on call or on break	
	o number of breaks user has taken	
	o number of calls user has attended	
	o number of calls user has dialled	
	o average wrap-up time of user in past hour	
	o average call-duration	
	o longest call-duration	
	Security and Encryption	
	System should provide high availability, load balancing and redundancy in the application to ensure the business continuity.	
	Proposed system should be recoverable in case of disaster recovery, where DR site should be separate independent location.	
	CRM integration (custom screen pop up)	
	Screen pop up of Customer's existing CRM page for incoming call based on caller id, Social Media chat Channels, Email and Webchat leading to easiness in achieving add-on modules. Proposed system should provide encrypted data exchange between client machines and Server to ensure higher level of security. All modules including the Application Server, Management Server and Reporting Server must be configured to be accessed via only Secure Socket Layer (SSL) which uses RSA encryption and Public Key Infrastructure (PKI).	
	Custom screen pop up with 20 fields while integrating with customer's existing Database or in-house CRM.	
	For Screen pop - up inbound channel can be caller id, Webchat, Social media chat channels, WhatsApp or Email.	
	Agents can update the details of caller and outcomes. Updated screen pop up fields by agents will be stored in CRM Connector Database (for custom screen pop up).	
	For new caller blank page of CRM Connector custom fields will be open to agent UI wherein the agent can update the details.	

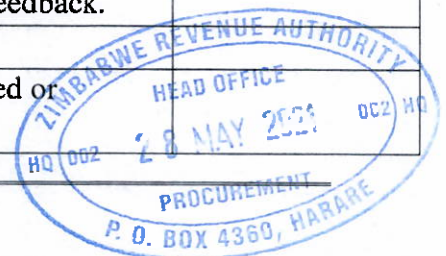


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	Reports of updated custom screen pop up page can be downloaded by admin from custom CRM connector web portal.	
	Click to call contacts option from CRM Connector web application.	
	SMS connector	
	SMS Connector provides option to send adhoc or bulk SMS notification.	
	Agent can send adhoc pre-defined or customized SMS templates to send SMS notification manually.	
	Admin can upload contacts using SMS Connector web portal to send bulk SMS messages to the uploaded mobile	
	SMS connector can integrate with customer's database to fetch contacts and send SMS notifications.	
	Admin can generate reports of SMS notifications sent from SMS connector web portal.	
	Customer Survey	
	The solution provides option to capture post call customer feedback (ratings) over IVR (voice) in which agent will transfer the call to survey IVR manually.	
	Enables integration with Contact Centre IVR	
	Web UI – Dashboard, NPS Report	
	e reports of customer ratings will be generated by admin from provided customer survey module web application.	
	The system should facilitate post-call survey for analysing customer satisfaction.	
	It should enable Integration with Contact Centre IVR, customer's Email Server & SMS Gateway.	
	Customer Survey reports can be sent as email based on the outcome of the survey.	
	Customer Survey Module provide option to send web link/URL of survey questions to customer in email or SMS for them to select and give feedback.	
	Call Back Manager	
	Provides an option in contact centre to automatically call back missed or abandoned calls.	

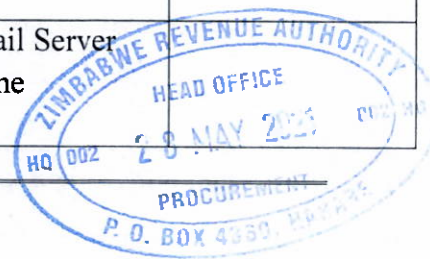


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	If caller calls and waiting in queue for long time, the caller can request call back request in IVR. The system will call back automatically to the call back request once the agent is available in 30 minutes interval.	
	Call-back Manager monitors the dropped calls in Contact Centre and dials those contacts automatically when the agent is available in 30 minutes interval.	
	Automatic call back will follow the missed/abandoned call list and dial the contact from missed call list one by one from it based on missed call time in FIFO method when the agent is free from incoming call.	
	A web interface will be provided which allows the agent to dial back the calls through click to call button positioned against each missed contact.	
	A back web portal is integrated with Contact Centre to fetch the abandoned call details.	
	Reports of call back list can be downloaded in CSV, PDF & Excel format.	
	Agents have an option to search specific abandoned calls based on called time/calling number.	
	Case management/Ticketing System	
	Case Management Solution will provide custom screen pop up of its own database or can integrate with customer's single database to fetch up to 20 fields (including Caller details, call history etc.) and provide custom screen pop up to agents UI.	
	Pop-up will be opened based on contact number for calls/email/chat.	
	Reports of details being saved in case management screen pop up by agents can be generated from Case Management supervisor/admin web interface.	
	Enabling ticket creation option for agent in case management screen pop page.	
	Enabling and creating Case reason option for agents in case management system.	
	Enabling and creating 3 levels of SLA escalation matrix for department using the case management admin login.	
	integration with customer email server to provide: (Customer's Email Server access, dedicated Email address with credentials to be provided by the customer)	



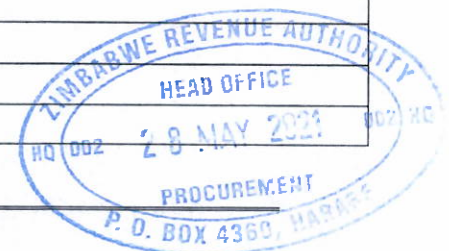
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	For internal email notification for ticket SLA/escalation matrix in case management system should be in place.	
	Provides pre-defined information of general activities of organization required for Agents to answer queries. An admin of Knowledge Base has to update information in the system. Knowledge base articles and FAQ's will be limited to 100 entries, maximum attachment size of article documents can be 5MB.	
	Reports of Case Management System can be downloaded by admin in pdf or excel format. The reports will be provided for call details.	
	Click to call(from customer's website)	
	A click to call widget to be provided which will be installed on customer's website to have direct call from website visitor with assigned agent/user. This call button must be integrated with customer telephony system.	
	Click to call from website will be a VOIP call and VOIP usage should comply with Telecom Regulatory Authority and voice quality of the calls will be based service provider's restrictions and TRA control.	
	Call Centre Infrastructure	
	The servers should be in high availability mode and in categories as follows;	
	1. Production Environment	
	2. Disaster Recovery Environment	
	3. Test Environment	

ABBREVIATIONS	FULL FORMS
API	Application Program Interface
UNIX	UNiplexed Information and Computing System
VCC	Virtual Call Centre
CRM	Customer Relationship Management
OEM	Original Equipment Manufacturer
AI	Artificial Intelligence
TAT	Turn Around Time
IVR	Interactive Voice Response



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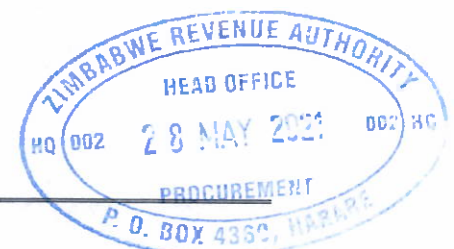
ABBREVIATIONS	FULL FORMS
TTS	Text To Speech
MRCP	Media Resource Control Protocol
XML	Extensible Markup Language
GUI	Graphical User Interface
CTI	Computer Telephony Integration
ACD	Automatic Call Distributor
SMS	Short Message Service
CLI	Caller Line Identification
WEBRTC	Web Real-Time Communication
MSISDN	Mobile Station International Subscriber Directory Number

Declaration by the Accounting Officer

I declare that the procurement is based on neutral and fair technical requirements and bidder qualifications.

P.P. 
.....

28/05/2021
.....



BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF A CONTACT CENTRE

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 05/2021

PART 3 CONTRACT

PART 3 CONTRACT

Contract Agreement

Procurement Reference: International tender ZIMRA 1CB 05/2021

THIS CONTRACT AGREEMENT is made the *[insert: date]* day of *[insert: month]*, *[insert: year]*.

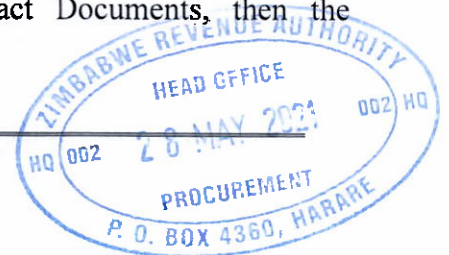
BETWEEN

- (1) *[insert complete name of Procuring Entity]*, a *[insert description of type of legal entity, for example, an agency of the Ministry of ... of the Government of Zimbabwe, or corporation incorporated under the laws of Zimbabwe]* and having its principal place of business at *[insert full postal address of Procuring Entity]* (hereinafter called "the Procuring Entity"), and
- (2) *[insert name of Contractor]*, a corporation incorporated under the laws of *[insert: country of Contractor]* and having its principal place of business at *[insert full postal address of Contractor]* (hereinafter called "the Contractor").

WHEREAS the Procuring Entity invited Bids for certain Goods and ancillary services, viz., *[insert brief description of Goods and Services]* and has accepted a Bid by the Contractor for the supply of those Goods and Services in the sum of *[insert Contract Price in words and figures, expressed in the Contract currency]* (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are assigned to them in the General and Special Conditions of Contract referred to below.
2. The following documents shall constitute the Contract between the Procuring Entity and the Contractor, and each shall be read and construed as an integral part of the Contract:
 - (a) This Contract Agreement;
 - (b) Special Conditions of Contract;
 - (c) General Conditions of Contract;
 - (d) Technical Requirements (including Schedule of Requirements and Technical Specifications);
 - (e) The Contractor's Bid, original Price Schedules and Delivery Schedule;
 - (f) The Procuring Entity's Notification of Contract Award;
 - (g) *[Add here any other document(s)]*.
3. This Contract Agreement shall prevail over all other Contract Documents. In the event of any discrepancy or inconsistency within the Contract Documents, then the documents shall prevail in the order listed above.



BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF A CONTACT CENTRE

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 05/2021

PART 3 CONTRACT

4. In consideration of the payments to be made by the Procuring Entity to the Contractor as mentioned below, the Contractor hereby agrees with the Procuring Entity to provide the Goods and Services and to remedy any defects in them in conformity with the Contract.

5. The Procuring Entity hereby agrees to pay the Contractor in consideration of the provision of the Goods and Services and the remedying of any defects in them, the Contract Price or such other sum as may become payable under the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Zimbabwe on the day, month and year indicated above.

For and on behalf of the Procuring Entity

Signed:
Name:	
In the capacity of:	<i>[Title or other appropriate designation]</i>

For and on behalf of the Contractor

Signed:
Name:	
In the capacity of:	<i>[Title or other appropriate designation]</i>



BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF A CONTACT CENTRE

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PART 3 CONTRACT

General Conditions of Contract

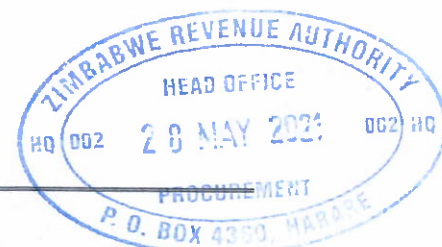
Any resulting contract is subject to the Zimbabwe General Conditions of Contract (GCC) for the Procurement of Goods (copy available on request) except where modified by the Special Conditions below.

Special Conditions of Contract

Procurement Reference Number **International Tender ICB 05/2021**

The clause numbers given in the first column correspond with the relevant clause number of the General Conditions of Contract.

GCC reference	Special Conditions
GCC 7.5	Eligible Countries: All countries are eligible,
GCC 8.1	Notices: Any notice shall be sent to the following addresses: For the Procuring Entity, the address shall be as given in the Contract document and the contact shall be, 6th Floor ZB Centre, Corner Kwame Nkrumah Avenue and First Street, Harare Zimbabwe. For the Contractor, the address shall be as given in the Bid and the contact shall be <i>{state name of contact}</i>
GCC 19.1	Liquidated Damages: Liquidated Damages in terms of section 88 of the Act shall apply. In the case of delays in the delivery of goods, the Contractor will be liable to pay damages of 0.5% of contract price per week of delay up to a maximum of 10% of contract value. If 10% is exceeded, the contract may be cancelled NB. The contractor will not be charged liquidated damages when the delay in delivery or performance is beyond the contractor's control and is not caused by fault or negligence on the part of the contractor.

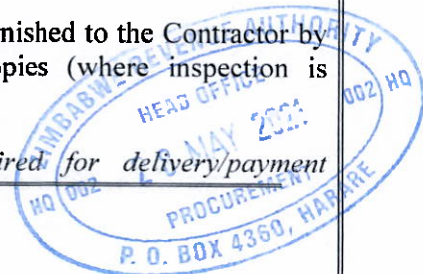


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PART 3 CONTRACT

GCC reference	Special Conditions
GCC 21.2	<p>Packing, Marking and Documentation: The goods shall meet the following special packing requirements in addition to the general requirements stated in GCC clause 21.1</p> <p>The documents to be furnished by the Contractor are:</p> <ol style="list-style-type: none"> 1. A negotiable bill of lading when the goods are coming by sea 2. An airway bill, when the goods are coming by Air 3. A road consignment note, when the goods are coming by road 4. Insurance certificate, <p>Sample provision - For Goods supplied from abroad:</p> <p>Upon shipment, the Contractor shall notify the Procuring Entity and the insurance company in writing of the full details of the shipment. In the event of Goods sent by airfreight, the Contractor shall notify the Procuring Entity a minimum of forty-eight (48) hours ahead of dispatch, the name of the carrier, the flight number, the expected time of arrival, and the waybill number. The Contractor shall email and then send by courier the following documents to the Procuring Entity, with a copy to the insurance company:</p> <ol style="list-style-type: none"> (i) one original and two copies of the Contractor's invoice, showing the Procuring Entity as the consignee; the Contract number, Goods description, quantity, unit price, and total amount. Invoices must be signed in original; (ii) one original and two copies of the negotiable, clean, on-board through bill of lading marked "freight prepaid" and showing Procuring Entity as the consignee and Notify Party as stated in the Contract, with delivery through to final destination as per the Schedule of Requirements and two copies of non-negotiable bill of lading, road consignment note, truck or air waybill, or multimodal transport document, marked "freight prepaid" and showing delivery through to final destination as per the Schedule of Requirements; (iii) two copies of the packing list identifying contents of each package; (iv) copy of the Insurance Certificate, showing the Procuring Entity as the beneficiary; (v) one original of the manufacturer's or Contractor's Warranty Certificate covering all items supplied; (vi) original copy of the Certificate of Inspection furnished to the Contractor by the nominated inspection agency and six copies <i>[state whether inspection is required]</i>; (vii) <i>[any other procurement-specific documents required for delivery/payment purposes]</i>. (vi) original copy of the Certificate of Inspection furnished to the Contractor by the nominated inspection agency and six copies (where inspection is required); (vii) <i>[other procurement-specific documents required for delivery/payment purposes]</i>.



BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF A CONTACT CENTRE

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 05/2021

PART 3 CONTRACT

GCC reference	Special Conditions
	<p>Sample provision - For Goods from within Zimbabwe</p> <p>Upon or before delivery of the Goods, the Contractor shall notify the Procuring Entity in writing and deliver the following documents to the Procuring Entity:</p> <ul style="list-style-type: none">(i) one original and two copies of the Contractor's invoice, showing the Procuring Entity, the Contract number, Goods' description, quantity, unit price, and total amount. Invoices must be signed in original;(ii) two copies of delivery note, road consignment note, truck or air waybill, or multimodal transport document showing Procuring Entity as the consignee and delivery through to final destination as stated in the Contract;(iii) copy of the Insurance Certificate, showing the Procuring Entity as the beneficiary;(iv) four copies of the packing list identifying contents of each package;(v) one original of the manufacturer's or Contractor's Warranty certificate covering all items supplied; <p>The above documents shall be received by the Procuring Entity before arrival of the Goods and, if not received, the Contractor will be responsible for any consequent expenses</p>

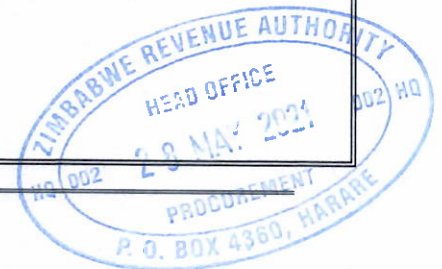


BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF A CONTACT CENTRE

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 05/2021

PART 3 CONTRACT

GCC reference	Special Conditions
GCC 22.1	Insurance: The Goods shall be insured in accordance with the specified Incoterms.
GCC 23.1 & 23.2	Inspections and tests: the tests and/or inspections of the Goods and Related Services that the Contractor is required to carry at its own expense are: 100% inspection on technical compliance.
GCC 24.1	Performance security: The winning bidder must furnish ZIMRA with a performance guarantee within 14 days after contract signature by the last party. This guarantee will be in the form of a Performance Bond or guarantee equivalent to the value of 10% of the total cost of the supplier's proposal, valid for the duration of the contract and endorsed by a registered reputable Commercial Bank in Zimbabwe.
GCC 24.4	Reduction of performance security (Not applicable)
GCC 25.1	Warranty: The period of the warranty shall be one (1) year manufacturer warranty.
GCC 25.6	Failure to remedy a defect: The period allowed to the Contractor to remedy a defect during the period of the Warranty shall be (30) days
GCC 29.1	Price adjustments: The following price adjustments are applicable. When the application of price adjustment would modify the initial price by more than twenty per centum or would modify the balance owing under the contract by more than twenty per centum, the procuring entity may terminate the contract
GCC 30.1	Terms of Payment: The structure of payments shall be: Contracts with local suppliers will be paid in Zimbabwean Dollars (ZW\$) at the prevailing RBZ auction rate Contracts with all foreign suppliers will be signed and paid in United States Dollars Acceptance: The Contract Price shall be paid to the Contractor within thirty (30) days after the date of the acceptance certificate for the respective delivery issued by the Procuring Entity. In the event that advance payment is required, the Contractor must avail a bank guarantee of the equivalent amount from a reputable registered commercial bank
GCC 31.1	Contract Administration Fee: Bidders must pay Contract Administration Fee due in terms of Part XI of ACT and Part V of the Public Procurement and Disposal of Public Assets (General) (Amendment) Regulations, 2020 (No. 2) 1326 (Statutory Instrument 219 of 2020) before contract signing. PART VI Administration Fees Payable By Contractors.



BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF A CONTACT CENTRE

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 05/2021

PART 3 CONTRACT

Bank Guarantee for Performance Security

[This is the format for the Performance Security to be issued by a commercial bank in Zimbabwe in accordance with GCC 18.1]

Contract No:

Date:

To:

[Name and address of Procuring Entity]

PERFORMANCE GUARANTEES No:

We have been informed that *[name of supplier]* (hereinafter called "the Supplier") has undertaken, pursuant to Contract No *[reference number of Contract]* dated *[date of Contract]* (hereinafter called "the Contract") for the supply of *[description of goods and related services]* under the Contract.

Furthermore, we understand that, according to your conditions, Contracts must be supported by a performance guarantee.

At the request of the Supplier, we *[name of bank]* hereby irrevocably undertake to pay you, without cavil, delay or argument, any sum or sums not exceeding in total an amount of *[insert amount in figures and in words]* upon receipt by us of your first written demand accompanied by a written statement that the Supplier is in breach of its obligation(s) under the Contract conditions, without you needing to prove or show grounds or reasons for your demand of the sum specified therein.

This guarantee is valid until full recovery of the entire sum of money above stated, consequently, we must receive at the above-mentioned office any demand for payment under this guarantee in case of default.

Signature

Signature

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