

Government of Zimbabwe

STANDARD REQUEST FOR PROPOSALS

For the

SUPPLY, INSTALLATION, CONFIGURATION AND
COMMISSIONING OF A CHATBOT SYSTEM FOR THE
ZIMBABWE REVENUE AUTHORITY



ZIMRA
Zimbabwe Revenue Authority

September 2021



**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND
COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PROCURING ENTITY: ZIMBABWE REVENUE AUTHORITY

DATE OF ISSUE: 03/09/ 2021

CLOSING DATE: 01/10/ 2021



**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND
COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

Table of Contents

Part 1: Proposal Procedures

Part 2: Statement of Requirements

Part 3: Contract



REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021

PART 1: PROPOSAL PROCEDURES

PART 1: REQUEST FOR PROPOSALS 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, 2018 (Statutory Instrument No. 5 of 2018). The terms and requirements in the Act and Regulations govern the submission of Proposals and should be read by all Consultants.

Preparation of Proposals:

You are requested to submit a Proposal to provide the consulting services detailed in the Statement of Requirements by submitting separate technical and financial proposals, as detailed below. **Failure to separate Technical and Financial proposal leads to Automatic Disqualification** The standard forms contained within this Request for Proposals may be retyped for completion but the Consultant is responsible for their accurate reproduction.

You are advised to read carefully the complete Request for Proposals document, including the Special Conditions of Contract in Part 3, as well as the Contract Agreement and the General Conditions of Contract for Consultancy Services (available on the Authority's website or on request), before preparing your proposal. Part 3: Contract Agreement is provided not for completion at this stage but to enable Consultants to note the Contract terms they will enter into if their bid is successful.

Number of bids allowed

No Consultant may submit more than one bid, either individually or as a joint venture partner in another bid, except as a subcontractor. A conflict of interest will be deemed to arise if bids are received from more than one Consultancy owned, directly or indirectly, by the same person.

Bidders are also required to submit the following documents for eligibility;

1. Proof of registration with the Procurement Regulatory Authority of Zimbabwe (2021)
2. a copy of your current and valid tax clearance certificate and VAT registration;
3. Company Profile
4. Proof of registration with NSSA.
5. Certificate of Incorporation, CR6 now CR5 and CR14 now CR6 or other company registration documents.
6. Bidders **MUST** state the number of operational experience.
7. Bidders must provide a minimum of three (3) references in form of reference letters showing
8. Bidders must submit a signed Technical Proposal bid submission sheet and Financial Proposal Bid Submission Sheet to demonstrate compliance to the terms and conditions of the bid.
9. **Preparation of Technical Proposals:**

Technical proposals should contain the following documents and information:

10. The Technical Proposal Submission Sheet in this Part;
11. A technical proposal document clearly showing fully technical and functional specifications, to be supplied and installed in order to archive the given objectives. These specifications must meet the minimum specifications that are given under the Terms of References.



**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 1: PROPOSAL PROCEDURES

12. A proposed technical approach and methodology which gives a description and summary of the approach to be taken in performing the services, that is;
- ✓ To supply and implement an efficient and reliable Self Help CHATBOT that can answer customer queries/requests in major local languages (Shona, Ndebele and English) and CHATBOT must be upgradable to latest versions regularly
 - ✓ To enable payment of different taxes using a self-help CHATBOT.
 - ✓ To enable request for account enquiry information e.g. request for tax clearance, customer statements.
 - ✓ To Enable Enquiries and complaints – Clients should place enquiries and complaints through the platform.
 - ✓ To Enable Master Data Update – clients must be able to update their records such as mobile number, contact address, email address etc. The system must allow manual verification and pre-approvals before the changes are effected on ZIMRA operational systems.
 - ✓ To implement a digitally inclusive CHATBOT accessible to as many people as possible using multi-channel networks e.g. WhatsApp, USSD, SMS, Facebook, ZIMRA Website and other Client facing Web portals.
 - ✓ To integrate the self-help CHATBOT to internal systems.
 - ✓ Train ZIMRA staff on how to develop the CHATBOT. The External Partner must start by training ZIMRA team working on CHATBOT to equip them with CHATBOT development skills.
 - ✓ To Recommend hardware, network and architecture design suitable for optimal performance of the CHATBOT system. The External Partner must also provide all necessary information needed for a successful CHATBOT implementation (e.g APIs, Messaging and other relevant information
 - ✓ To provide estimates of all costs needed to implement and operationalize a CHATBOT system Information on costs must include Hosting costs, APIs, messaging and any other, costs needed by a CHATBOT system. The External Partner must also provide recommendations on how operational costs of CHATBOT system will be minimized To provide Cloud Hosting services on either Microsoft Azure or Amazon Web Services. Licencing and Ensure Compliance with all the regulatory bodies.
13. A proposed work plan which describes the steps to be undertaken to address the proposed scope of work, including a delineation of specific tasks to also be undertaken in each project activity and timelines, showing the inputs of all key staff who will be carrying out the required work;
14. Profiles (CVs and Experiences) of key personnel who will be directly involved in the project.
15. A commitment to present and/demonstrate your proposed solution when required by ZIMRA.
16. All documentation related to system configuration, system administration, system support, source code and training material must be submitted to the Authority and will remain the property of the Authority.



REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021

PART 1: PROPOSAL PROCEDURES

Bid Security

The Bidder must include Bid Security of **ZWL\$42,820.00** (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**

The bid security shall be valid for a period of 90 days after the end of the bidding period.

Any bid not accompanied by a Bid Security 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 **ZWL\$42,820.00** which is valid for 90 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 **ZWL\$42,820.00** for the Bid Security that shall be Refundable at the end of the bid validity period plus another **ZWL\$3,500.00 for domestic 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 2020).

The amount is payable at Procurement Regulatory Authority of Zimbabwe (PRAZ), 61 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



**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 1: PROPOSAL PROCEDURES

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.

Preparation of Financial Proposals:

Financial proposals should contain the following documents and information:

1. The Financial Proposal Submission Sheet in this Part;
2. The Breakdown of Contract Price form in this Part, showing all costs for the assignment,

NB: That is, bidders should clearly show breakdown of costs for each phase.

Basis of Pricing and Payment:

The contract will be a **lump sum**.

Payments will be made on the following basis:

The contract price must be a fixed total lump sum, including all costs required to carry out the Services. The Breakdown of Contract Price may be used only for evaluation purposes and to determine the price for any additional services agreed.

Clarification of the request for proposals document may be requested in writing by any Consultant up to 17 September 2021 and should be sent to:

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

Or via Email to procurement@zimra.co.zw

Responses to questions / queries will be made in writing to all shortlisted bidders by 24 September 2021.

Validity of Proposals:

The minimum period for which the Consultant's proposal must remain valid is **90 Days** from the deadline for submission of proposals.



**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 1: PROPOSAL PROCEDURES

Sealing and marking of Proposals:

The technical and financial proposals should be sealed in separate envelopes, both clearly marked with the Procurement Reference Number above, the Consultant's name, the name of the Procuring Entity and either "Technical Proposal" or "Financial Proposal" as appropriate. Both envelopes should be enclosed in a single outer envelope, clearly marked with the Procurement Reference Number above, the Consultant's name and the name of the Procuring Entity. All the two envelopes should be sealed in such a manner that opening and resealing cannot be achieved undetected. The single outer envelope makes a single full bid. **Failure to separate Financial proposal and Technical proposal leads to Automatic Disqualification.**

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.

Submission of Proposals:

Proposals should be submitted to the address below, no later than the date and time of the deadline below. Late proposals will be rejected. The Procuring Entity reserves the right to extend the proposal submission deadline but will notify all consultants invited to submit proposals of the amended proposal submission deadline

Date for Submission: **01 October 2021**

Time of Submission **10 00 Hours (local time).**

Address for submission: **Zimbabwe Revenue Authority
Reception Area, 6th Floor, ZB Centre
Corner Kwame Nkrumah Ave/ First Street
Harare, Zimbabwe.**

Means of acceptance:

Bids in 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.

Opening of Proposals:

The technical proposals will not be opened in public due to the current Covid-19 Regulations following the deadline for submission. Financial proposals will be kept unopened and the evaluation committee will have no access to financial information until the technical evaluation is concluded.

Financial proposals of rejected bids will be returned unopened.

Withdrawal, amendment or modification of Proposals:

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

Evaluation of Proposals:



**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART I: PROPOSAL PROCEDURES

The evaluation of proposals will use the **Quality and Cost Based Selection (QCBS)** evaluation methodology as detailed below:

Quality and Cost Based Selection (QCBS):

1. Preliminary examination to confirm that all documents required have been provided, to confirm the eligibility of consultants and to confirm that the Consultant has accepted all terms and conditions without material deviation or reservation;
2. Technical evaluation to assess the technical quality of proposals against the criteria below, to determine the technical score for each proposal and to determine which proposals reach the minimum technical score given below.
3. Financial evaluation to determine the financial score of each proposal, to weight the technical and financial scores and to determine the total score of each proposal.

Proposals failing any stage will be eliminated and not considered in subsequent stages.

Preliminary Examination and Eligibility Evaluation Criteria

Evaluation Parameter	Compliant / Non-Compliant
1. Bid Validity Must be 90 days.	
2. Bid Security of ZW\$42,820.00. MUST BE ATTACHED IN THE TECHNICAL BID.	
3. Proof of registration with the Procurement Regulatory Authority of Zimbabwe (2021).	
4. Valid Tax Clearance Certificate.	
5. Proof of registration with NSSA.	
6. Bidders must provide a minimum of three (3) references in form of reference letters on client letterhead showing direct experience on similar projects.	
7. Bidders must submit a signed Technical Proposal bid submission sheet and Financial Proposal Bid Submission Sheet to demonstrate compliance to the terms and conditions of the bid.	
8.	
9. Warranty Period must be stated	
10. Delivery Period must be stated. Preferably shorter delivery period.	
11. Company Profile with, Certificate of Incorporation, CR6 now CR5 and CR14 now CR6 or other company registration documents.	
Responsiveness	Responsive / Non- Responsive



**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 1: PROPOSAL PROCEDURES

Technical Evaluation Criteria:

Proposals will be awarded scores out of the maximum number of points indicated below for each of the following criteria:

Evaluation Parameter	Score
Compliance with the technical and functional specifications as given in the Statement of Requirements.	40
A proposed technical approach and methodology which gives a description and summary of the approach to be taken in performing the required services.	15
A proposed work plan which describes the steps and timeframes to be taken to complete the project.	10
Presentations/Demonstrations of the proposed solution.	20
Profiles of key personnel.	10
Knowledge Transfer.	5
Total Score	100

The minimum technical qualifying score required to pass the technical evaluation is 80 points. That is, the technical scores shall be marked as a percentage of 80 points.

Financial Criteria:

Financial scores will be determined by awarding 100 points to the lowest priced proposal and giving all other proposals a score which is proportionate to this.

Total scores will be determined using a weighting of 80% for technical proposals and a weighting of 20% for financial proposals.”

Currency:

According to SI 185/2020, Bids should be priced in United States Dollars (US\$) and Zimbabwean Dollar (ZWL). Payment of the contract will be made at the prevailing Reserve Bank of Zimbabwe Auction rate on the date of payment, see <http://www.rbz.co.zw/>.

Recommendation for Award:

The proposal with the highest total scores will be recommended for award of contract, for all the phases, subject to any negotiations required.

Award of contract:

Award of contract will be by placement of a contract in accordance with Part 3 of this Request for Proposals. 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 Consultants 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



**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 1: PROPOSAL PROCEDURES

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.

The contract will only be valid subject to payment of annual contract administration fees in line with Part V of the Fifth Schedule to the Regulations.

Right to Reject:

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

Corrupt Practices:

The Government of Zimbabwe requires that Procuring Entities, as well as Consultants, 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 Consultant recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the Contract or been declared ineligible to be awarded a procurement contract under section 99 of the Act; a definition of these terms is found in clause 1.9 of the GCC;
2. the Authority may under Section 72 (6) of the Act impose the debarment sanctions under section 74(1) of the Regulations;
3. in accordance with section 42 of the Regulations, submission of a bid will be deemed to be an undertaking on behalf of the Consultant to accept the responsibilities described in clause 1.1 of the GCC; and
4. Any conflict of interest on the part of the Consultant must be declared.

Declaration by the Accounting Officer

I declare that the procurement is based on neutral and fair technical requirements and the Consultant's qualifications.


.....
Signature



.....
Date

**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 1: PROPOSAL PROCEDURES

Technical Proposal Submission Sheet

{Note to Consultants: Complete this form with all the requested details and submit it as the first page of your technical proposal, with the documents requested in Part 1 attached. Ensure that your proposal is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this RFP prevail over any attachments. If your proposal is not authorised, it may be rejected.

In case the Consultant 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.}

Procurement Reference Number:

Subject of Procurement:

Name of Consultant:

Consultant's Reference Number:

Date of Technical Proposal:

We offer to provide the services described in the Statement of Requirements, in accordance with the terms and conditions stated in your Request for Proposals referenced above.

We confirm that we are eligible to participate in public procurement and meet the eligibility criteria specified in Part 1: Proposal Procedures of your Request for Proposals.

The validity period of our proposal is: days from the date of the submission.

We submit on the attached Appendices the evidence to demonstrate our suitability to perform the required services:

Appendix A: Methodology and Work Plan;

Appendix B: Experience and Qualifications.

Appendix C: Technical proposal document of the CHATBOT system, showing the technical and functional specifications of the proposed solution.

We understand that the proposals in these Appendices, if approved or as amended, will be included in the Contract Appendices and shall form a contractual commitment.

We enclose a separately sealed financial proposal.

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

Technical Proposal Authorised By:

Signed	Name
In capacity of:	Date:(DD/MM/YY)



**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 1: PROPOSAL PROCEDURES

Duly authorised for and on behalf of:

Firm

...

Address:

.....

.....

Phone: **email**

.....

Corporate Seal (where appropriate)



REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021

PART 1: PROPOSAL PROCEDURES

Financial Proposal Submission Sheet

[FILL THIS FORM FOR EACH PHASE]

{Note to Consultants: Complete this form with all the requested details and submit it as the first page of your financial proposal, with the documents requested above attached. Ensure that your proposal is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this RFP prevail over any attachments. If your proposal is not authorised, it may be rejected. The total price of the proposal should be expressed in a currency permitted in the SCC}.

In case the Consultant 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.

Procurement Reference Number:

Subject of Procurement:

Name of Consultant:

Consultant's Reference Number:

Date of Financial Proposal:

The total price of our proposal for Phase is: _____ and _____.
{insert currencies and amounts/rates}



We confirm that the rates quoted in our Financial Proposal are fixed and firm for the duration of the validity period and will not be subject to revision or variation or adjustment.

Financial Proposal Authorised By:

Signed	Name:
In capacity of:	Date:(DD/MM/YY)
Duly authorised for and on behalf of:	
Firm	
Address:	
Phone:	email:
Corporate Seal (where appropriate)	

**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 1: PROPOSAL PROCEDURES

Summary of Costs

[COMPLETE THIS FORM FOR EACH PHASE]

{Complete this form to summarise all the costs together from the breakdown of costs and submit it as part of your financial proposal.

Item	Costs
	[Indicate Currency]
Fees	
Reimbursable Costs	
Any other additional Costs	
VAT	
Total Cost of Financial Proposal¹	

- 1 The total cost must coincide with the sum in the Financial Proposal Submission Sheet for that phase.



**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 1: PROPOSAL PROCEDURES

BREAKDOWN OF CONTRACT PRICE (SUPPLY, DELIVERY INSTALLATION & COMMISSIONING OF THE CHATBOT SYSTEM AND PROVISION OF ADDITIONAL SERVICES AS REQUIRED)

[COMPLETE THIS FORM FOR EACH PHASE]

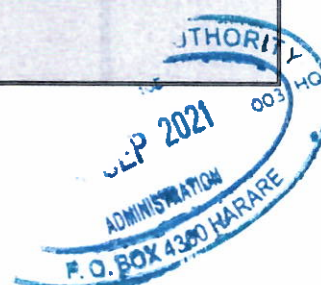
{Complete this form with details of all your costs and submit it as part of your financial proposal. Authorise the rates quoted in the signature block below. Where this is a lump sum contract, the total price will be the contract price and the breakdown will be used only to determine the price of any additional services. Where this is a time-based contract, the breakdown will be used as the cost estimates and payment will be made for the services actually performed and costs actually incurred.}

Currency of Costs: _____

FEES				
Description of item	Input Quantity	Unit of Input	Unit Rate	Total Price
Sub Total:				

Signed	Name:
In capacity of:	Date:(DD/MM/YY)
Duly authorised for and on behalf of:	
Firm
Address:
Corporate Seal (where appropriate)	

Breakdown of Contract Price Authorised By:



REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
 PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021

PART 1: PROPOSAL PROCEDURES

BREAKDOWN OF CONTRACT PRICE (REIMBURSABLES)

[COMPLETE THE FORM FOR EACH PHASE]

Currency of Costs: _____

REIMBURSABLE COSTS				
Description of Cost	Quantity	Unit of Measure	Unit Price	Total Price
Sub Total:				

Breakdown of Contract Price Authorised By:

Signed Name:
 In capacity of: Date:(DD/MM/Y)
 Duly authorised for and on behalf of:
 Firm
 Address:
 Corporate Seal (where appropriate)



**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 1: PROPOSAL PROCEDURES

Appendix A: Technical proposal of CHATBOT system, showing the technical and functional specifications of the proposed solution, that complies with the minimum specifications given in the statement of requirements.



**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART I: PROPOSAL PROCEDURES

Appendix B: Methodology and Work Plan

{Describe the methodology and work plan you would propose to use in meeting the requirements in the statement of requirements in Part 2.}



**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 1: PROPOSAL PROCEDURES

Appendix C: Experience and qualifications

{Provide background information about the consultancy firm that is bidding for the Contract and of any other firm that is associated with this bid. State whether any of the required services will be sub-contracted. Describe the experience of the firm in performing similar consultancy Contracts, if so required by the instructions in Part 1.

Name the key personnel who will perform the requirements under the Contract, their proposed period of engagement, including working hours and holidays, and describe their qualifications and experience in working on similar Contracts, distinguishing between foreign consultants and national (Zimbabwean) consultants. Describe any intended transfer of knowledge to consultants and other personnel in Zimbabwe and how this transfer will be achieved.}



**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 2: STATEMENT OF REQUIREMENTS

PART 2: STATEMENT OF REQUIREMENTS

A: Terms of Reference

1. Background

ZIMRA is mandated to collect revenue, facilitate trade and travel, advise government on fiscal and economic matters and protect civil society. The Domestic Taxes division is responsible for mobilizing, assessing and collection of domestic taxes revenue. Customs division is responsible for collecting revenue from exports and imports out of and into the country, while Revenue Assurance division is responsible for insuring transparency and integrity in all transactions that translate to ZIMRA collecting revenue. Currently ZIMRA does not have a self-help Chabot to assist tax payers. Therefore, the need for an efficient and effective self-help Chabot to enable seamless engagement with taxpayers 24/7 and avoid lengthy wait times for straightforward queries.

2. Objectives of the project

The objectives of the project are as follows:

- ☛ To implement an efficient and reliable Self Help CHATBOT that can answer customer queries/requests in major local languages (Shona, Ndebele and English).
- ☛ To enable payment of different taxes using a self-help CHATBOT.
- ☛ To enable request for account enquiry information e.g. request for tax clearance, customer statements.
- ☛ To implement a digitally inclusive CHATBOT accessible to as many people as possible using multi-channel networks e.g. WhatsApp, USSD, SMS, Facebook, ZIMRA Website and other Client facing Web portals.
- ☛ To integrate the self-help CHATBOT to internal systems.



3. Project Deliverables

The External Partner shall work together with ZIMRA internal team to deliver the following at the end of the project:

- ☛ Train ZIMRA staff on how to develop the CHATBOT. The External Partner must start by training ZIMRA team working on CHATBOT to equip them with CHATBOT development skills. After the training, the external partner must work with ZIMRA ICT team to develop and deploy the CHATBOT.
- ☛ An efficient and effective self-help CHATBOT system configured as per the user requirements. The system must be comparable to other automated self-help

**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 2: STATEMENT OF REQUIREMENTS

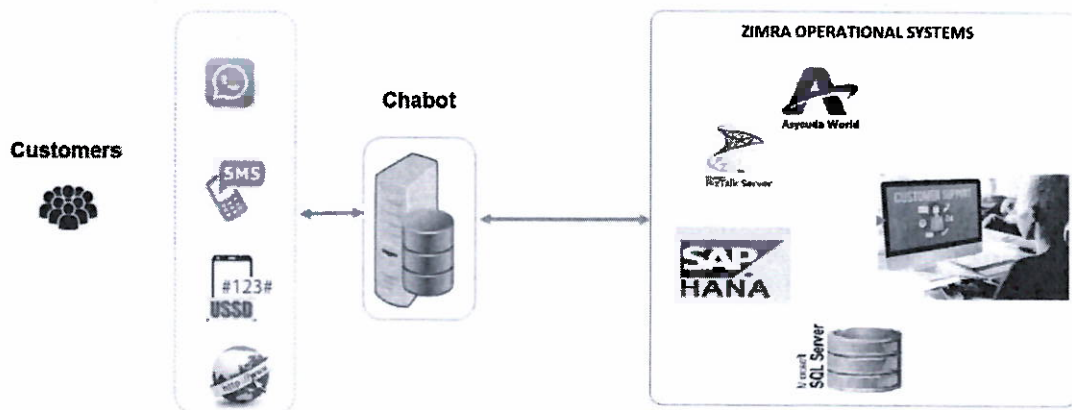
CHATBOT systems currently existing in either Revenue Authorities, Financial Services sector or Telecommunications sector.

- ↳ Hosting Platform must be provided by the external partner. All the costs of hosting the CHATBOT solution on cloud must be catered for by the External Partner. It is also the responsibility of the External Partner to ensure high availability of the Chabot solution as approved by ZIMRA Management. The External Partner must work with ZIMRA ICT team in all hosting process to ensure knowledge transfer and security of the platform.
- ↳ All documentation related to system configuration, system administration, system support, source code and training material must be submitted to the Authority and will remain the property of the Authority.
- ↳ Recommend hardware and network suitable for optimal performance of the system.
- ↳ Ability to integrate with internal systems and third party systems.
- ↳ Facilitate the demonstration to relevant stakeholders on how the self-help CHATBOT works.
- ↳ Ensure licensing and compliance with all the regulatory bodies.



4. System Architecture

The general overview of the system must be as shown below:



4.1. Cloud Solution:

The solution will be cloud based, hosted on either Microsoft Azure or Amazon Web Services or any other recommended cloud platform and must be approved by ZIMRA Management. The External Partner must provide Cloud Hosting services at his cost. The following advantages of hosting the solution on cloud must be realised:

REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021

PART 2: STATEMENT OF REQUIREMENTS

- i) The CHATBOT will be accessible 24/7
- ii) The CHATBOT will be scalable
- iii) Reduced cost of maintenance in the long run
- iv) Easy of collaboration.

4.2. Self-help CHATBOT Security

The External partner must work with ZIMRA ICT team in securing the CHATBOT solution. Below are some of the security issues that must be observed when developing the CHATBOT solution:

- i) Anyone who want to interact with the CHATBOT with an intention to do an account specific enquiry must first register on the CHATBOT platform.
- ii) Authentication should be verified by validating the authentication details with the corresponding details on ZIMRA operational systems to prevent imposters accessing clients' accounts.
- iii) Registration and login must have at least two factor authentication.
- iv) The CHATBOT should be menu driven.
- v) Access by ZIMRA staff will be based on access level privileges.

4.3 Self-help CHATBOT Core System Functions

- ☛ **Self-help CHATBOT Core System** – This is the core system used to handle all online interactions with the Revenue Authority. The system must provide functions such as but not limited to;
- ☛ **Responding to Frequently Asked Questions** – CHATBOT should be able to provide answers when user search for a specific topic or issue, and be able to give model answers to FAQ. □
- ☛ **Payments** – The system should be able to provide access to various payment platforms, to enable clients to make payments from the convenience of their homes such as mobile, ZimSwitch, Visa, MasterCard or bank payments. □
- ☛ **Account Enquiry** – account statement requests and status of revenue accounts highlighting outstanding obligations, prepayments, refunds, request for tax clearance etc. □
- ☛ **Master Data Update** – clients must be able to update their records such as mobile number, contact address, email address, they are currently depending on Rev 2 forms. The system must allow manual verification and pre-approvals before the changes are effected on ZIMRA operational systems. □
- ☛ **Enquiries and complaints** – Clients should place enquiries and complaints through the platform. □
- ☛ **Language** – The CHATBOT should be configurable in the following languages, Shona, Ndebele and English. □
- ☛ **Access Channels** – Clients should be able to access the following channels Facebook Messenger, WhatsApp, USSD, SMS, ZIMRA Website and other Client facing Web portals. □



**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 2: STATEMENT OF REQUIREMENTS

- ↳ **Technology** – The CHATBOT should exploit the capabilities of artificial intelligence, machine learning and natural language processing, increasing excellent user experience.□
- ↳ **Analysis & Reporting** – The system must be customizable to generate reports that add value to the revenue authority and assist in informed decision-making. The system must have real-time dashboards that can be projected in different business areas within the Authority.

NB: The system must provide reports on the different activities happening on CHATBOT for example:

- ↳ How many clients logged on?
- ↳ Nature of the inquires(categories)
- ↳ Number of clients who dropped and could not interact with the CHATBOT
- ↳ Repeat clients within 24 hours
- ↳ And any other metrics required by business

5. Scope of the Work

The External Partner should work with ZIMRA internal team to deliver the following:

- ↳ Develop and deploy a Self-help CHATBOT System as per requirements specifications approved by ZIMRA Management.
- ↳ Installation, configuration, user acceptance testing and deployment into production environments of the self-help CHATBOT system.
- ↳ Integration of the CHATBOT solution to Facebook Messenger, WhatsApp, USSD, SMS, ZIMRA Website and other Client facing Web portals.
- ↳ Integration of the CHATBOT solution to financial platforms such as Mobile financial services, ZimSwitch, MasterCard, VISA and/or bank payments.
- ↳ Hosting of the CHATBOT Solution.
- ↳ Continuous Business Process Reengineering.
- ↳ Technical Support and User Training.

6. Confidentiality

It is acknowledged that in the ordinary course of the consultant process you will have access to information about the business of the Authority and associated documents. You will therefore be required to sign oath of secrecy.

The consultant will not either during or on completion for own purposes or for any purpose other than those of the Authority (for any reason and in any manner), use or divulge or communicate to any person, firm, company, or organization except to officials of the Authority who are entitled to know any confidential information acquired or discovered.



REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021

PART 3: CONTRACT

PART 3: CONTRACT FOR CONSULTANTS' SERVICES

Lump Sum Based Contract

between

[name of the Procuring Entity]

and

[name of the Consultant]

Dated: _____



REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021

PART 3: CONTRACT

Contract

[Text in brackets [] is for the guidance of the person who drafts the document; all notes should be deleted in final text]

This CONTRACT (hereinafter called "the Contract") is made on the [day] day of the month of [month], [year], between, on the one hand, [full name and address of Procuring Entity] (hereinafter called the "Procuring Entity") and, on the other hand, [full name of Consultant] (hereinafter called the "Consultant").

[Note: If the Consultant consist of more than one entity, the above should be partially amended to read as follows: "... (hereinafter called the "Procuring Entity") and, on the other hand, a joint venture/consortium/association consisting of the following entities, each of which will be jointly and severally liable to the Procuring Entity for all the Consultant's obligations under this Contract, namely, [name of Consultant] and [name of Consultant] (hereinafter called the "Consultant").

WHEREAS

- (a) the Procuring Entity has requested the Consultant to provide certain consulting services as defined in this Contract (hereinafter called the "Services");
- (b) the Consultant, having represented to the Procuring Entity that he has the required professional skills, and personnel and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract;
- (c) the Procuring Entity has secured budgeted funds towards the cost of the Services and intends to apply a portion of the funding to eligible payments under this Contract, it being understood that such payments will be subject, in all respects, to the terms and conditions of the contract;

NOW THEREFORE the Parties hereby agree as follows:

1. The following documents (hereinafter called "the Contract Documents") attached hereto shall be deemed to form an integral part of the Contract:

- (a) The General Conditions of Contract;
- (b) The Special Conditions of Contract;
- (c) The following Appendices: *[Note: If any of these Appendices are not used, the words "Not Used" should be inserted below, next to the title of the Appendix]*

Appendix A: Methodology and Work Plan *{This should be in accordance with Section A of the Statement of Requirements}* [Not used]

Appendix B: Experience and Qualifications of Key Personnel *{This should be in accordance with Section B of the Statement of Requirements.}* [Not used]

Appendix C: Cost Estimates [Not used]

This Contract shall prevail over the Contract Documents. In the event of any discrepancy or inconsistency within the Contract Documents, then the documents shall prevail in the order listed above.

2. The reciprocal rights and obligations of the Parties shall be as set forth in the Contract and the Contract Documents, in particular:



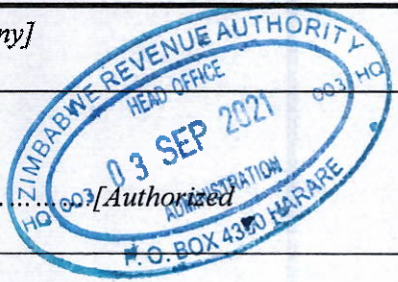
**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 3: CONTRACT

- (a) the Consultant shall carry out the Services in accordance with the provisions of the Contract; and
 - (b) the Procuring Entity shall make payments to the Consultant in accordance with the provisions of the Contract.
3. Irrespective of when the Contract is signed by the Parties, the Effective Date of the Contract is the date referred to in clause 2.1 of the General Conditions of Contract, i.e. the date of the Procuring Entity's notice to the Consultant instructing the Consultant to begin carrying out the Services.

IN WITNESS WHEREOF, the Parties have caused the Contract to be signed in their respective names.

For and on behalf of	<i>[name of Procuring Entity]</i>
Signed: <i>[Authorized Representative]</i>
Name:	
In capacity as:	
For and on behalf of	<i>[full name of Consulting Company]</i>
Signed: <i>[Authorized Representative]</i>
Name:	
in capacity as:	



[Note: If the Consultant consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]

For and on behalf of	each of the Members of the Consultants
Name of Member:	
 <i>[Authorized Representative]</i>
Name of signatory:	
in capacity as:	

**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 3: CONTRACT

Name of Member: [Authorized Representative]
Name of signatory: in capacity as:



**REQUEST FOR PROPOSALS DOCUMENT THE SUPPLY, INSTALLATION,
CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE
REVENUE AUTHORITY**

PART 1: PROPOSAL PROCEDURES


PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021

General Conditions of Contract

Any resulting contract placed shall be subject to the General Conditions of Contract (GCC) for the Procurement of Consultancy Services (copy available on the Authority's website or on request) except where modified by the Special Conditions below.

Special Conditions of Contract

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

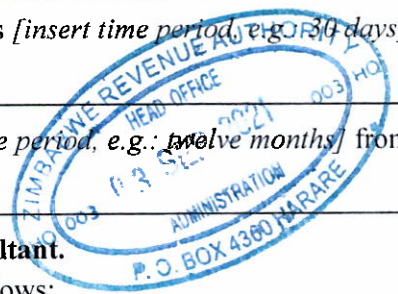
GCC reference	Amendment or supplement to the General Conditions of Contract for Services
1.4	<p>The address for the Procuring Entity is:</p> <p><i>[Address]</i></p> <p><i>[Address]</i></p> <p>Email:</p> <p>The address for the Consultant is:</p> <p><i>{Consultant to provide contact details}</i></p> <p>Email:</p> 
1.5	The location for the performance of services are <i>[provide details]</i>
1.6	The Member in Charge is <i>{Consultant to provide details}</i>
1.7	The Authorized Representatives are:

**REQUEST FOR PROPOSALS DOCUMENT THE SUPPLY, INSTALLATION,
CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE
REVENUE AUTHORITY**

PART 1: PROPOSAL PROCEDURES

PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021

GCC reference	Amendment or supplement to the General Conditions of Contract for Services
	For the Procuring Entity: <i>[Insert name and telephone number]</i>
	For the Consultant: <i>{insert name and telephone number}</i> <i>[If the Consultant consists of a joint venture/consortium/ association of more than one entity, specify the entity that is authorised to act on behalf of the other entities in exercising all the Consultant's rights and obligations towards the Procuring Entity under this Contract, including without limitation the receiving of instructions and payments from the Procuring Entity.]</i>
1.8	Taxes and duties: The Consultant, Sub-Consultants and Personnel shall pay all such indirect taxes, duties, fees and other impositions as are levied under the laws of Zimbabwe. <i>[Amend if any tax exemptions apply.]</i>
1.10	Nationals of the following countries are ineligible for performance of this Contract <i>[Insert ineligible countries or state none]</i>
2.1	The effectiveness conditions are the following: <i>[insert conditions]</i> <i>[Note: List here any conditions of effectiveness of the Contract, e.g., Procuring Entity's approval of Consultant's proposals for appointment of specified key staff members, etc. If there are no effectiveness conditions, delete this and Clause SC 2.1 from the SC].</i>
2.3	Latest time for commencement of services <i>[insert time period, e.g. 30 days]</i> days after the Effective Date.
2.4	The Contract shall expire after <i>[insert time period, e.g.: twelve months]</i> from the Effective Date.
3.5	Insurance to be taken out by the Consultant. The risks and the coverage shall be as follows: (a) Third Party motor vehicle liability insurance in respect of motor vehicles operated in Zimbabwe by the Consultant or its Personnel or any Sub-Consultants or their Personnel, with a minimum coverage of <i>[insert amount and currency]</i> ; (b) Third Party liability insurance, with a minimum coverage of <i>[insert amount and currency]</i> ; (c) professional liability insurance, with a minimum coverage of <i>[insert amount and currency]</i> ;

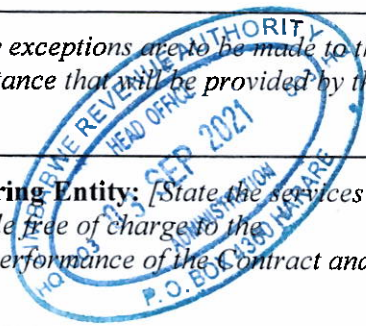


**REQUEST FOR PROPOSALS DOCUMENT THE SUPPLY, INSTALLATION,
CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE
REVENUE AUTHORITY**

PART 1: PROPOSAL PROCEDURES

PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021

GCC reference	Amendment or supplement to the General Conditions of Contract for Services
	<p>(d) employer's liability and workers' compensation insurance in respect of the Personnel of the Consultant and of any Sub-Consultants, in accordance with the relevant laws of Zimbabwe, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and</p> <p>(e) insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Consultant's property used in the performance of the Services, and (iii) any documents prepared by the Consultant in the performance of the Services.</p> <p><i>[Note: Delete what is not applicable].</i></p>
3.7	<p>Consultant's actions requiring the Procuring Entity's prior approval: <i>[State any other actions for which the Procuring Entity's prior approval is required or state none.]</i></p>
3.9	<p>Restrictions on the future use of documents and software prepared by the Consultant: <i>[All plans, drawings, specifications, designs, reports, other documents and software prepared by the Consultant for the Procuring Entity under this Contract shall become and remain the property of the Procuring Entity. State any additional restrictions that shall apply to the future use of these documents and software.]</i></p>
3.12	<p>Contract Administration Fee: The Contract Administration Fee set out in Part V of the Fifth Schedule to the Regulations is due upon the signing of the Contract and the applicable Fee is \$ <i>[State applicable fee or delete].</i></p>
4.6	<p>Resident Project Manager: <i>[State whether a Resident Project Manager is required and, if so, the period of residence and the terms and conditions of his residence in Zimbabwe.]</i></p>
5.1	<p>Assistance and exemptions: <i>[State whether any exceptions are to be made to the provisions of GCC 5.1. and any additional assistance that will be provided by the Procuring Entity]</i></p>
5.4	<p>Services, Facilities and Property of the Procuring Entity: <i>[State the services facilities and property that will be made available free of charge to the Consultant and Personnel during the period of performance of the Contract and how/when they will be made available.]</i></p>



**REQUEST FOR PROPOSALS DOCUMENT THE SUPPLY, INSTALLATION,
CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE
REVENUE AUTHORITY**

PART 1: PROPOSAL PROCEDURES

PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021

GCC reference	Amendment or supplement to the General Conditions of Contract for Services
5.6	Counterpart Personnel: <i>[Provide information about the professional and support counterpart personnel that will be made available free of charge to support the work of the Consultant, including any restrictions on dates or hours of work.]</i>
6.1	Contract Price: The contract price is <i>[insert amount(s) and currency(ies)]</i>
6.2(b)	Type of Contract: Lump Sum /Time Based contract <i>[Select the type of contract]</i>
6.5(a)	<p>The following payment schedule shall apply: <i>[insert payment terms agreed]</i></p> <p>[Note on payment schedules for Lump Sum contracts]</p> <p>(a) The following clause is a sample only and must be amended to suit the particular assignment; (b) if payments in different currencies do not follow the same schedule, add separate schedules; (c) all payments should be linked to a specific event or deliverable, which should be determined from the TOR, but could include reports, workshops, documents etc and (d) the payment schedule should take into account the length of the assignment and whether the Consultant is likely to have high mobilization costs e.g. where foreign Consultants are invited, mobilization costs may be high, as flights, subsistence etc will have to be paid and an advance payment, or payment on inception report should be considered, but where an assignment is only a few weeks and all Consultants are local, full payment on completion may be acceptable.</p> <p>[Sample clause for Lump Sum contracts – amend as required]</p> <ul style="list-style-type: none"> • Thirty (30) per cent of the lump-sum amount shall be paid upon submission of the inception report. • Fifty (50) per cent of the lump-sum amount shall be paid upon submission of the draft final report. • Twenty (20) percent of the lump-sum amount shall be paid upon approval of the final report. <p>[Note on payment schedules for Time-Based contracts]</p> <p>Payments are typically made monthly or quarterly for the actual inputs provided. The payment schedule should be specifically drafted for each contract.</p> <p>[Sample clause for Time-Based contracts – amend as required]</p>



**REQUEST FOR PROPOSALS DOCUMENT THE SUPPLY, INSTALLATION,
CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE
REVENUE AUTHORITY**

PART I: PROPOSAL PROCEDURES

PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021

GCC reference	Amendment or supplement to the General Conditions of Contract for Services
	<ul style="list-style-type: none"> Monthly payments shall be made for the actual inputs provided and reimbursable costs incurred by the Consultant, against invoices supported by itemized statements and supporting documentation. The final payment shall be made after submission and approval of the final report and a final statement of expenditure.”]
6.5(b)	The Consultants Account(s): {Consultant to insert Bank Account details for payment}
6.5(c)	Advance Payment: [State whether any advance payment will be made and, if so, the amount of such advance payment and any conditions for its use. Any advance payment must be supported by an Advance Payment Guarantee, as at Appendix D.]
6.6(a)	Payment period: Payments shall be made within 60 days from submission of a correct payment request. [Amend as necessary]
6.6(b)	<p>Payment Documentation: The following documentation shall be required to support request for payment: [List the full requirements for documentation to effect payment e.g.:</p> <p>Sample clause for Lump Sum Contracts (a) reports or other deliverables</p> <p>Sample clause for Time Based Contracts (a) timesheets for key Personnel signed by the Procuring Entity; (b) evidence of reimbursable expenditure, including tickets, boarding passes and other receipts</p>
6.6(d)	Interest for late payment: [State whether interest will be paid at the rate set by the Reserve bank of Zimbabwe for payments that are delayed by more than fifteen days beyond the due date.]
6.7	Price Adjustment: [State whether any price adjustment will be allowed and, if so, the basis for any such adjustment.]



**REQUEST FOR PROPOSALS DOCUMENT THE SUPPLY, INSTALLATION,
CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE
REVENUE AUTHORITY**

PART 1: PROPOSAL PROCEDURES

PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021

Appendices for Lump Sum Contracts

APPENDIX A – STATEMENT OF REQUIREMENTS

[Note: This Appendix will include the final Terms of Reference, including the methodology and work plan, worked out by the Procuring Entity and the Consultant during technical negotiations, dates for completion of various tasks, place of performance for different tasks, specific tasks to be approved by Procuring Entity, reporting requirements, list format, frequency, and contents of reports; persons to receive them; dates of submission, etc.].

APPENDIX B - KEY PERSONNEL AND SUB-CONSULTANTS

[Note: List:

Titles [and names, if already available], detailed job descriptions and minimum qualifications of Key Personnel to be assigned to work on the provision of consultancy services, indicating whether foreign or Zimbabwean, number of days allocation and, for foreign personnel, distinguish between home and field days allocated.

Describe any intended transfer of knowledge to consultants and other personnel in Zimbabwe and how this transfer will be achieved].



REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021

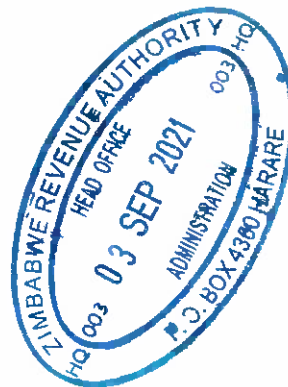
PART 4: GENERAL CONDITIONS OF CONTRACT

APPENDIX C - BREAKDOWN OF CONTRACT PRICE

[Note: List here the elements of cost used to arrive at the breakdown of the lump-sum price:

- 1. Daily/Monthly rates for Personnel (Key Personnel and other Personnel).*
- 2. Reimbursable expenses.*

This appendix will exclusively be used for determining remuneration for additional services].



REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021

PART 4: GENERAL CONDITIONS OF CONTRACT

APPENDIX D: ADVANCE PAYMENT SECURITY

[Delete page if no Advance Payment is required in the SCC]

[The bank, as requested by the successful Consultant, must fill in this form in accordance with the instructions indicated.]

Date: [insert date (as day, month, and year)]
Procurement Reference No: [insert reference]

[Issuing bank's letterhead]

Beneficiary: [insert legal name and address of Procuring Entity]

ADVANCE PAYMENT GUARANTEE No.: [insert Advance Payment Guarantee no.]

We have been informed that [name of the Contractor] (hereinafter called "the Contractor") has entered into Contract No..... [procurement reference number of the Contract], dated [insert day and month], [insert year] with you, for the execution of [name of contract and brief description of Works] (hereinafter called "the Contract").

Furthermore, we understand that, according to the Conditions of the Contract, an advance payment in the sum of [name of the currency and amount in figures] ¹ (..... [amount in words]) is to be made against an advance payment guarantee.

At the request of the Contractor, we [name of the Bank], hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of [name of the currency and amount in figures] * (..... [amount in words]) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation under the Contract because the Contractor used the advance payment for purposes other than the costs of mobilization in respect of the Works.

It is a condition for any claim and payment under this guarantee to be made that the advance payment referred to above must have been received by the Contractor on its account number [Contractor's account number], at [name and address of the Contractor's Bank].

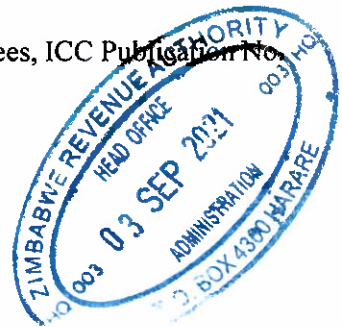
The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Contractor as indicated in copies of interim statements or payment certificates which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of a copy of the interim payment certificate indicating that eighty (80) percent of the Contract Price has been certified for payment, or on the day of ², whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date. The Guarantor agrees to a one-time extension of this guarantee for a period not to exceed [six months] [one year], in response to your written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 758.

.....

[Seal of Bank and Signature(s)]

Note –



**REQUEST FOR PROPOSAL FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF A CHATBOT SYSTEM FOR THE ZIMBABWE REVENUE AUTHORITY
PROCUREMENT REFERENCE NO: ZIMRA RFP 19/2021**

PART 4: GENERAL CONDITIONS OF CONTRACT

All italicized text is for guidance in preparing this demand guarantee and must be deleted from the final document.

1 The Guarantor must insert an amount representing the amount of the advance payment denominated either in the currency(ies) of the advance payment as specified in the Contract, or in a freely convertible currency acceptable to the Procuring Entity.

2 Insert the expected expiration date of the Time for Completion. The Procuring Entity should note that in the event of an extension of the time for completion of the Contract, the Procuring Entity would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date established in the guarantee.

