BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMR.

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 04/2022

STANDARD BIDDING DOCUMENT FOR

INTERNATIONAL TENDER ZIMRA ICB 04/2022

ZIMRA
Zimbabwe Revenue Authority

BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMR.

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BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMR.
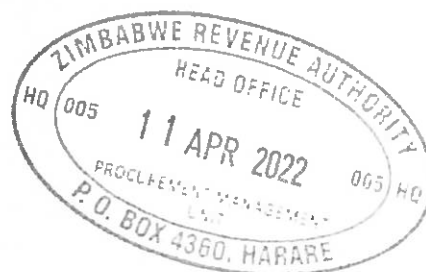
PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 04/2022

PROCUREMENT REFRENCE NUMBER: INTERNATIONAL TENDER ZIMRA

ICB 04/2022

PROCURING ENTITY: ZIMBABWE REVENUE AUTHORITY

DATE OF ISSUE: 08/04/ 2022

CLOSING DATE: 11/05/ 2022

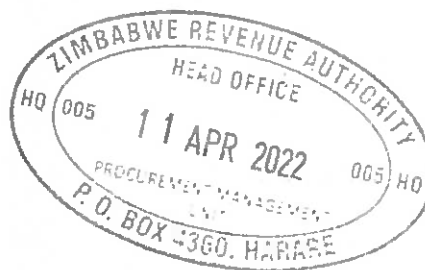**BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMR.**

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Table of Contents

PART 1: BIDDING PROCEDURES

References:

References to the Act are to the Public Procurement and Disposal of Public Assets Act *[Chapter22:23]* 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 Fiscalisation Back-end Solution 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. a copy of every document necessary to demonstrate eligibility in terms of section 28 (1) of the Regulations;

4. Proof of supplier registration with the Procurement Regulatory Authority of Zimbabwe (PRAZ).

5. A bid security

6. A copy of CR 5, CR6 and a Certificate of Incorporation or equivalent documents (foreign companies should submit similar company documents from country of company registration)

7. A valid tax clearance (ITF 263) for Zimbabwean or equivalent.

8. Company profile

9. At least three (3) reference letters showing bidders' direct experience in the supply, installation, configuration and commissioning of back-end solution for ZIMRA.

    1. **Preparation of Technical Bid:**

    Technical should contain the following documents and information:

    2. 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.

    3. 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 implement a Fiscalisation Backend Solution which accommodates devices that are already in the market, new devices to be acquired based on industry standard specifications and virtual fiscalisation solutions.

- To develop a Fiscalisation Backend Solution that assists ZIMRA tax audits and refund verifications by business through comparing of recorded sales transactions by fiscal devices and declared sales by taxpayers.

- To have a self-service portal that allows fiscal device suppliers to register devices and The system should be Able to undertake Invoice issued verification/confirmation

- To provide comprehensive administration of registered devices

- To provide error reporting and resolutions monitoring solution. The system should also provide online device monitoring functionality to check if device is on and remitting data to server [just on time]

- To provide all security controls to restrict unauthorized access.

- To provide inventory management of fiscal supplier's devices

- To integrate the Fiscalisation Backend solution to internal systems

- To provide Business Intelligent and analysis reports

In consideration of the above-mentioned project, the Solution provider is expected to deliver:

- An efficient and effective Fiscalisation Backend solution system configured as per the ZIMRA business requirements.

- User Training on the functions of the Fiscalisation Backend Solution for ZIMRA, Fiscal Device Suppliers and Taxpayers.

- Technical Training of ZIMRA ICT team to enable them to support and enhance the solution for future needs.

- Recommend hardware and network suitable for optimal performance of the system.

- 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.

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- Ability to integrate with internal systems and third party systems.

- Continuous improvement or updates of the solution to meet the changing business demands.

- Data Migration and consolidation from existing systems or databases to the new solution.

4. 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;

5. Profiles (CVs and Experiences) of key personnel who will be directly involved in the project.

6. The Bidder will be required to present and/demonstrate proposed solution as part of evaluation by ZIMRA. The proposed solution must be informing of a prototype demonstrating all main functionalities of the solution.

7. 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.

You are also required to pay the administration fee of **ZWL$30,000.00 for local bidders and US$ 400.00** for International bidders, payable for bids subject to prior review by the Special Procurement Oversight Committee in terms of Amended Statutory Instrument 299 of 2021. This fee is paid directly to the Procurement Regulatory of Zimbabwe (PRAZ).

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 and 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
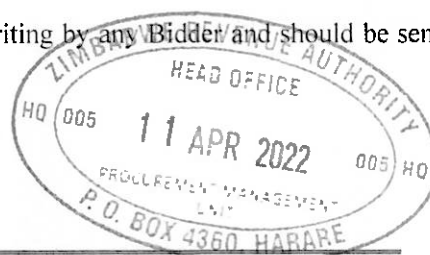
BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMRA.

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Corner Kwame Nkrumah Ave/ First Street
Harare, Zimbabwe.

Or via Email to *procurement@zimra.co.zw*

Such queries should be submitted within 5 days from the date of publication and responses to questions / queries will be made in writing to all prospective bidders at least 5 days before tender closing.

Site meeting
There is no site meeting for this tender

Validity of Bids

The minimum period for which the Bidder's bid must remain valid is 120 **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.

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:	**11/05/ 2022**	Deadline Time:	**1000Hours CAT**

Submission address:	**Zimbabwe Revenue Authority** **6th 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.
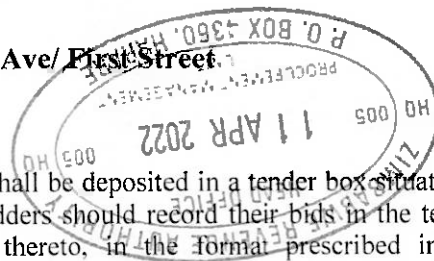
Bid opening

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Due to the Covid 19 pandemic, NO Bidders will be allowed to witness the opening of bids on the closing day.

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;

     (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 **ZW$800,000.00 for local Bidders and US$5,800.00 for international bidders)**, in *either* of the following forms;
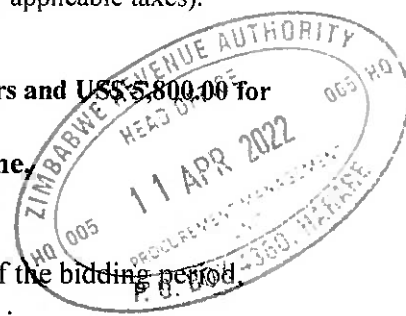
     Option 1 -------- A Certified Bank Cheque in the ZIMRA name
     Option 2 --------A Bank Guarantee in the ZIMRA name
     Option 3 -------- A Cash Deposit to PRAZ

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 will be rejected as non-responsive.

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

Option 2

Submission of bank guarantee

A standard bank Guarantee of **ZW$800,000.00 for local bidders and an equivalent of US$ 5,800.00 for international bidders,** 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 signing of contract by both parties

Option 3

If **Option 3** is chosen bidders must pay **ZW$800,000.00 for local bidders and an equivalent US$ 5,800.00 for international bidders,** for the Bid Security that shall be Refundable at the end of the bid validity period plus another **ZW$60,000.00 for local bidders or USD750.00 for foreign bidders** that shall be non-refundable for cash bid bond establishment fee in line with Part V of the Procurement Regulations Amended (S.I.299 of 2021). The amount is payable at Procurement Regulatory Authority of Zimbabwe (PRAZ), 76 Samora Machel Avenue, Harare or to be deposited in the respective bank accounts below;

For international tenders, foreign bidders shall establish their bid security in the currency of their bids.

Refundable (Local)

Payment Instructions: This account is to be used for refundable bid security only

Bank Name:	Commercial Bank of Zimbabwe
Account Name:	Procurement Regulatory Authority of Zimbabwe
Account Number:	01121064850030
Branch:	Kwame Nkrumah

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Non-Refundable (Local)

Payment Instructions: This Account is to be used for Bid Establishment Fees / Non-Refundable fees

Bank Name:	Commercial Bank of Zimbabwe
Account Name:	Procurement Regulatory Authority of Zimbabwe
Account Number:	01121064850020
Branch:	Kwame Nkrumah

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

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.

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 for certain 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.
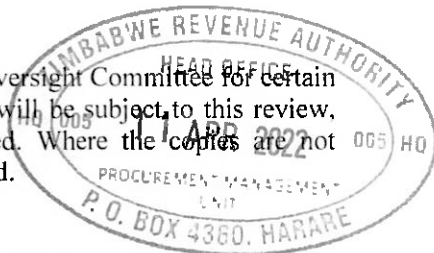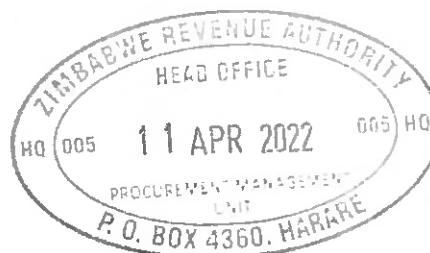
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Administrative and Eligibility Evaluation Criteria

Evaluation Parameter	Compliant / Non-Compliant
1. Bid Validity Must be 120 days.	
2. Bid Security of ZW$ 800, 00.00 for local bidders and US$ 5, 800.00 for International Bidders.	
3. Proof of registration with the Procurement Regulatory Authority of Zimbabwe (2022).	
4. Valid Tax Clearance Certificate (local Bidders)	
5. Bidders must submit a signed Bid Submission Sheet to demonstrate compliance to the terms and conditions of their bid.	
6. Payment of SPOC fee ZW$ 30,000.00 for local bidders and US$ 400.00 for International bidders payable to PRAZ.	
7. Delivery Period must be stated. Preferably shorter delivery period. (GANTT CHART)	
8. Company Profile with, Certificate of Incorporation, CR6 now CR5 and CR14 now CR6 or other company registration documents.	
9. Curriculum Vitae for key personnel for the project to show experience and capabilities to execute the project.	
10. Bidders must state their payment terms. Failure to state, the terms of this tender will prevail which is 30 days after delivery.	
Responsiveness	**Responsive / Non- Responsive**

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TECHNICAL EVALUATION CRITERIA

DESCRIPTION	COMPLIANT/ NON COMPLIANT
A) Fiscalisation Backend Solution Global Functions	

1) Privilege Management

Privilege management includes menu management, organization management, role maintenance, user management and log management.

- The solution must provide functionalities such as user authentication, authorization, and cryptography and session management.

- The system should implement Role-Based Access Control (RBAC) profiles for authorization based on business definitions. Roles will be granted permissions based on the principle of least privilege.

- The system should set different access authority for ZIMRA officials. Different access rights can do different system operations. The setting of access authorization for different levels of tax officials ensures the security of system access, and avoids the case of faulty operation.

- There are many ZIMRA officials who access the Fiscalisation backend system, thus the system needs to maintain one user account for each user. For the purpose of separation of duties, system administrator shall set and assign corresponding roles to each user according to business requirements and division of responsibilities.

2) System Management

The main functions of the system management are system parameter settings that ensures the operational security during system running, and also monitors the user's operational behaviour.

- Data dictionary: ZIMRA official must be able to configure the currency type on data dictionary function and send to Taxpayer interface.

- Exchange rate management: The backend system must obtain real-time exchange rates from banks or other agencies designated

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by ZIMRA, and send daily exchange rates of commonly used currencies to Taxpayer and Supplier interface, for allowing taxpayers to use the required currency to sell goods and provide conversion capability between currencies.

- Menu Management: The system admin should add menu, modify menu name, disable or enable the menus.

- System parameter setting: The system must be parameter driven that is to set self-defined system parameters for ZIMRA. For instance, the system can set a date format and numerical precision.

- Log management: The system should be able to record and trace all historical business operations. This function also can display log records.

- National Product code management: The system must allow for tracking of goods through the distribution chain from import to retail level through the use of Tariff (Harmonised System Code). The ZIMRA Backend system should provide for products to be described using Harmonised Tariff Codes and this configuration should as well map to all fiscal devices.

- System Backup: The system should have backup and archiving features to facilitate maintenance and upgrading requirements.

- Dashboards: The system must have a dashboard showing system performance statistics such as connections to the portals at any given time, successful vs failed attempts to connect, maximum threshold of connections for optimal performance.

- Security Policy: The Fiscalisation Backend solution should strictly adhere to ZIMRA ICT Policy and Application Security Standards. The solution must have standard security features to ensure confidentiality and integrity of data. The External Partner shall ensure that the solution is secure such that it will not expose other systems it will integrate with. The solution should be scanned for

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vulnerabilities and it is the responsibility of External Partner to fix issues discovered.

- Reporting of status of devices at any given time has to be included from the ZIMRA side. Status = ONLINE/OFFLINE

B) ZIMRA Internal Portal Functional Specifications

1) Registration Management

Registration management includes taxpayer registration inquiry, manufacturer registration management, supplier registration management, and fiscal devices registration management.

- Taxpayer registration management. The solution must synchronise VAT taxpayer information from existing systems (including taxpayer registration number (TIN), taxpayers' name, registration date, tax type information, Location details, ZIMRA office which it belongs to, taxpayer's status, telephone number etc.).

- Taxpayer inquiry: The ZIMRA tax official should be able to query the synchronized taxpayer's information, including taxpayer registration number, taxpayers' name, registration date, tax type information, tax office which taxpayer belongs to, taxpayer's status, telephone number, etc.

- Taxpayers Device Registration: The system should have similar functionality as the Fiscalisation Supplier's Portal on fiscal device registration to allow for the registration of devices by ZIMRA tax officials.

- Device Error Monitoring: The system should allow for the monitoring of devices with error after the registration by suppliers. The devices with errors to be resolved should be categorised based on the time it is waiting for the error to be resolved using colour codes (Green, Yellow, Red etc.)

- Deregistration and activating new devices -Device administrators will be able to deregister devices that have been registered with the back-end solution.

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- **Device has to transmit all data before its deregistered.**

2) **Fiscal Devices Management**

Fiscal device management includes device application, device distribution and distributed device management (includes the suspension, reactivation, cancellation of device, device inquiry and device service management).

- **Device Application: The system must allow registered taxpayers to do online ordering of fiscal devices from Suppliers through the Taxpayer's portal. The ZIMRA tax officials should be able to view the fiscal device online ordering information through a dashboard or a report.**
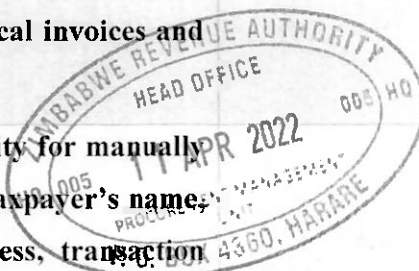
3) **Distributed Device Management**

- **The system must be able to upload the data collected on invoices/receipts to the backend system automatically in real time.**

- **The system must allow remote enabling, disabling and blacklisting of devices from the backend system.**

- **The system must have the capability for Fiscal devices to be plug and play and recognise authenticity of fiscal devices.**

4) **Invoices/receipt Issuing Management**

Issue management consists of four functions, namely invoices/receipt issuing, data upload, data receiving, and invoice monitoring.

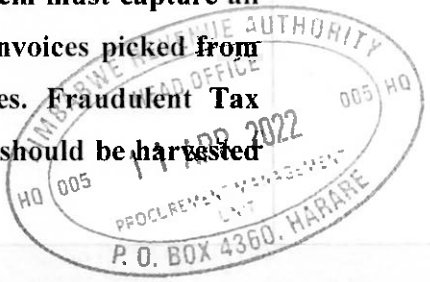- **Invoice issuing: The system must accommodate invoices with unique identifier (QR Code, Bar Code etc.). The system must accommodate fiscal devices that can issue both fiscal invoices and credit/debit notes.**

- **Data upload: The system must have the functionality for manually uploading to the ZIMRA server (including: TIN, taxpayer's name, invoice number, Buyer TIN, invoice Type, address, transaction time, gross amount, tax amount, net amount and so on) using a secure encryption method. After encryption with the secret key,**

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the data package will then be uploaded.

- **Data receiving:** After the data is received, the invoice data is decrypted with the secret key (match with the fiscal device) in Backend solution and then stored in the database.

- **Device Monitoring:** The system should be able to monitor the transmission of invoices by devices to the ZIMRA server and trigger alerts for an abnormal transmission behaviour and produce reports. Fiscal tax invoice features - Fiscal features of the invoice should meet the features defined on Section 20 of the VAT Act.

5) **Invoice Validation**
There are two functions of invoices/receipts validation including invoice validation and report management.

- **Quick Response (QR)\Bar code validation:** The system must be able to validate an invoice through the portal\ mobile app that can be used to scan the QR\Bar code and validate invoices/receipts by anyone.

- **Validation log inquiry:** the system must record the log when the user validates invoices/receipts. The log information includes invoices/receipts number, inquiry time, and terminal information, etc.

- **Fraudulent Report on fake invoices** – The system must capture all logs on the backend system of all fraudulent invoices picked from the wide range of taxpayer devices enquiries. Fraudulent Tax Invoices validated by taxpayers on the system should be harvested for intelligence purposes.

6) **Fraud Report Management**
If users find abnormal information of the invoices/receipts when validated, the invoice issue party must be reported. The system processes the report information and inform the tax official to deal with it and give feedback to the reporter.

- **Fraudulent Invoice reporting:** The system must allow for reporting of fraudulent cases providing detailed information of the invoice,

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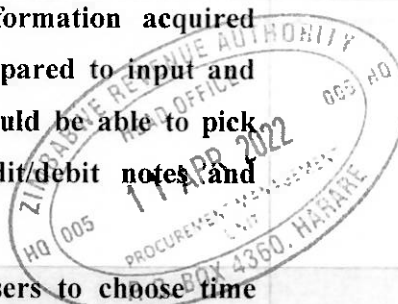
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which includes the taxpayer's name and the address of issuing party. It must also cover, the reason of the detected fraud such as the total value differ or the commodity information differ, etc.

- **Report process:** when the tax officials start to process the report, the reported information needs to be verified. Tax officials trace the legal liability of the taxpayers and give feedback to the reports.

- **Report inquiry:** The system should provide inquiry function of report information. The tax officials could search by conditions such as invoice number, issue party information, report reason and report time

7) **Declaration Comparison**

There are three parts of declaration comparison, including input invoice registration, declaration comparison, and comparison result inquiry.

- **Input invoice registration:** before declaration comparison, the registration of input invoice needs to be finished. The taxpayers select deducted invoice (only VAT invoices/receipts could be deducted) within the declaration period for deduction to finish registration of input invoices/receipts and summarization of related data.

- **Input invoices/receipts inquiry:** the input invoices/receipts information could be searched by invoice number, invoice status, purchaser name, date and seller name.

- **Declaration comparison:** the declaration information acquired from Tax Administration System will be compared to input and output invoice data collected. The system should be able to pick abnormalities in the received invoices, credit/debit notes and generate an abnormal report.

- **Inquiry history:** The system should allow users to choose time range and check invoices with abnormalities in that period and actions taken as a result.

- **Offline Parameters Management:** Offline invoicing refers to recording and storing of invoices/receipts data on the Taxpayer

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Side when network is disconnected. ZIMRA shall set parameters for offline mode that shall include but not limited to;

   o Maximum number of days that the client can issue invoice in offline mode.

- Offline parameter configurations: the system must add, modify and delete the offline parameters. As a general rule, default offline parameters shall be set in the system.

- Offline parameter application: if the default offline parameter cannot meet the taxpayer's needs, taxpayer can submit an application through the system to change the parameters. If ZIMRA approves the backend system will update the parameters to Taxpayer interface.

C) Taxpayer's Portal Functional Specifications

8) Taxpayer Web Portal
The taxpayer's portal is a platform for taxpayers to handle all their fiscalisation processes.

- The web portal must enable taxpayers to view their personal tax information, do receipt\invoices validation, fiscal device ordering online, error reporting and view fiscal device registered to them.

- Taxpayer web portal mainly contains: login management, account management, invoice validation, fiscal device stock management, taxation inquiry & statistics, message management, forms download, policy & regulation and taxpayer registration management.

9) Login Management
The system should allow users to be authenticated based on the credentials acquired during the registration process and update personal information and password.

- Account management: The system must allow taxpayer to maintain account information. Account information mainly contains taxpayer name, taxpayer identification number, e-mail address, phone number, and others.

- Quick Response (QR)\Bar code validation: The system must be
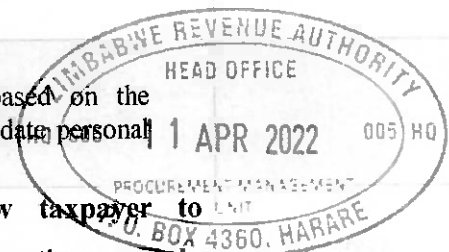
BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMRA.

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 04/2022
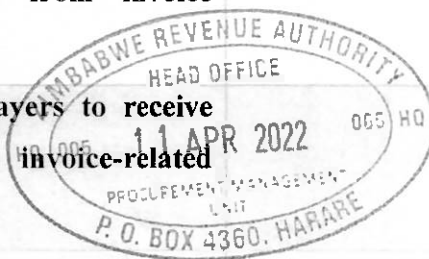
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able to validate an invoice through the portal\ mobile app that can be used to scan the QR\Bar code and validate invoices/receipts by anyone

- **Invalid Invoices report:** if taxpayer doubts that invoice is false, he could report the issuer of the invoice. System must accept the report and inform tax officials through email alerts.

10) Stock Management

The ZIMRA Backend System should allow Taxpayers to manage the quantity of goods sold, and adjust management and stock inquiry of goods. Stock management mainly includes stock-in management and stock inquiry.

- **Stock-in Management:** After the taxpayer purchases/imports the goods, the information such as the name and quantity of the goods is entered or scanned into the warehouse for management.

- **Stock transfer management:** the taxpayer can stock transfer from taxpayer headquarter to branches.

- **Stock adjustment management:** the taxpayer can stock adjustments in case of expired goods or damaged goods

- **Stock Inquiry:** The taxpayer can select the time range and query the goods information in the warehouse, such as, the goods name and quantity

- **Taxation inquiry and statistics:** it includes invoice inquiry and fiscal device inquiry, with data warehouse as its source. The inquiry and statistics results are generated from invoice information and fiscal device information.

- **Message management:** System must allow taxpayers to receive notifications\message in order to obtain invoice-related information in time.

- **Forms download:** The system must allow forms and software to be downloaded, such as fiscal device type instructions, manufacturer information list, etc.

- **Policy & Regulation:** The system must allow taxpayers to view the

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latest and historical policies and laws.

- Online help: Provide context sensitive online help. Taxpayers can get system functions or process answers through online help functions.

D) Fiscal Device Supplier's Functional Specifications

The system should allow the fiscal device suppliers to have the functions such as login, authority management, fiscal device registration, distribution device management, Device Inventory management and message management.

- Login Management: The system should allow be authenticated based on the credentials acquired during the registration process and update personal information and password.

- Authority management: The system must allow Suppliers to manage their own users and organisational parameters.

- User Management: The system must allow for a Supplier Administrator, assigned by ZIMRA, to perform Supplier user management for their own users only.

- Organization Management: The Supplier must be able to manage their own branches, including adding and modifying branch information.

- Fiscal Device Registration: The system should allow for the registration of fiscal devices after a taxpayer purchases the devices through online ordering. The devices details such as device type, serial, IMEI, cost and the entity using that particular device will be captured on a web portal so as to register it. Once a device is registered it is not automatically activated in the back-end system; an activation notification will be created when a device is assigned to a taxpayer. The IMEI and serial code will be used to monitor device status in real time whether the device is functioning or not.

- Error Reporting – The system should allow for the registration of fiscal devices that have errors or are malfunctioning by the

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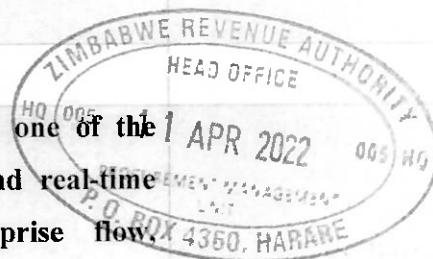PART 1   BIDDING PROCEDURES

supplier. ZIMRA tax official should be able to view all the devices with error. The devices with errors to be resolved should be categorised based on the time it is waiting for the error to be resolved using colour codes (Green, Yellow, Red etc.)

- **Fiscal Device Stock Management - detailed stock management of devices is required by ZIMRA to check all devices serial numbers IN/OUT.**

  o The system should allow fiscal device suppliers to manage devices they have in stock. After a device is sold the device stock level should automatically deduct and registered to a particular taxpayer.

E) Business Intelligence Reports and Data Exchange
The system must provide the following reports and reporting capabilities

- The system should be able to fulfil the synthetic modelling with the invoice metadata, taxpayer registration information and declaration data which are obtained from existing system.

- The system should enable different kinds of forms and graphs to be provided for decision-making.

- It should also do data analysis and allocate doubtful data monitoring and alerts.

- Customisation of reports should be possible.

- Device errors and acquittal reports must be provided.

- One Use Inquiry. These reports should display any one of the taxpayer's basic information, device information, and real-time invoice issuing information, Goods flow, enterprise flow, declaration information and other key info.

- Goods flow module is to trace the purchased goods based on the input invoices, and trace the sell goods list based on the output invoices. This function helps to find the abnormal taxpayer.

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- Enterprise flow module is to trace the upstream enterprise list based on the input invoices, and trace the downstream enterprise list based on the output invoices. This function helps to drill the source enterprise of the invoice and trace the downstream of the final dealer which provides great help for tax officials to understand the entire merchandise production chain.

- Invoice analysis & monitoring: including invoices comparison analysis, invoices monitoring, etc. Invoices comparison analysis can compare the current invoice amount, value and tax with those in last year.

- Generate tax account per period for each fiscalised taxpayer The back-end solution must be able to generate tax accounts at any given time for any given period for a specific taxpayer. Since each taxpayer has a unique account and a unique device identity which will be propagating data in real time the accounts will be easy to track and reconcile.

- Compare declared and paid tax to generated amounts The back-end solution must compare declared tax (VAT 7 return) and sales collected from the fiscal devices for a particular BPN for a specified period of time periods. The comparison should also encompass recorded sales and declared sales on VAT and on Income Tax returns on given or specified periods by the users.

- Alerts management to Auditors and client in TARMS Real time system alerts must be generated to notify of any account discrepancies. For any defined taxes that are resident in the ZIMRA Knowledge Base notifications and or alerts are created once those amounts are not reconciling as well. The systems will deliver timely Audit reports alerts and support supervision of targeted accounts by flagging them directly in the system.

- Reporting and Dashboard Management - Business Intelligence tool

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integration A number of reports must be generated from the system. System reports are defined by user roles that is internal users (System Administrators, Supervisors, Auditors and Managers), suppliers, clients (Tax payers/ Business entities). The Dashboard for each user group must be showing summary statistics relevant to the reporting needs of the group. For example system administrator dashboard will be indicating all device count, their statuses, who is active and not, summary payments by all registered business entities, and all devices pending activation. Device supplier dashboard will be showing all the device count by that specific supplier and the number functioning and all malfunctioning among other statistical data to be identified on requirements gathering. Client dashboard will be showing statistical summaries that only relate to that specific business entity's accounts and devices as well as information of interest to clients (taxpayers).

- Fiscal Device on line and off line reports and times when device was off line in a given period are required.

- Tax Monitoring can monitor the tax information by tax types, and motoring each taxpayer information by tax authority.

- VAT Mirror Return Template-The system should be able to Aggregate information from reports on fields which contain sales, output taxes, purchases, input tax, credit notes and other relevant fields should be able to be imported into the clients' VAT template, which will be used by the officers. System should have a template VAT7 for pre-populating using the sales recorded by fiscal devices and purchases made by taxpayer from other fiscalised suppliers.

11) Data Exchange Capabilities

The data exchange functionality between each system is realized through the interface. The data exchange must register and manage the interactive interface between the systems with the following functionality:

- The interface interaction between the systems must monitor and

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record the log in real time. The log is for query statistics, improving the security of the entire system.

- Data Exchange Subsystem provides open API to allow any third-party Supplier to connect to the platform.

- Bulk transfer of data from (Fiscalisation Backend Solution) to any of ZIMRA's databases should be possible

- Easy access to the data received and held in the (Fiscalisation Backend Solution) at any time;

- Transparency of information shared between the businesses and ZIMRA to ensure clients adhere to their obligations.

F) Other Technical Requirements

12) Load balancing
- The solution architecture - should be easily shared onto multiple hardware through use of load balancing.

- Networking - In addition, the networking architecture required to support optimum performance is required.

- Storage – The storage capacity and requirements that have elasticity to store all the required data and for growth.

13) High- Availability
Demonstrable full availability architecture for the system to ensure robustness and continuous service availability.

14) Traffic Volumes
Track all hits to the platform including unsuccessful logins. Able to scale up for increased volumes. Both at hardware and software level. Demonstrate how this will be done using micro-services or related similar technologies and architectures.

15) The Bidder will be required to present and/ live demonstrate proposed solution as part of evaluation by ZIMRA. The proposed solution must be informing of a prototype demonstrating all main functionalities of the solution. SEE ATTACHED TERMS OF REFERENCE.

Domestic Preference

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

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(a) The percentage of preference to be given to domestic providers is fifteen per cent (15%)].

(b) Any additional preference to be given to women-owned businesses fifteen per cent (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 and any other relevant factors.

(d) Documentation required from the Bidder as evidence of eligibility for the margin of preference is/are: CR14 now CR6, CR6 now CR5, Certificate of Incorporation and any other relevant 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.

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.

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$) and the currency for evaluation shall be US$. Payments shall be done in United States Dollars (US$) for international bidders and Zimbabwean Dollar (ZW$) for local bidders at the prevailing Reserve Bank of Zimbabwe auction rate on the date of payment.

Award of Contract

The 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
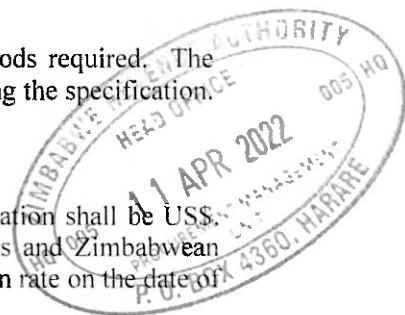
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73 of the Act, subject to payment of the applicable fee set out in section 44 of and the Third Schedule to the Regulations.

The contract will only be valid subject to payment of annual contract administration fee which is determined when the bid is deemed successful.

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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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: ...US$.....................................

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Lot No	Description of Goods	Quantity[2]	Unit Price[3] US$	Total Price[4] US$
			[to be provided by the Bidder]	[to be provided by the Bidder]
1:	SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMRA.	1		
2.	HARDWARE COMPONENTS	1		

Note 1: Bidders must attach the Original Equipment Manufacturer (OEM) certificate to the bidding documents.

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

Note 3: Unit and total prices must be for delivery through to the final destination stated in Part 1.

Note 4: Include any additional costs, such as installation or commissioning.

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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}.

LOT No	Description of Goods	Quantity	Physical Unit	Delivery Date Required by Procuring Entity and applicable INCOTERM	Bidder's offered Delivery period
				30 days from last signature date	*{to be provided by the Bidder}*
1	SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMRA.	1			

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:

ZIMRA KURIMA HOUSE

Corner 3rd and Speke Avenue.

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PART 2   STATEMENT OF REQUIREMENTS

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)]

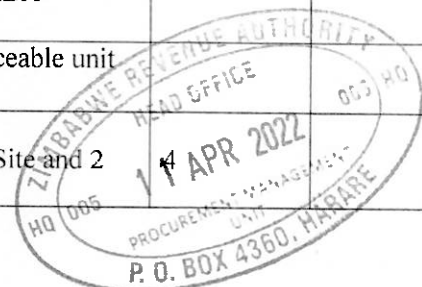| *a*	*B*				*c*
Item No:	*Item description and full technical Specification required (including applicable standards)*				*{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}*
	Item	**Description**		**Qty**	
	HARDWARE SPECIFICATION WEB SERVERS				
a.	**Web Servers**	• Virtualized			
		• Minimum six virtual Machines Load balanced Production site • Minimum six virtual Machines Load balanced DR site		12	
		• Two Test server Virtual		2	
		• Total Cost of Ownership over four years(Hardware Support, and any Hardware related licensing)			
c	**Certification of Hardware**	• OEM Certification/Approved for Hardware • Hardware Management Software ILOM/Xclarity or equivalent			
d	Memory	Minimum 3Tb scalable to 12TB+ (for production)			
		Minimum 512Gb scalable to 3TB+ (for test/Dev)			
		Minimum 3Tb scalable to 12TB+ (for DR site)			
		Minimum 3Tb scalable to 12TB+ (for production)			

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a	B			c
Item No:	Item description and full technical Specification required (including applicable standards)			{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}
	Item	**Description**	**Qty**	
	HARDWARE SPECIFICATION **WEB SERVERS**			
e	CPU Architecture	Intel (Total Minimum of 256 Cores)Production		
		Intel (Total Minimum of 256 Cores) DR		
		Intel (Total Minimum of 256 Cores)Production		
f	**Operating System**	Bidder to specify, but must under support for at least the next 3 years		
g	Internal Storage	Minimum 2TB per physical host after RAID		
	Power Supply	• 2 hot-swappable and redundant power supplies,		
		• Rated line voltage: 100 to 240 V		
	Network Interface	4 x1GB 4 Dual port 10Gb Network Interface cards. 2 x 16Gb Gen6 FC Dual-port HBA	10	
	Warranty	At least 1 Year Customer replaceable unit and onsite service.		
	Quantity	Minimum 2 Physical Host Servers(Clustered) Production Site and 2 Physical Host DR Site		

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a	B				c
					{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}
Item No:	*Item description and full technical Specification required (including applicable standards)*				
		Item	**Description**	**Qty**	
	HARDWARE SPECIFICATIONS FOR APP SERVERS				
a	App Servers		• Virtualized		
			• Minimum Two virtual Machines Load balanced Production Site	2	
			• Minimum Two virtual Machines Load balanced DR Site	2	
			• One virtual test Server	1	
			• Total Cost of Ownership over four years(Hardware Support, and any Hardware related licensing)		
b	Certification of Hardware		• OEM Certification/Approved for Hardware • Hardware Management Software ILOM/Xclarity or equivalent		
c	Memory		Minimum 2Tb scalable to 12TB+ (for production)		
			Minimum 512Gb scalable to 1TB+ (for test/Dev)		
			Minimum 2Tb scalable to 12TB+ (for DR site)		
			Minimum 2Tb scalable to 12TB+ (for production)		
d	CPU Architecture		Intel (Total Minimum of 192 Cores)Production		
			Intel (Total Minimum of 192 Cores) DR		
e	Operating System		Windows, Licensed Linux Derivative		
f	Internal Storage		Minimum 2TB per physical host after Raid		
g	Power Supply		• 2 hot-swappable and redundant power supplies, • Rated line voltage: 100 to 240 V		
h	Network Interface		4 x1GB	10	

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a	B				c
Item No:	Item description and full technical Specification required (including applicable standards)				{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}
		Item	Description	Qty	
	HARDWARE SPECIFICATIONS FOR APP SERVERS				
			4 Dual port 10Gb Network Interface cards. 2 x 16Gb Gen6 FC Dual-port HBA		
i		Warranty	At least 1 Year Customer replaceable unit and onsite service.		
j		Quantity	Minimum 2 Physical Host Servers(Clustered) Production Site and 2 Physical Host servers DR Site	4	

a	B				c
Item No:	Item description and full technical Specification required (including applicable standards)				{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}
		Item	Description	Qty	
	HARDWARE SPECIFICATIONS FOR DATABASE SERVERS				
a		Database Servers	• Bare metal		
			• Minimum Two physical Machines replicating Production Site		
			• Minimum One physical Machines replicating DR Site	1	
			• Test Server physical		
			• Total Cost of Ownership over four years(Hardware Support, and any Hardware related licensing)		

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a	B			c
Item No:	Item description and full technical Specification required (including applicable standards)			*{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}*
	Item	**Description**	**Qty**	
	HARDWARE SPECIFICATIONS FOR DATABASE SERVERS			
b	Certification of Hardware	• OEM Certification/Approved for Hardware • Hardware Management Software ILOM/Xclarity or equivalent		
c	Memory	Minimum 2Tb scalable to 12TB+ (for production)		
		Minimum 512Gb scalable to 1TB+ (for test/Dev)		
		Minimum 2Tb scalable to 12TB+ (for DR site)		
		Minimum 2Tb scalable to 12TB+ (for production)		
d	CPU Architecture	Intel (Total Minimum of 192 Cores)Production		
		Intel (Total Minimum of 192 Cores) DR		
e	Operating System	Licensed Linux Derivative		
	Database Version	ORACLE, My SQL Enterprise Edition		
f	Internal Storage	Minimum 2TB per physical host after Raid		
g	Power Supply	• 2 hot-swappable and redundant power supplies, • Rated line voltage: 100 to 240 V		
h	Network Interface	4 x1GB		
		Total Minimum 4 Dual port 10Gb Network Interface cards		
		2 x 16Gb Gen6 FC Dual-port HBA		
i	Hardware Management	ILOM/Xclarity or equivalent		

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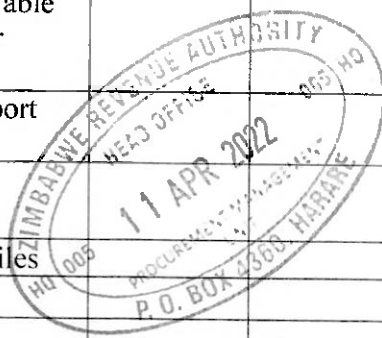| a	B				c
Item No:	Item description and full technical Specification required (including applicable standards)				{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}
	Item	**Description**		**Qty**	
HARDWARE SPECIFICATIONS FOR DATABASE SERVERS					
j	Warranty	At least 1 Year Customer replaceable unit and onsite service.			
k	Quantity	Minimum 2 Physical Host Servers(Clustered) Production Site and 1 Physical Host servers DR Site 1 Test Server		4	

SAN Switch

SAN Switch(2live+1DR)	3		16 ports activated w/ 16Gb SWL SFP Redundant Power Supply.	

a	B				c
Item No:	Item description and full technical Specification required (including applicable standards)				{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}
	Item	**Description**		**Qty**	
SAN (Storage Area Network) The Specifications below are for two sites Production and Disaster recovery site with each site with specifications below.					
	Storage Vendor	Vendor must be in the Leaders Magic Quadrant by Gartner group			
	Storage Type	Block Storage			

BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMRA.

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 04/2022

PART 2   STATEMENT OF REQUIREMENTS

a	B			c
Item No:	**Item description and full technical Specification required (including applicable standards)**			*{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}*
	Item	**Description**	**Qty**	
	SAN (Storage Area Network) The Specifications below are for two sites Production and Disaster recovery site with each site with specifications below.			
	Processor Type	Min: 10-core 2.4 GHz Intel® Xeon® processors		
	Supported protocols	8Gb FC,16GB FC, FICON, 1GbE, 10GbE, 10Gb FCoE, iSCSI		
	RAID Levels Supported	Offered SAN array should support RAID 0,1,5,6 & 10.		
	Capacity required	200TB Usable with RAID 5 with a hot spare per every 6 disks (one for 20% FLASH 30% SAS 50% NL SAS	2	
	Thin Provisioning	The storage array should have Thin-provisioning feature for maximizing the available physical storage		
	Snapshot	The array should have a snapshot feature		
	System Diagnosis	It should have the ability to run frequent system diagnoses and be able to repair common reparable driver issues		
	Compression & Deduplication	The proposed System should support Compression and de-duplication		
	Management Software	Should support: • QOS configuration per LUN		
		• Readily available storage profiles		
		• Storage domains		
		• Replication Capability		
		• Snapshots management capability		
	Redundancy	There should not be a Single point of failure		
	Additional Functionality support	The system should support; Virtualization, Clustering, HyperSwap, Real-time Compression, automated,		

BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMRA.

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 04/2022

PART 2   STATEMENT OF REQUIREMENTS

a	B			c
				{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}
Item No:	*Item description and full technical Specification required (including applicable standards)*			
	Item	**Description**	**Qty**	
SAN (Storage Area Network) The Specifications below are for two sites Production and Disaster recovery site with each site with specifications below.				
		tiering, replication and multiprotocols.		
	Performance	A minimum of 800 IOPs, Latency and throughput benchmarks should be submitted.		
	Availability	The Availability of the offered storage system should be 99.999%		
	Form factor	• All components shall be rack Mountable		
		• Mounting kits with accessories, cable management, mounting tools.		
	Power	• Frequency 50Hz– 60Hz		
		• Rated line voltage 200 – 240VAC		
		• Compatible with Zimbabwe Power standards		
	Accessories	• All Peripherals, Ports and cards should be factory installed and tested.		
		• All Required Cables including power cables, data cables, and other specialized connectors should be included.		
		• Non-Disruptive serviceability: Hot swappable redundant Power supplies, redundant funs		
	Training	• Solution provider to train at least 7 administrators on Storage administration		

Notes

BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMRA.

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 04/2022

PART 2   STATEMENT OF REQUIREMENTS

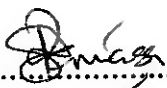| a	B				c
Item No:	Item description and full technical Specification required (including applicable standards)				{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}
	Item	**Description**		**Qty**	
SAN (Storage Area Network) The Specifications below are for two sites Production and Disaster recovery site with each site with specifications below.					
		• Non-Disruptive serviceability: Hot swappable redundant Power supplies, redundant funs			
	Training	• Solution provider to train at least 7 administrators on Storage administration			

Notes

1. Bidders to provide ideal hardware quantities and architecture however the above is the minimum
2. Annual support over four years should be broken down and itemised
3. Annual DB support (recurrent expenditure) should also be priced as well as the initial Database Licence Procurement costs (DB Capital costs licences)
4. SAN appliance for storage is required to aggregated usable storage requirements articulated above.

The detailed technical evaluation will examine the technical specification of the items offered in column c and determine whether this meets the minimum specification in column b. Bidders must complete column c or their tender will be rejected. **Bidders are required to include technical literature to positively support the details provided in column c.**

Declaration by the Accounting Officer

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

....8.4.2022....

BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMRA.

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 04/2022

PART 3   CONTRACT

PART 3 CONTRACT

Contract Agreement

Procurement Reference: INTERNATIONAL TENDER ZIMRA ICB 04/2022

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)]*.
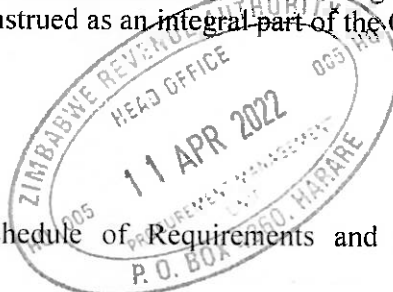
BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMRA.

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 04/2022

PART 3   CONTRACT

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.

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:	*[Title or other appropriate designation]*

For and on behalf of the Contractor

Signed:	....
Name:	
In the capacity of:	*[Title or other appropriate designation]*

BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMRA.

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 04/2022

PART 3   CONTRACT
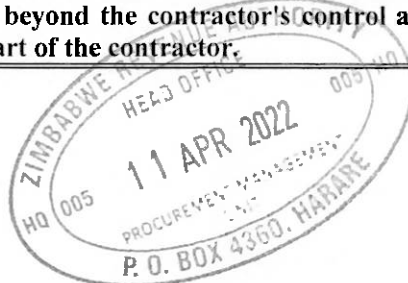
General Conditions of Contract

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... **ICB 04/2022**

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 companies 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 *{state name of contact}*
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.**

BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMRA.

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 04/2022

PART 3   CONTRACT

GCC reference	Special Conditions
GCC 21.2	**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 The documents to be furnished by the Contractor are: 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, *Sample provision* **- For Goods supplied from abroad:** 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: (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 *[state whether inspection is required]*; (vii) *[any other procurement-specific documents required for delivery/payment purposes]*. (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) *[other procurement-specific documents required for delivery/payment purposes]*.

BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMRA.

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 04/2022

PART 3   CONTRACT

GCC reference	Special Conditions
	Sample provision - For Goods from within Zimbabwe 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: (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; 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.

BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMRA.

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 04/2022

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:** After the award of the tender, and before the contract is signed; the winning bidder must furnish ZIMRA with performance guarantee within 14 days after notification of the award. 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
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: **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. Payment will be made to local suppliers in Zimbabwe Dollars (ZWL$) at the prevailing RBZ Auction rate on the date of payment. there shall be no advance payment unless or otherwise agreed by both parties. In the event that advance payment is approved, the Contractor must avail a bank guarantee of the equivalent amount from a reputable registered commercial bank redeemable in Zimbabwe.
GCC 31.1	**Contract Administration Fee:** The Contract Administration Fee set out in Part VI of the Public Procurement and Disposal of Public Assets (General) (Amendment) Regulations, 2020 (No.2) is due upon the signing of the Contract and the applicable Fee ZWL$875,000 for domestic bidders per annum and US$ 10, 000.00 for foreign bidders per annum.

BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SOLUTION FOR ZIMRA.

PROCUREMENT REFERENCE NO: INTERNATIONAL TENDER ZIMRA ICB 04/2022

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.
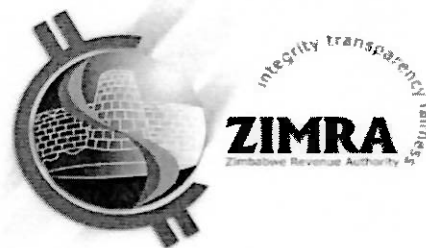
Signature   Signature

TERMS OF REFERENCE (ToR)

FISCALISATION BACK-END SOLUTION

JANUARY, 2022

ZIMRA SELF-HELP CHAT SYSTEMS	DIVISION: DOMESTIC TAXES	ISSUE NO: 1	VERSION NO: 1.0	DATE OF ISSUE: 03/09/2018	Page 1 of 20

Document Approvals

This document requires the following approvals.

Name	Title	Signature	Date of Issue	Version
Mr. S. Moyo	ICT Director		24/01/2022	V1.8
Mr M. Govha	Acting Commissioner Domestic Taxes		26/01/2022	V1.8

Revision History

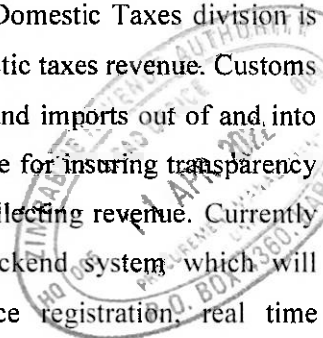| Revision Date	Author	Summary of Changes
10/01/2022	Mr. Sudden Svosve, Mr. Tapiwa Munotii, Mrs. Roseline Ntuli, Mr. T.A. Mbawa, Mr. L. Dingwa, B Rombe	Creation
11/01/2022	Mr. S Moyo, ICT Director	Reviewed document

Table of Contents

1. Introduction

Fiscalization refers to the configuration of fiscal devices to enable them to record sales and other tax information on the read-only fiscal memory at the time of sale for use by ZIMRA in Value Added Tax administration. It covers all Value Added Tax (VAT) registered operators (with sales turnover of 1 million ZWD) in categories 'A', 'B' and 'D' which are eligible for Fiscalisation as outlined in SI 104 of 2010 as read with SI 148 of 2016 and SI 153 of 2016.

In terms of Statutory Instrument 104 of 2010 fiscal devices are supposed to be purchased from approved suppliers only. The suppliers will be responsible for installation and configuration of the devices on the client's system and to ensure that everything is in good operating order before the device can be used. The registered operator(taxpayer) should register their fiscal devices through an FRT1 form and be granted a registration number. It is fiscal device supplier's role to register devices for which fully completed FRT1 forms have been submitted and provide the registered operator with the registration numbers for the devices that have been registered.

The registered devices are supposed to transmit invoice and Z report data to ZIMRA Back-end system in real-time. Fiscalization Back-end solution is responsible for the management and monitoring of the fiscal devices with features that allow for the registration, de- registration, management of devices, error reporting and acquittal of devices, receiving of data from devices, tracking the devices, reporting and intelligence on received data.

2. 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 comprehensive fiscalisation backend system which will holistically manage the fiscalisation process from device registration, real time monitoring up to reports. To date, (since 2010) the data collected through fiscalisation

(interfaced fiscal devices) has not been effectively utilised neither has it fully assisted tax audits due to non-existence of a robust fiscalisation backend system.

3. **Objectives**

The objectives of the project are as follows:

1. To implement a Fiscalisation Backend Solution which accommodates devices that are already in the market, new devices and new solutions to be acquired based on industry standard specifications.
2. To provide a Fiscalisation Backend solution that assists ZIMRA to enforce tax compliance and to validate and authenticate invoices issued in Zimbabwe.
3. To provide a Fiscalisation Backend Solution that assists ZIMRA tax audits and refund verifications by business through comparing of recorded sales transactions by fiscal devices and declared sales by taxpayers.
4. To provide a Fiscalisation backend solution which provides supplier management services which is integrated to internal and external systems.
5. To provide a Fiscalisation backend that receives data from devices and ensures devices are always connected and are monitored in real time.

4. **Tasks and Responsibilities**

The solution will be provided or supplied by the Consultant to deliver the following:

1. Implement a Fiscalisation Backend solution that is compliant with internationally accepted best practices.
2. Integrate the Fiscalisation Backend solution with relevant ZIMRA systems that will provide seamless user experience.
3. The solution must have self-service portals for fiscal device supplier and Taxpayers
4. To provide a Knowledge Base to solve common device problems.
5. To perform data migration and consolidation of data generated by current fiscal devices from the existing databases and repositories to the new solution.
6. Provide a Fiscalisation Back-end solution that bring utility and value to revenue collection through meaningful reports which assists Tax Audits, Business Intelligence and Decision Making Process in Tax Administration.
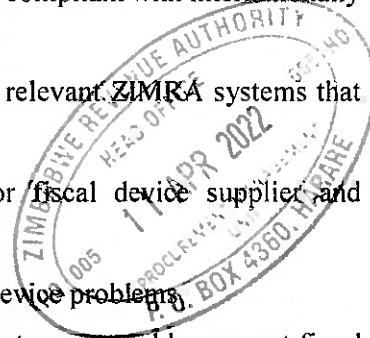
5. Deliverables/Scope of Work

The External Partner shall (working together with ZIMRA internal team) deliver the following at the end of the project:

1. An efficient and effective Fiscalisation Backend solution system configured as per the ZIMRA functional and technical requirements (able to handle huge volumes of data at all times).

2. User Training on the functions of the Fiscalisation Backend Solution for ZIMRA, Fiscal Device Suppliers and Taxpayers.

3. Technical Training of ZIMRA ICT team to enable them to support and enhance the solution for future needs.

4. Recommend hardware and network suitable for optimal performance of the system.

5. 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.

6. The system and the documentation must be in English Language. Ability to integrate with internal systems and third party systems. Must be able to work with a hybrid data pipeline

7. Continuous improvement or updates of the solution to meet the changing business demands

8. Data Migration and consolidation from existing systems or databases to the new solution.

9. Carry out project management and communication support.

10. Technical and Functional Support of the solution provided after implementation.

6. Organizational Setting

The External partner shall work with ZIMRA teams in all stations but mainly based at the Head Office in Harare, as guided by ZIMRA Project management office.

7. Inputs

The Project Team will provide the necessary information and materials for fulfilment of tasks and will facilitate the necessary meetings.

8. Qualifications and Skills

The desired External partner should have an in-depth understanding of different programming languages and technologies. The partner should use latest technologies which enable the provision of an efficient, user friendly and robust system. The External Partner must have experience in implementing and working with Fiscalisation solutions or similar comparable solutions in a large organization.

9. Overall Context

The overall context explains specifically the functions and system architecture of the required Fiscalisation Backend Solution.
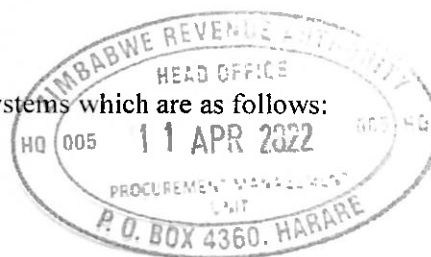
9.1 System Architecture

Figure 1 - System Architecture
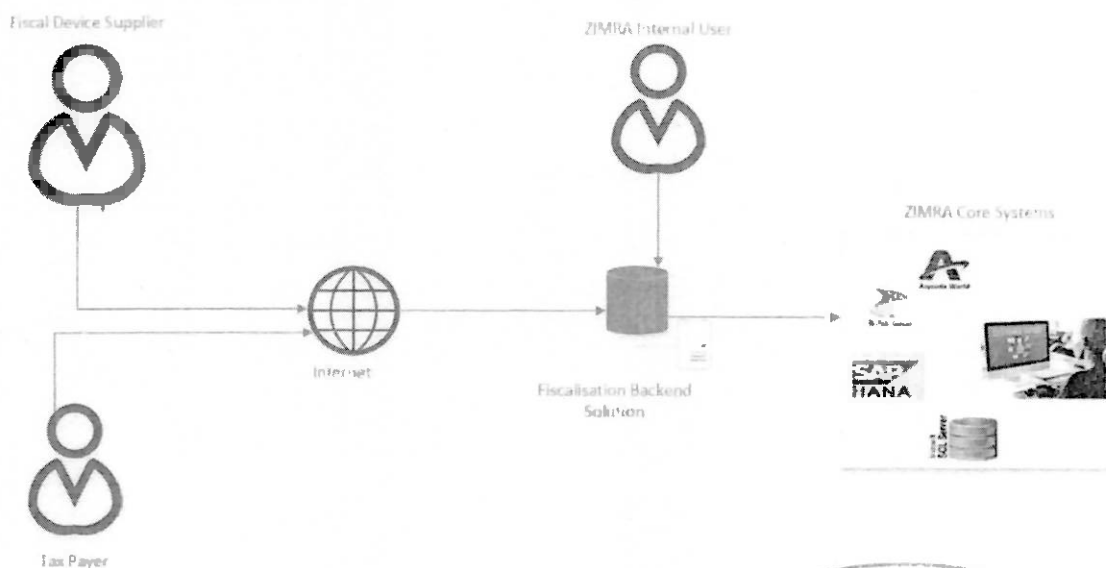
The Fiscalisation Backend solution will have three subsystems which are as follows:

1. Fiscal Device Supplier's Portal
2. Taxpayer's Portal
3. ZIMRA Internal Portal

The web portal for the fiscal device suppliers to register devices, error reporting and manage inventory amongst other features. The Taxpayer's portal will allow taxpayers to view registered devices that belong to them and online fiscal device ordering to facilitate the procurement of devices. The ZIMRA Internal Portal should allow the ZIMRA users to carry out administrative and management functions such as device deregistration and monitoring of supplier inventory levels etc. It should be able to allow for the integration with other systems in the ZIMRA environment e.g. SAP, ASYCUDA etc.

9.2 Fiscalisation Backend Solution Global Functions

These features and functions should apply to all the subsystems that make up the Fiscalisation Backend solution where relevant. The system must include but not limited to the following features and functions:

1. **Privilege Management**

   Privilege management includes menu management, organization management, role maintenance, user management and log management.

   a) The solution must provide functionalities such as user authentication, authorization, and cryptography and session management.

   b) The system should implement Role-Based Access Control (RBAC) profiles for authorization based on business definitions. Roles will be granted permissions based on the principle of least privilege.

   c) The system should set different access authority for ZIMRA officials. Different access rights can do different system operations. The setting of access authorization for different levels of tax officials ensures the security of system access, and avoids the case of faulty operation.

   d) There are many ZIMRA officials who access the Fiscalisation backend system, thus the system needs to maintain one user account for each user. For the purpose of separation of duties, system administrator shall set and assign corresponding roles to each user according to business requirements and division of responsibilities.

2. **System Management**

   The main functions of the system management are system parameter settings that ensures the operational security during system running, and also monitors the user's operational behaviour.

   a) **Data dictionary**: ZIMRA official must be able to configure the currency type on data dictionary function and send to Taxpayer interface.

   b) **Exchange rate management**: The backend system must obtain real-time exchange rates from banks or other agencies designated by ZIMRA, and send daily exchange rates of commonly used currencies to Taxpayer and Supplier interface, for allowing taxpayers to use the required currency to sell goods and provide conversion capability between currencies.

   c) **Menu Management**: The system admin should add menu, modify menu name, disable or enable the menus.

   d) **System parameter setting**: The system must be parameter driven that is to set self-defined system parameters for ZIMRA. For instance, the system can set a date format and numerical precision.

   e) **Log management**: The system should be able to record and trace all historical business operations. This function also can display log records.

   f) **National Product code management**: The system must allow for tracking of goods through the distribution chain from import to retail level through the use of Tariff (Harmonised System Code). The ZIMRA Backend system should provide for products to be described using Harmonised Tariff Codes and this configuration should as well map to all fiscal devices.

   g) **System Backup**: The system should have backup and archiving features to facilitate maintenance and upgrading requirements.

   h) **Dashboards**: The system must have a dashboard showing system performance statistics such as connections to the portals at any given time, successful vs failed attempts to connect, maximum threshold of connections for optimal performance.

   i) **Security Policy**: The Fiscalisation Backend solution should strictly adhere to ZIMRA ICT Policy and Application Security Standard. The solution must have standard security features to ensure confidentiality and integrity of data.
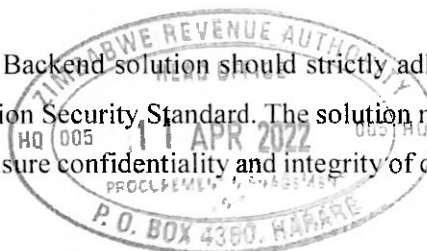
The External Partner shall ensure that the solution is secure such that it will not expose other systems it will integrate with. The solution should be scanned for vulnerabilities and it is the responsibility of External Partner to fix issues discovered.

j) Reporting of status of devices at any given time has to be included from the ZIMRA side. Status = ONLINE/OFFLINE

9.3 ZIMRA Internal Portal Functional Specifications

1. Registration Management

Registration management includes taxpayer registration inquiry, manufacturer registration management, supplier registration management, and fiscal devices registration management.

a) **Taxpayer registration management.** The solution must synchronise VAT taxpayer information from existing systems (including taxpayer registration number (TIN), taxpayers' name, registration date, tax type information, Location details, ZIMRA office which it belongs to, taxpayer's status, telephone number etc.).

b) **Taxpayer inquiry:** The ZIMRA tax official should be able to query the synchronized taxpayer's information, including taxpayer registration number, taxpayers' name, registration date, tax type information, tax office which taxpayer belongs to, taxpayer's status, telephone number, etc.

c) **Taxpayers Device Registration:** The system should have similar functionality as the Fiscalisation Supplier's Portal on fiscal device registration to allow for the registration of devices by ZIMRA tax officials.

d) **Device Error Monitoring:** The system should allow for the monitoring of devices with error after the registration by suppliers. The devices with errors to be resolved should be categorised based on the time it is waiting for the error to be resolved using colour codes (Green, Yellow, Red etc.)

e) **Deregistration and activating new devices** -Device administrators will be able to deregister devices that have been registered with the back-end solution.

- Device has to transmit all data before its deregistered.
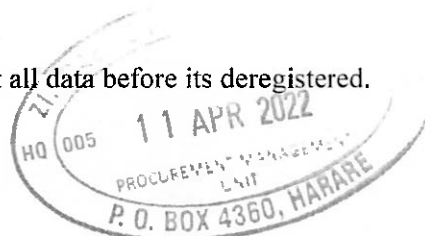
- Details of all deregistered devices should be maintained.
- ZIMRA should be responsible for deregistration of devices and not suppliers.

f) **Supplier registration management**: this refers to the registration and management of the fiscal devices supplier information which meets the requirements of ZIMRA. Only the suppliers registered in the system should provide fiscal device and related service to the taxpayers.

g) **Device model registration management**: ZIMRA officials should be able to register and monitor the device models. All the devices provided by manufacturers need to be registered before the use (registration information including: the configuration of the devices, name, manufacturers, and so on). Tax officials should be able to cancel the device if the device model is outdated and the suppliers cannot use the cancelled device for resale.

   ➡ **Registration** - Validation of fields should be mandatory to avoid data distortion.
   ➡ **Nature of Business** should be clear on registration
   ➡ **Number of devices** per branch information is required for each client registered.

2. **Fiscal Devices Management**

   Fiscal device management includes device application, device distribution and distributed device management (includes the suspension, reactivation, cancellation of device, device inquiry and device service management).

   Device Application: The system must allow registered taxpayers to do online ordering of fiscal devices from Suppliers through the Taxpayer's portal. The ZIMRA tax officials should be able to view the fiscal device online ordering information through a dashboard or a report.

3. **Distributed Device Management**

   a) The system must be able to upload the data collected on invoices/receipts to the backend system automatically in real time.
   b) The system must allow remote enabling, disabling and blacklisting of devices from the backend system.

c) The system must have the capability for Fiscal devices to be plug and play and recognise authenticity of fiscal devices.

4. Invoices/receipt Issuing Management

Issue management consists of four functions, namely invoices/receipt issuing, data upload, data receiving, and invoice monitoring.

a) **Invoice issuing**: The system must accommodate invoices with unique identifier (QR Code, Bar Code etc.). The system must accommodate fiscal devices that can issue both fiscal invoices and credit/debit notes.

b) **Data upload:** The system must have the functionality for manually uploading to the ZIMRA server (including: TIN, taxpayer's name, invoice number, Buyer TIN, invoice Type, address, transaction time, gross amount, tax amount, net amount and so on) using a secure encryption method. After encryption with the secret key, the data package will then be uploaded.

c) **Data receiving:** After the data is received, the invoice data is decrypted with the secret key (match with the fiscal device) in Backend solution and then stored in the database.

Device Monitoring: The system should be able to monitor the transmission of invoices by devices to the ZIMRA server and trigger alerts for an abnormal transmission behaviour and produce reports**Fiscal tax invoice features** - Fiscal features of the invoice should meet the features defined on Section 20 of the VAT Act a.r.w. Section 25 of Act No. 7 of 2021 (New

section 20 Tax
Invoices.docx

Finance Bill section 20 attached below.

5. Invoice Validation

There are two functions of invoices/receipts validation including invoice validation and report management.

a) **Quick Response (QR)\Bar code validation:** The system must be able to validate an invoice through the portal\mobile app that can be used to scan the QR\Bar code and validate invoices/receipts by anyone.
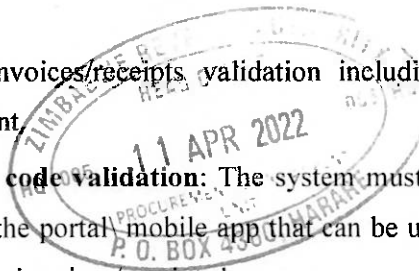
b) **Validation log inquiry**: the system must record the log when the user validates invoices/receipts. The log information includes invoices/receipts number, inquiry time, and terminal information, etc.

c) **Fraudulent Report on fake invoices** – The system must capture all logs on the backend system of all fraudulent invoices picked from the wide range of taxpayer devices enquiries. Fraudulent Tax Invoices validated by taxpayers on the system should be harvested for intelligence purposes.

6. **Fraud Report Management**

If users find abnormal information of the invoices/receipts when validated, the invoice issue party must be reported. The system processes the report information and inform the tax official to deal with it and give feedback to the reporter.

a) **Fraudulent Invoice reporting:** The system must allow for reporting of fraudulent cases providing detailed information of the invoice, which includes the taxpayer's name and the address of issuing party. It must also cover, the reason of the detected fraud such as the total value differ or the commodity information differ, etc.

b) **Report process:** when the tax officials start to process the report, the reported information needs to be verified. Tax officials trace the legal liability of the taxpayers and give feedback to the reports.

c) **Report inquiry:** The system should provide inquiry function of report information. The tax officials could search by conditions such as invoice number, issue party information, report reason and report time

7. **Declaration Comparison**

There are three parts of declaration comparison, including input invoice registration, declaration comparison, and comparison result inquiry.

a) **Input invoice registration:** before declaration comparison, the registration of input invoice needs to be finished. The taxpayers select deducted invoice (only VAT invoices/receipts could be deducted) within the declaration
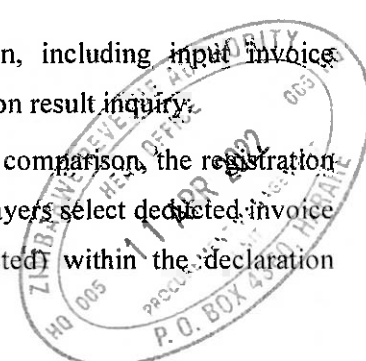
period for deduction to finish registration of input invoices/receipts and summarization of related data.

b) **Input invoices/receipts inquiry:** the input invoices/receipts information could be searched by invoice number, invoice status, purchaser name, date and seller name.

c) **Declaration comparison:** the declaration information acquired from Tax Administration System will be compared to input and output invoice data collected. The system should be able to pick abnormalities in the received invoices, credit/debit notes and generate an abnormal report.

d) **Inquiry history:** The system should allow users to choose time range and check invoices with abnormalities in that period and actions taken as a result.

e) **Offline Parameters Management:** Offline invoicing refers to recording and storing of invoices/receipts data on the Taxpayer Side when network is disconnected. ZIMRA shall set parameters for offline mode that shall include but not limited to:

- Maximum number of days that the client can issue invoice in offline mode.

a) **Offline parameter configurations:** the system must add, modify and delete the offline parameters. As a general rule, default offline parameters shall be set in the system.

b) **Offline parameter application:** if the default offline parameter cannot meet the taxpayer's needs, taxpayer can submit an application through the system to change the parameters. If ZIMRA approves the backend system will update the parameters to Taxpayer interface.

c) **Offline parameters approve:** ZIMRA accepts the offline parameters application and approve it within the system based on the taxpayer's information.

9.4 Taxpayer's Portal Functional Specifications

1. Taxpayer Web Portal

The taxpayer's portal is a platform for taxpayers to handle all their fiscalisation processes.

a) The web portal must enable taxpayers to view their personal tax information, do receipt\invoices validation, fiscal device ordering online, error reporting and view fiscal device registered to them.

b) Taxpayer web portal mainly contains: login management, account management, invoice validation, fiscal device stock management, taxation inquiry & statistics, message management, forms download, policy & regulation and taxpayer registration management.

2. **Login Management**

The system should allow users to be authenticated based on the credentials acquired during the registration process and update personal information and password.

   a) **Account management:** The system must allow taxpayer to maintain account information. Account information mainly contains taxpayer name, taxpayer identification number, e-mail address, phone number, and others.

   b) **Quick Response (QR)\Bar code validation:** The system must be able to validate an invoice through the portal\ mobile app that can be used to scan the QR\Bar code and validate invoices/receipts by anyone

   c) **Invalid Invoices report:** if taxpayer doubts that invoice is false, he could report the issuer of the invoice. System must accept the report and inform tax officials through email alerts.

3. **Stock Management**

The ZIMRA Backend System should allow Taxpayers to manage the quantity of goods sold, and adjust management and stock inquiry of goods. Stock management mainly includes stock-in management and stock inquiry.

   a) **Stock-in Management:** After the taxpayer purchases/imports the goods, the information such as the name and quantity of the goods is entered or scanned into the warehouse for management.

   b) **Stock transfer management:** the taxpayer can stock transfer from taxpayer headquarter to branches.

   c) **Stock adjustment management:** the taxpayer can stock adjustments in case of expired goods or damaged goods
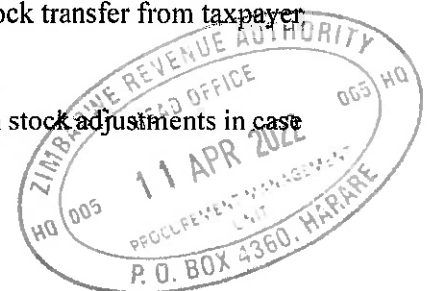
d) **Stock Inquiry:** The taxpayer can select the time range and query the goods information in the warehouse, such as, the goods name and quantity

e) **Taxation inquiry and statistics:** it includes invoice inquiry and fiscal device inquiry, with data warehouse as its source. The inquiry and statistics results are generated from invoice information and fiscal device information.

f) **Message management:** System must allow taxpayers to receive notifications\message in order to obtain invoice-related information in time.

g) **Forms download:** The system must allow forms and software to be downloaded, such as fiscal device type instructions, manufacturer information list, etc.

h) **Policy & Regulation:** The system must allow taxpayers to view the latest and historical policies and laws.

i) **Online help:** Provide context sensitive online help. Taxpayers can get system functions or process answers through online help functions.

9.5 Fiscal Device Supplier's Functional Specifications

The system should allow the fiscal device suppliers to have the functions such as login, authority management, fiscal device registration, distribution device management, Device Inventory management and message management.

a) **Login Management:** The system should allow be authenticated based on the credentials acquired during the registration process and update personal information and password.

b) **Authority management:** The system must allow Suppliers to manage their own users and organisational parameters.

c) **User Management:** The system must allow for a Supplier Administrator, assigned by ZIMRA, to perform Supplier user management for their own users only.

d) **Organization Management:** The Supplier must be able to manage their own branches, including adding and modifying branch information.

e) **Fiscal Device Registration:** The system should allow for the registration of fiscal devices after a taxpayer purchases the devices through online ordering. The devices details such as device type, serial, IMEI, cost and the entity using that
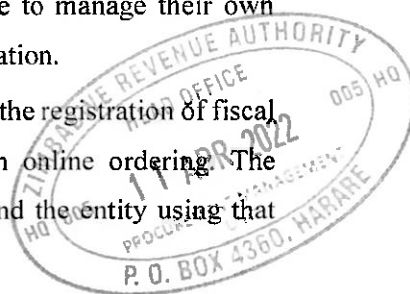
particular device will be captured on a web portal so as to register it. Once a device is registered it is not automatically activated in the back-end system; an activation notification will be created when a device is assigned to a taxpayer. The IMEI and serial code will be used to monitor device status in real time whether the device is functioning or not.

f) **Error Reporting** – The system should allow for the registration of fiscal devices that have errors or are malfunctioning by the supplier. ZIMRA tax official should be able to view all the devices with error. The devices with errors to be resolved should be categorised based on the time it is waiting for the error to be resolved using colour codes (Green, Yellow, Red etc.)

g) **Fiscal Device Stock Management** - detailed stock management of devices is required by ZIMRA to check all devices serial numbers IN/OUT.

    a. The system should allow fiscal device suppliers to manage devices they have in stock. After a device is sold the device stock level should automatically deduct and registered to a particular taxpayer.

h) **Taxpayers/Operators Management** - The systems must provide for a parameter to limit selling of devices to registered taxpayers only, which will be driven by ZIMRA officers only. NB: THE SUPPLIER SHOULD NOT BE ABLE TO DELETE/SUSPEND OPERATORS/TAX PAYERS.

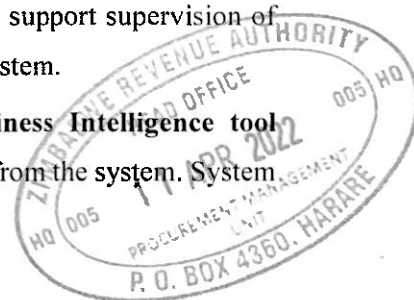## 9.6 Business Intelligence Reports and Data Exchange

1. Reports

The system must provide the following reports and reporting capabilities:

a) The system should be able to fulfil the synthetic modelling with the invoice metadata, taxpayer registration information and declaration data which are obtained from existing system.

b) The system should enable different kinds of forms and graphs to be provided for decision-making.

c) It should also do data analysis and allocate doubtful data monitoring and alerts.

d) Customisation of reports should be possible.

e) Device errors and acquittal reports must be provided.
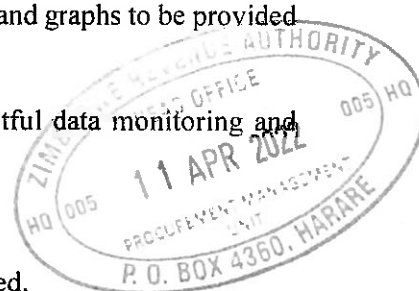
f) **One Use Inquiry.** These reports should display any one of the taxpayer's basic information, device information, and real-time invoice issuing information, Goods flow, enterprise flow, declaration information and other key info.

g) **Goods flow module** is to trace the purchased goods based on the input invoices, and trace the sell goods list based on the output invoices. This function helps to find the abnormal taxpayer.

h) **Enterprise flow module** is to trace the upstream enterprise list based on the input invoices, and trace the downstream enterprise list based on the output invoices. This function helps to drill the source enterprise of the invoice and trace the downstream of the final dealer which provides great help for tax officials to understand the entire merchandise production chain.

i) **Invoice analysis & monitoring**: including invoices comparison analysis, invoices monitoring, etc. Invoices comparison analysis can compare the current invoice amount, value and tax with those in last year.

j) **Generate tax account per period for each fiscalised taxpayer** The back-end solution must be able to generate tax accounts at any given time for any given period for a specific taxpayer. Since each taxpayer has a unique account and a unique device identity which will be propagating data in real time the accounts will be easy to track and reconcile.

k) **Compare declared and paid tax to generated amounts** The back-end solution must compare declared tax (VAT 7 return) and sales collected from the fiscal devices for a particular BPN for a specified period of time periods. The comparison should also encompass recorded sales and declared sales on VAT and on Income Tax returns on given or specified periods by the users..

l) **Alerts management to Auditors and client in TARMS** Real time system alerts must be generated to notify of any account discrepancies. For any defined taxes that are resident in the ZIMRA Knowledge Base notifications and or alerts are created once those amounts are not reconciling as well. The systems will deliver timely Audit reports alerts and support supervision of targeted accounts by flagging them directly in the system.

m) **Reporting and Dashboard Management - Business Intelligence tool integration** A number of reports must be generated from the system. System

reports are defined by user roles that is internal users (System Administrators, Supervisors, Auditors and Managers), suppliers, clients (Tax payers/ Business entities). The Dashboard for each user group must be showing summary statistics relevant to the reporting needs of the group. For example system administrator dashboard will be indicating all device count, their statuses, who is active and not, summary payments by all registered business entities, and all devices pending activation. Device supplier dashboard will be showing all the device count by that specific supplier and the number functioning and all malfunctioning among other statistical data to be identified on requirements gathering. Client dashboard will be showing statistical summaries that only relate to that specific business entity's accounts and devices as well as information of interest to clients (taxpayers).

n) **Fiscal Device on line and off line** reports and times when device was off line in a given period are required.

o) **Tax Monitoring** can monitor the tax information by tax types, and motoring each taxpayer information by tax authority.

p) **VAT Mirror Return Template**-The system should be able to Aggregate information from reports on fields which contain sales, output taxes, purchases, input tax, credit notes and other relevant fields should be able to be imported into the clients' VAT template which will be used by the officers. System should have a template VAT7 for pre-populating using the sales recorded by fiscal devices and purchases made by taxpayer from other fiscalised suppliers.

2. **Data Exchange Capabilities**

The data exchange functionality between each system is realized through the interface. The data exchange must register and manage the interactive interface between the systems with the following functionality:

a) The interface interaction between the systems must monitor and record the log in real time. The log is for query statistics, improving the security of the entire system.

b) Data Exchange Subsystem provides open API to allow any third-party Supplier to connect to the platform.
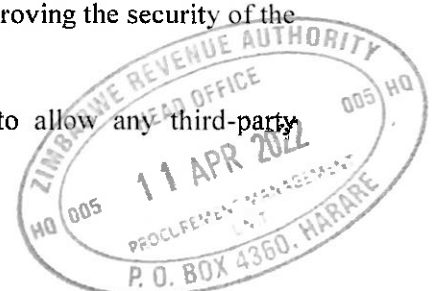
c) Bulk transfer of data from (Fiscalisation Backend Solution) to any of ZIMRA's databases should be possible

d) Easy access to the data received and held in the (Fiscalisation Backend Solution) at any time;

e) Transparency of information shared between the businesses and ZIMRA to ensure clients adhere to their obligations.

9.7 Other technical Requirements

1. Load balancing

a) The solution architecture - should be easily shared onto multiple hardware through use of load balancing.
b) Networking - In addition, the networking architecture required to support optimum performance is required.
c) Storage – The storage capacity and requiremets that have elasticity to store all the required data and for growth.

2. High- Availability

Demonstrable full availability architecture for the system to ensure robustness and continuous service availability

3. Traffic Volumes

Track all hits to the platform including unsuccessful logins. Able to scale up for increased volumes. Both at hardware and software level. Demonstrate how this will be done using micro-services or related similar technologies and architectures.

10. Conclusion

The Fiscalisation Backend solution is key in increasing the revenue collections focusing on VAT. The solution will plug revenue leakages which are currently troubling the Authority. The backend solution will also assist in the effective issuance of tax clearance certificates because it will be easier to verify the compliance status of taxpayers.