

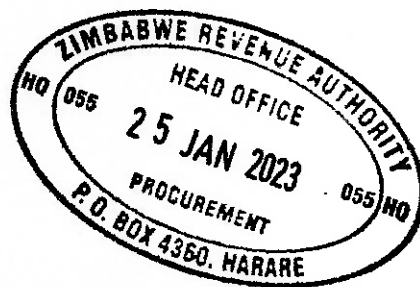
BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND  
COMMISSIONING OF AN INTERGRATED RISK MANAGEMENT AND COMPLIANCE  
SOLUTION

PROCUREMENT REFERENCE NO.: TENDER ZIMRA ICB 01/2023

**STANDARD BIDDING DOCUMENT  
FOR  
SUPPLY, DELIVERY,  
INSTALLATION AND  
COMMISSIONING OF AN  
INTERGRATED RISK  
MANAGEMENT AND COMPLIANCE  
SOLUTION.  
TENDER  
ZIMRA ICB 01/2023**



**ZIMRA**  
Zimbabwe Revenue Authority



**BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF AN INTERGRATED RISK MANAGEMENT AND COMPLIANCE SOLUTION**

**PROCUREMENT REFERENCE NO.: TENDER ZIMRA ICB 01/2023**

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**BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF INTERGRATED RISK MANAGEMENT AND COMPLIANCE SOLUTION.**

**PROCUREMENT REFERENCE NUMBER: TENDER ZIMRA ICB 01/2023**

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**PROCURING ENTITY: ZIMBABWE REVENUE AUTHORITY**

**DATE OF ISSUE: 25 January 2023**

**CLOSING DATE: 23 March 2023**



**BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND  
COMMISSIONING OF AN INTERGRATED RISK MANAGEMENT AND COMPLIANCE  
SOLUTION**

**PROCUREMENT REFERENCE NO.: TENDER ZIMRA ICB 01/2023**

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**BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF AN INTERGRATED RISK MANAGEMENT AND COMPLIANCE SOLUTION**

**PROCUREMENT REFERENCE NO.: TENDER ZIMRA ICB 01/2023**

**PART I BIDDING PROCEDURES**

**PART 1: BIDDING PROCEDURES**

**References:**

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

**Procurement Reference Number: TENDER ZIMRA ICB 01 /2023**

**Preparation of Bids**

You are requested to bid for the Supply, Delivery, Installation & Commissioning Integrated Risk Management System 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. A copy of CR 14, CR6 and a Certificate of Incorporation or equivalent company registration documents
5. A copy of your company profile
6. Bid Security of US\$ 5, 000.00

You are also required to pay the administration fee of **US\$400.00**, payable for bids subject to prior review by the Special Procurement Oversight Committee in terms of section 54 of the Act and as set out in Part IV of the Fifth Schedule to the Regulations. This fee is paid directly to the Procurement Regulatory of Zimbabwe (PRAZ).

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 Management Unit  
Zimbabwe Revenue Authority (ZIMRA)  
10<sup>th</sup> Floor, ZB Centre  
Cnr Kwame Nkrumah / First Street  
Harare, Zimbabwe.**

Or via Email to [procurement@zimra.co.zw](mailto:procurement@zimra.co.zw)



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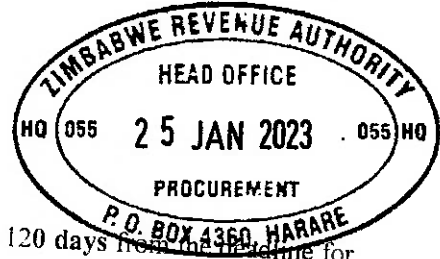
**PROCUREMENT REFERENCE NO.: TENDER ZIMRA ICB 01/2023**

**PART 1 BIDDING PROCEDURES**

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

**Pre-bid meeting**

There is no compulsory pre-bid meeting for this tender.



**Validity of Bids**

The minimum period for which the Bidder's bid must remain valid is 120 days from the date of 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: **23 March 2023**

Deadline Time: **1000Hours  
CAT**

Submission address: **Zimbabwe Revenue Authority  
10<sup>th</sup> Floor, ZB Centre  
Cnr Kwame Nkrumah / 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**

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

**Withdrawal, amendment or modification of Bids**

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

**Delivery Requirements**

**BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF AN INTERGRATED RISK MANAGEMENT AND COMPLIANCE SOLUTION**

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**PART 1 BIDDING PROCEDURES**

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 **US\$ 5,000.00** in *either* of the following forms:

**Option 1 ----- A Certified Bank Cheque in the ZIMRA name.**

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

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

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

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

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

**Option 2**

**Submission of bank guarantee**

A standard bank Guarantee of **US\$ 5,000.00**, which is valid for 90 days, obtainable from a reputable Registered Commercial Bank redeemable in **Zimbabwe**.

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



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**PART 1 BIDDING PROCEDURES**

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

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

**Option 3**

If **Option 3** is chosen bidders must pay **US\$5,000.00** for the Bid Security that shall be **Refundable at the end of the bid validity period plus another US\$350.00** that shall be non-refundable for cash bid bond establishment fee in line with Part IV of the Procurement Regulations (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 into the following Account numbers:

**1. NON-REFUNDABLE (LOCAL)**

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

**2. REFUNDABLE (LOCAL)**

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

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:



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**PART I BIDDING PROCEDURES**

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.**

**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.

Evaluation Parameter	Compliant / Non-Compliant
1. Bid Validity Must be 120 days.	
2. Bid Security of US\$ 5,000, 00	
3. Proof of registration with the Procurement Regulatory Authority of Zimbabwe (2023)	
4. Special Procurement Oversight Committee (SPOC) fee of US\$400.00	
5. Bidders must submit a signed bid submission sheet	
6. Valid Tax Clearance Certificate (ITF263) for domestic bidders	
7. Valid NSSA Registration Certificate for domestic bidders	
8. Company Registration Documents. Certificate of Incorporation CR14 now CR6, CR6 now CR5 or equivalent for international bidders	
9. Bidders must clearly state their delivery period. <b>Failure will lead to automatic disqualification.</b>	
10. Submission of at least 3 traceable reference letters, on clients letterhead for the supply and delivery of Integrated Risk Management and Compliance Solution or similar solution.	
11. Bidder must state their payment terms preferably <b>30 days after delivery. Failure to state will lead to automatic disqualification.</b>	
<b>Responsiveness</b>	<b>Responsive / Non- Responsive</b>



**Eligibility and Qualification Criteria**



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**PART I BIDDING PROCEDURES**

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

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

Participation in this bidding procedure is open to both Zimbabwean bidders

**Origin of Goods**

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

**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 payment shall be done at the prevailing Reserve Bank of Zimbabwe Interbank rate on the date of payment in line with S.I.85 of 2020 for domestic bidders and In US\$ for international bidders.

**Award of Contract**

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

**Right to Reject**

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

**Corrupt Practices**



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**PART 1 BIDDING PROCEDURES**

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

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



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**PART I BIDDING PROCEDURES**

**Bid Submission Sheet**

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

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

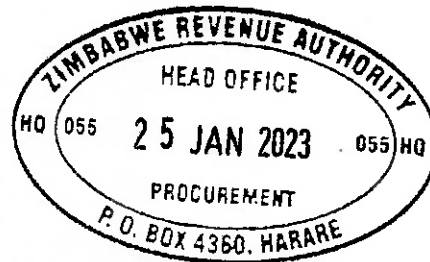
Procurement Reference Number:

Subject of Procurement:

Name of Bidder:

Bidder's Reference Number:

Date of Bid:



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

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

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

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

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

**Bid Authorised by:**

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

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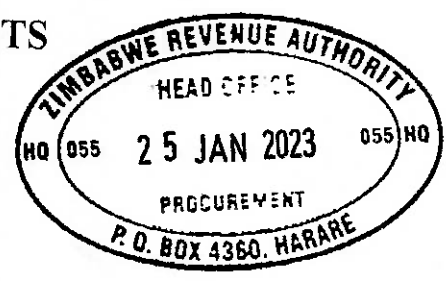
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PART 3 CONTRACT

**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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DESCRIPTION	QUANTITY	UNIT PRICE US\$	TOTAL PRICE US\$
SUPPLY, DELIVERY, AND INSTALLATION OF AN INTERGRATED RISK MANAGEMENT AND COMPLIANCE SOLUTION	1		
	<b>TOTAL</b>		

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

Note 2: costs should include applicable taxes and duties

Note 3: Include any additional costs, such as installation or commissioning.

Note 4: In Pursuit of Value for money mantra, all prices should be reasonable and any price, which is deemed extortionist, will lead to automatic disqualification and debarment from participating in all upcoming tenders.

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**PART 3 CONTRACT**

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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}.*

### **SUPPLY AND DELIVERY OF**

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**Expected delivery period is 120 days**

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 **Zimbabwe Revenue Authority**  
the final destination:

**Central Stores**

**Enfield Complex**

**No. 61-63 Plymouth Road, Southerton**

**Harare; Zimbabwe**



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**PART 3 CONTRACT**

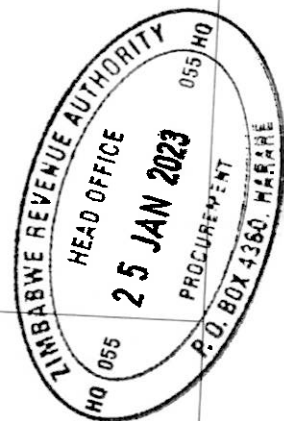
**Technical Specification and Compliance Sheet**

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)]*

<b>a</b> <i>Item description and full technical Specification required (including applicable standards)</i>	<b>b</b> <i>Item description and full technical Specification required (including applicable standards)</i>	<b>c</b> <i>{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}</i>
<b>DESCRIPTION/ FEATURES</b>	<b>MINIMUM REQUIREMENTS</b>	
<b>EGRC PLATIFORM FUNCTIONALITY REQUIREMENTS</b>		
<b>FEATURE</b>	<b>DESCRIPTION</b>	
Market Ratings	<ul style="list-style-type: none"> <li>The Integrated Risk Management (IRM) and Compliance Software solution offered who provides evidence of rating as Leader on Gartner Magic Quadrant for Integrated Risk Management Solutions for the past two (2) years will have an added advantage.</li> </ul>	
Deployment	<ul style="list-style-type: none"> <li>On premises/Cloud solution (must provide two separate pricing for on-premises and cloud)</li> </ul>	
	<ul style="list-style-type: none"> <li>On-premises ZIMRA to provide the Hardware Servers</li> </ul>	
License & Support	<ul style="list-style-type: none"> <li>Comprehensive Product</li> </ul>	



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a	b	c
<i>Item description and full technical Specification required (including applicable standards)</i>	<i>Item description and full technical Specification required (including applicable standards)</i>	<i>{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}</i>
<b>DESCRIPTION/ FEATURES</b>	<b>MINIMUM REQUIREMENTS</b>	
	licensing and support should be for 3 years.	
Risk and Compliance Management	<ul style="list-style-type: none"> <li>Solution should have capabilities to handle and improve risk and compliance management across a broad range of risk domains, sectors and business units.</li> <li>The solution should augment decision-making, supported by integration between risk and compliance</li> </ul>	
Policy management, communication and collaboration	<ul style="list-style-type: none"> <li>Solution should have capabilities for policy management, communication and collaboration in order to improve transformational resilience by connecting operational, strategic, and digital risks within the enterprise.</li> <li>The solution should streamline IRM management and increase efficiency across the enterprise by automating manual activities and implementing standardized, repeatable processes</li> </ul>	

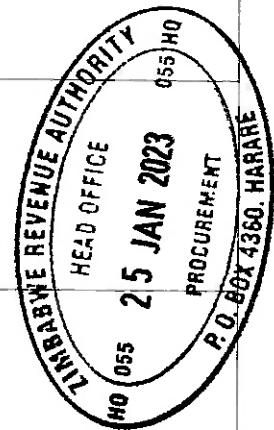


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**PART 3 CONTRACT**

<i>a</i>	<i>b</i>	<i>c</i>
<i>Item description and full technical Specification required (including applicable standards)</i>	<i>Item description and full technical Specification required (including applicable standards)</i>	{Confirm full specification of items offered by Bidder <u>and</u> compliance of items to detail in column b}
<b>DESCRIPTION/ FEATURES</b>	<b>MINIMUM REQUIREMENTS</b>	
	<ul style="list-style-type: none"> <li>The solution should improve the oversight of corporate governance – including financial reporting compliance, enterprise risk management (ERM) and related audits</li> </ul>	
Audit management	<ul style="list-style-type: none"> <li>Solution should have capabilities to implement various use cases for risks, controls, and assessments in order to simplify security audits and maintain risk registers with enterprise and cyber risk assessments.</li> <li>The solution should reduce coordination efforts with external auditors as they have platform to gain direct, transparent access to the Authorities' IRM data</li> <li>The solution should improve the oversight of corporate governance – including financial reporting compliance, enterprise risk management (ERM) and related audits.</li> </ul>	
IT Risk Management	<ul style="list-style-type: none"> <li>Solution should have capabilities to manage IT risk, risk mitigation, and remediation with use of AI/ML to support a variety of use cases,</li> <li>The solution should have continuous monitoring of</li> </ul>	



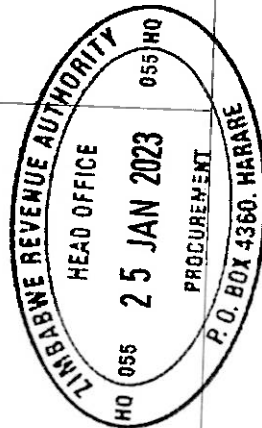


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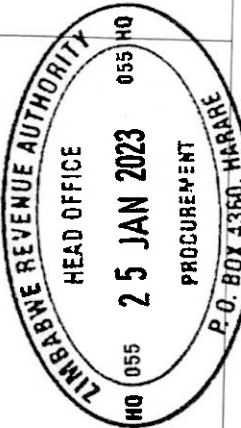
<i>a</i>	<i>b</i>	<i>c</i>
<i>Item description and full technical Specification required (including applicable standards)</i>	<i>Item description and full technical Specification required (including applicable standards)</i>	<i>{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}</i>
<b>DESCRIPTION/ FEATURES</b>	<b>MINIMUM REQUIREMENTS</b>	
	cyber risk and IT controls	
Third-Party Risk Management	<ul style="list-style-type: none"> <li>• Solution should have capabilities to manage The Authority's operational and IT risk, business continuity, compliance, and third-party risk due diligence, incident management, and policy management.</li> <li>• Provision of industry-specific templates, content and plug-ins or APIs to facilitate fulfilment of assurance requests from customer organizations, business partners or regulators at specified intervals.</li> </ul>	
Enterprise Risk Management	<ul style="list-style-type: none"> <li>• The solution should have end to end lines of defense with a comprehensive offering for ERM, audit, operational risk, and regulatory compliance to promote resilience through continual risk oversight, compliance monitoring, and verification that the Authorities IRM program is aligned with strategic objectives.</li> <li>• Aggregate risk-related data from core business applications including customer- and partner-facing systems, IT operations and security operations, operational risk management, non-IT-</li> </ul>	



**BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF AN INTERGRATED RISK MANAGEMENT AND COMPLIANCE SOLUTION**

**PROCUREMENT REFERENCE NO.: TENDER ZIMRA ICB 01/2023**

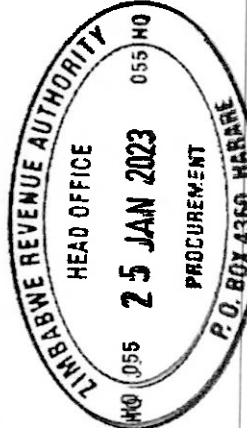
**PART 3 CONTRACT**

<i>a</i>	<i>b</i>	<i>c</i>
<i>Item description and full technical Specification required (including applicable standards)</i>	<i>Item description and full technical Specification required (including applicable standards)</i>	<i>{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}</i>
<b>DESCRIPTION/ FEATURES</b>	<b>MINIMUM REQUIREMENTS</b>	
	incident management, corporate compliance management, and analytics and reporting tools in a central repository where it can be aggregated, normalized, parsed and correlated.	
Risk mitigation and remediation	<ul style="list-style-type: none"> <li>The solution should have capabilities for Risk mitigation and remediation to support strategic decision-making with real-time risk and compliance oversight.</li> </ul>	
Interoperable	<ul style="list-style-type: none"> <li>The solution should eliminate fragmentation and silos through data integration between all the applications in the Integrated Risk Management (IRM) platform so as to improve data consolidation to gain better insights.</li> <li>The solution should have integration options for active directory integration, SIEM ability for enhancements.</li> </ul>	
Advanced analytics	<ul style="list-style-type: none"> <li>The solution should be able to process complex operational risk and compliance requirements and provide benchmarking data.</li> <li>Enhance agility by providing the Authority with the data it needs to act</li> </ul>	

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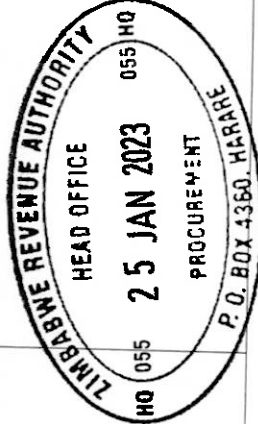
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<b>DESCRIPTION/ FEATURES</b>	<b>MINIMUM REQUIREMENTS</b>	
	<p>on risks and opportunities to protect organization and improve its business continuity planning</p> <ul style="list-style-type: none"> <li>• Provide performance analytics dashboards to allow for tracking of audit activities, monitor compliance, and get real-time insights into the status of controls and risks landscape.</li> <li>• The solution should have capabilities for accumulation of content, analysis, workflow, visualization, and reporting, supported by predictive analytics, artificial intelligence, machine learning, and native integrations with internal systems and external technologies to automate GRC efforts across a broad range of risk domains, sectors, and business units</li> </ul>	
Workflow	<ul style="list-style-type: none"> <li>• The solution should have Capabilities to make Use of Artificial Intelligence and Robotic Process Automation to automate workflows</li> <li>• Reduce the burden of building a comprehensive IRM program from scratch</li> <li>• Provide a pathway to IRM program maturity with a</li> </ul>	

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<b>DESCRIPTION/ FEATURES</b>	<b>MINIMUM REQUIREMENTS</b>	
	full, scalable suite of management solutions	
Reporting and Visualization	<ul style="list-style-type: none"> <li>The solution should have dashboards, and allow ease creation of meaningful visualizations.</li> <li>Gain an integrated view of governance, risk, compliance to align the entire institution to the same strategic goals and performance targets.</li> <li>Provide real time visibility of breach and loss event reporting.</li> </ul>	
Assurance	<ul style="list-style-type: none"> <li>The solution should have capabilities to provide assurance across a broad range of risk domains, sectors and business units</li> </ul>	
User experience and mobile support	<ul style="list-style-type: none"> <li>The solution should be user-friendly, flexible, have intuitive interface.</li> <li>The solution should be highly configurable to allow users to build what they need to meet changing market and business requirements.</li> </ul>	
Certification Training	<ul style="list-style-type: none"> <li>The solution should have supporting user and technical documentation manuals</li> </ul> <p>Provide certification training and exam for twenty (20) Personnel. The training may be done physically or virtually <b>the costs should be provided for each option. If physical</b></p>	

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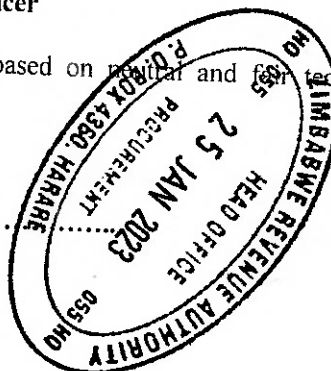
**PART 3 CONTRACT**

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<b>DESCRIPTION/ FEATURES</b>	<b>MINIMUM REQUIREMENTS</b>	
	they will be done at the Training school at Kurima.	
Demonstrations	The Compliant Bidder will be required to present and/ live demonstrate proposed solution as part of evaluation by ZIMRA. The presentation will be done virtually. The proposed solution must be informing of a prototype demonstrating all main functionalities of the solution.	

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 merit and for technical requirements and bidder qualifications.



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**PART 3 CONTRACT**

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## **PART 3 CONTRACT**

### **Contract Agreement**

**Procurement Reference: tender ZIMRA ICB 01/2023**

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;

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**PART 3 CONTRACT**

- (c) General Conditions of Contract;
  - (d) Technical Requirements (including Schedule of Requirements and Technical Specifications);
  - (e) The Contractor's Bid, original Price Schedules and Delivery Schedule;
  - (f) The Procuring Entity's Notification of Contract Award;
  - (g) *[Add here any other document(s)].*
3. This Contract Agreement shall prevail over all other Contract Documents. In the event of any discrepancy or inconsistency within the Contract Documents, then the documents shall prevail in the order listed above.
4. In consideration of the payments to be made by the Procuring Entity to the Contractor as mentioned below, the Contractor hereby agrees with the Procuring Entity to provide the Goods and Services and to remedy any defects in them in conformity with the Contract.
5. The Procuring Entity hereby agrees to pay the Contractor in consideration of the provision of the Goods and Services and the remedying of any defects in them, the Contract Price or such other sum as may become payable under the Contract at the times and in the manner prescribed by the Contract.

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

**For and on behalf of the Procuring Entity**

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

**For and on behalf of the Contractor**

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



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**PART 3 CONTRACT**

## **General Conditions of Contract**

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

## **Special Conditions of Contract**

Procurement Reference Number... **Tender ICB 01/2023**

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

<b>GCC reference</b>	<b>Special Conditions</b>
<b>GCC 7.5</b>	<b>Eligible Countries: all countries</b>
<b>GCC 8.1</b>	<p><b>Notices:</b> Any notice shall be sent to the following addresses:</p> <p>For the Procuring Entity, the address shall be as given in the Contract document and the contact shall be, <b>10<sup>th</sup> Floor ZB Centre, Corner Kwame Nkrumah Avenue and First Street, Harare Zimbabwe.</b></p> <p>For the Contractor, the address shall be as given in the Bid and the contact shall be <i>{state name of contact}</i></p>
<b>GCC 19.1</b>	<p><b>Liquidated Damages: ( Not applicable)</b></p> <p>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</p> <p>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.</p>



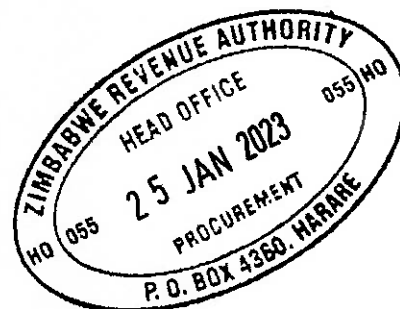


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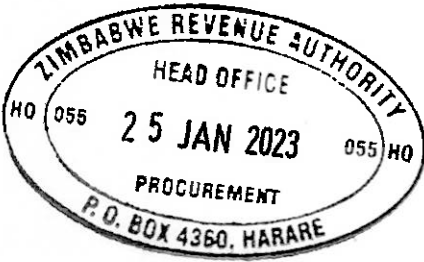
<b>GCC reference</b>	<b>Special Conditions</b>
GCC 21.2	<p><b>Packing, Marking and Documentation:</b> The goods shall meet the following special packing requirements in addition to the general requirements stated in GCC clause 21.1</p> <p>The documents to be furnished by the Contractor are:</p> <ol style="list-style-type: none"> <li>1. A negotiable bill of lading when the goods are coming by sea</li> <li>2. An airway bill, when the goods are coming by Air</li> <li>3. A road consignment note, when the goods are coming by road</li> </ol> <p><b>Sample provision - For Goods supplied from abroad:</b></p> <p>Upon shipment, the Contractor shall notify the Procuring Entity and the insurance company in writing of the full details of the shipment. In the event of Goods sent by airfreight, the Contractor shall notify the Procuring Entity a minimum of forty-eight (48) hours ahead of dispatch, the name of the carrier, the flight number, the expected time of arrival, and the waybill number. The Contractor shall email and then send by courier the following documents to the Procuring Entity, with a copy to the insurance company:</p> <ol style="list-style-type: none"> <li>(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;</li> <li>(ii) One copy of delivery note, document showing Procuring Entity as the consignee and delivery through to final destination as stated in the Contract</li> <li>(iii) One original of the manufacturer's or Contractor's Warranty Certificate covering all items supplied;</li> </ol>



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**PART 3 CONTRACT**

GCC reference	Special Conditions
	<p><i>Sample provision - For Goods from within Zimbabwe</i></p> <p>Upon or before delivery of the Goods, the Contractor shall notify the Procuring Entity in writing and deliver the following documents to the Procuring Entity:</p> <ul style="list-style-type: none"><li>(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;</li><li>(ii) One copy of delivery note, document showing Procuring Entity as the consignee and delivery through to final destination as stated in the Contract;</li><li>(v) one original of the manufacturer's or Contractor's Warranty certificate covering all items supplied;</li></ul> <p>The above documents shall be received by the Procuring Entity before arrival of the Goods and, if not received, the Contractor will be responsible for any consequent expenses.</p> <div data-bbox="932 1272 1358 1532" style="text-align: right;"><p>ZIMBABWE REVENUE AUTHORITY HEAD OFFICE HO 055 25 JAN 2023 055 HO PROCUREMENT P.O. BOX 4360, HARARE</p></div>

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GCC reference	Special Conditions
GCC 22.1	<b>Insurance:</b> The Goods shall be insured in accordance with the specified Incoterms.
GCC 23.1 & 23.2	<b>Inspections and tests:</b> 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	<b>Performance security:</b> 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 acceptable by ZIMRA. If delivery is done within 14 days from contact signing the requirement for performance security will be waived.
GCC 24.4	<b>Reduction of performance security</b> ( <i>Not applicable</i> )
GCC 25.1	<b>Warranty:</b> State warranty period.
GCC 25.6	<b>Failure to remedy a defect:</b> The period allowed to the Contractor to remedy a defect during the period of the Warranty shall be (30) days
GCC 29.1	<b>Price adjustments:</b> 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	<b>Terms of Payment:</b> The structure of payments shall be: within 30 days after delivery and acceptance by ZIMRA.  <b>Acceptance:</b> 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.
GCC 31.1	<b>Contract Administration Fee:</b> The Contract Administration Fee set out in Part V of the Fifth Schedule of the Regulations is due upon the signing of the Contract and the applicable Fee is US\$600.00

