

**ZIMBABWE REVENUE AUTHORITY
COMMISSIONER GENERAL**



**WRITE TO:
THE COMMISSIONER
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**CALL AT:
RECEPTION
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FIRST STREET
HARARE**

**IN REPLY PLEASE
QUOTE:
REF:
ZIMRA NCB 06/2021**

16 April 2021

To All Prospective Bidders

**CLARIFICATIONS TO ZIMRA TENDER NO. NCB 06/2021 FOR THE SUPPLY AND
INSTALLATION OF ELECTRONIC SIGNATURE SYSTEM.**

Reference is made to the above –mentioned tender. Please take note of the following clarifications:

Question 1:

Bid Security – The bid security requested of ZWL 900,000.00 is rather too much for us as a local company. Considering that they are other bids that we are participating in, and also that we are an organization that is willing to have some funds to utilize as we wait for tender adjudication. We are therefore requesting for a review downwards to the bid security requirements.

Answer 1:

The Bid Security required for this tender is ZWL\$900,000.00

Question 2:

Training:

- a. They request Classroom training would they be willing to accept Online Instructor led Training? (this is how we did it for BancABC in Botswana recently)
- b. Will the Administrators also be the Trainers that will train the 1500 Users?

Answer 2.a: Yes

2.b: Yes

Question 3:

Integration into 3rd Party Applications:

- a. Do they require any 3rd party application integrations like into an ERP system like SAP or a Document Management Solution like SharePoint for example?
 - i. If yes, please list these applications and their roles within the organization.

Answer 3: Yes, the solution should have 3rd party application integrations feature

Question 4:

Users:

Of the 1500 Users how many will just be signers and how many will actually create the workflows? (Large organisations typically have around 100 – 300 internal “workflow” users across HR, Procurement, Legal, IT, etc and many external signers). We only price for the workflow users and not the external

signers. An organisation can have unlimited external signers with SigniFlow. This information is however crucial to enable us to price accurately.

Answer 4:

1500 is an estimate number of those in the workflow of creating and signing documents.

Question 5:

How many documents are expected to go through the system annually?

Answer 5:

The Authority handles a large volume of documents hence the solution should not limit documents.

Question 6:

Will these documents be stored within SigniFlow's cloud storage environment for the duration of the contract 36 months or will these documents always be routed into the organisations own Document Management System?

Answer 6:

Should be flexible to allow both cloud and on-premise storage.

Yours sincerely.



Tonderayi Shonhiwa

Director Procurement Management Unit (ZIMRA)