

**STANDARD BIDDING DOCUMENT FOR THE PROVISION OF REPAIRS AND  
MAINTENANCE OF TELEPHONE EXTENSIONS AND DIRECT LINES FOR  
KURIMA HOUSE, LCO ZB CENTRE AND CNTRAL STORES: 24 MONTHS  
CONTRACT**

**Procurement Reference Number: DOMESTIC TENDER ZIMRA NCB 02/2022**

# **Government of Zimbabwe**

## **BIDDING DOCUMENT**

### **FOR**

**PROVISION OF REPAIRS AND MAINTENANCE OF  
TELEPHONE EXTENSIONS AND DIRECT LINES FOR  
KURIMA HOUSE, LCO ZB CENTRE AND CNTRAL STORES:  
24 MONTHS CONTRACT**

### **DOMESTIC TENDER**

**NCB 02/2022**

**21 January 2022**

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Procurement Reference Number: DOMESTIC TENDER ZIMRA NCB 02/2022

**STANDARD BIDDING DOCUMENT FOR THE PROVISION OF REPAIR AND MAINTENANCE OF TELEPHONE EXTENSIONS AND DIRECT LINES FOR KURIMA HOUSE, LCO, ZB CENTRE AND CENTRAL STORE (24 MONTHS CONTRACT)**

**PROCUREMENT REFERENCE NO: DOMESTIC TENDER ZIMRA NCB 02/2021**

**PROCURING ENTITY: ZIMRA**

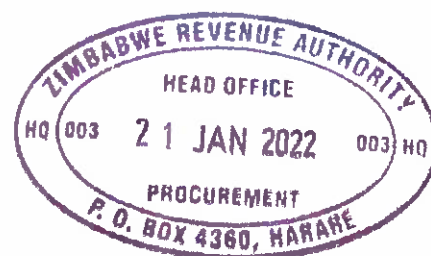
**DATE OF ISSUE: 21 January 2022**

**SITE VISIT DATES, TIME VENUE**

VENUE	DATE	TIME
Kurima House Main Reception	27 January 2022	0900Hours
Large Clients Office	27 January 2022	1100Hours
ZB Centre Reception Ground Floor	27 January 2022	1400Hours
Central Store	27 January 2022	1500Hours

All Bidders are required to attend the compulsory site visits, and Pre bid meeting certificates will be issued to all potential bidders.

**TENDER CLOSING DATE: 21 FEBRUARY 2022**



# STANDARD BIDDING DOCUMENT FOR THE PROVISION OF REPAIRS AND MAINTENANCE OF TELEPHONE EXTENSIONS AND DIRECT LINES FOR KURIMA HOUSE, LCO ZB CENTRE AND CNTRAL STORES: 24 MONTHS CONTRACT

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## Table of Contents

### Part 1: Bidding Procedures and Bid Submission Sheet

### Part 2: Statement of Requirements

### Part 3: Contract

## PART 1: BIDDING PROCEDURES

### References

The definitions used in the Public Procurement and Disposal of Public Assets Act [Chapter 22:23] ("the Act"), the Public Procurement and Disposal of Public Assets (General) Regulations (Statutory Instrument No. 5 of 2018) ("the Regulations") and the General Conditions of Contract for the Procurement of Non-Consultancy Services apply to this Standard Bidding Document. The Act and the Regulations govern the submission of Bids and should be read by all Bidders.

Procurement Reference Number: DOMESTIC TENDER ZIMRA NCB 02/2022

### Preparation of Bids

You are requested to bid for the items described in the Statement of Requirements below, by submitting, completing and returning the following documentation:

1. The Bid Submission Sheet in this Part;1
1. The Statement of Requirements in Part 2;
2. A copy of every document necessary to demonstrate eligibility in terms of section 28 (1) of the Regulations;
3. Proof of supplier registration with the Procurement Regulatory Authority of Zimbabwe (PRAZ)
4. A Bid Security.
5. 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)
6. A valid current tax clearance (ITF 263)
7. A copy of your company profile
8. Detailed qualifications for their skilled personnel
9. At least three (3) reference letters showing bidder's direct experience in the successful provision of similar service.
10. Signed and stamped Pre-bid meeting certificate issued by ZIMRA
11. State NEC affiliation and applicable rates.

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. 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.

Number of bids allowed



# **STANDARD BIDDING DOCUMENT FOR THE PROVISION OF REPAIRS AND MAINTENANCE OF TELEPHONE EXTENSIONS AND DIRECT LINES FOR KURIMA HOUSE, LCO ZB CENTRE AND CNTRAL STORES: 24 MONTHS CONTRACT**

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No Bidder may submit more than one Bid, either individually or as a joint venture partner in another Bid, except as a subcontractor. A conflict of interest will be deemed to arise if Bids are received from more than one 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)

Such queries should be submitted within 10 days from the date of publication and responses to questions / queries will be made in writing to all prospective bidders at least 7 days before tender closing

## **Pre-bid meeting**

1. There is compulsory Site visit/pre-bid meeting for this tender.
2. Tenderers are required to attend all the station for Pre-bid meeting.
3. Site visit/Pre bid meeting certificates will be issued to all bidders who would have attended the meeting

## **Services to be performed, location(s) and other requirements**

The services to be performed under the Contract, the location or locations where these services are to be performed, the times of performance and the manpower, equipment and other resources required and the supervising agent at these locations are stated in the Statement of Requirements in Part 2. Bidders must signify their acceptance of these requirements when submitting their Bid.

The Supervising Agent will have authority on behalf of the Procuring Entity to give directions on the performance of the services and to approve satisfactory completion of these services.

The Bidder, at the Bidder's own responsibility and risk, is invited to a visit to examine the location(s) and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services. The costs of visiting the Site will be at the Bidder's own expense.

## **Documents establishing conformity of services**

To establish the conformity of the Services to the Bidding Document, the Bidder must furnish as part of its Bid a proposed methodology, work plan and schedule to establish that the services will be carried out in accordance with the required technical specifications and quality standards.

Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive. The Bidder may offer in the Statement of Methodology, Work Plan and Schedule in this Part other standards of quality, provided that it demonstrates, to the Procuring Entity's satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified.

## **Eligibility and qualification requirements**





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Bidders are required to meet the criteria in section 28 of the Act and section 28 (1) of the Regulations to be eligible to participate in public procurement and to be qualified for the proposed Contract. They must therefore

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.

In addition to these eligibility requirements, Bidders must demonstrate that they have the qualifications, resources and experience to perform the contract to satisfactory standards, as indicated in the Statement of Requirements.

Participation in this bidding procedure is open to Zimbabwean companies only. Participation in this bidding procedure is restricted to Zimbabwean bidders and companies must be registered in Zimbabwe.

## Validity of Bids

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

## Submission of Bids

Bids must be submitted in writing in a sealed envelope to the address below, no later than the date and time of the deadline below. It is the Bidder's responsibility to ensure that they receive a receipt confirming submission of their Bid with 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. **Three (3)** copies of the bid document should be submitted one original of the documents comprising the Bid should be clearly marked "ORIGINAL." and the other In addition, the Bidder must state the number of copies of the Bid and must mark each of them clearly "COPY." In the event of any discrepancy between the original and the copies, the original shall 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 document of the amended bid submission deadline.

Date of deadline: **21 February 2022**

Deadline Time:  
**1000hrs CAT**

Submission address:

**The Director Procurement Management Unit  
Zimbabwe Revenue Authority  
Reception Area, First Floor, ZB Centre  
Corner Kwame Nkrumah Ave/ First Street  
Harare,**



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## Zimbabwe.

Means of acceptance: Bids are to be sealed in envelopes and clearly marked with description of the tender. Bids are to be dropped in the tender box found at ZB Centre 10<sup>th</sup> Floor Corner First Street And Kwame Nkrumah Avenue, Harare

## 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.

## 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 in the Price Schedule included in Part 2: Statement of Requirements.

## Bid Security

The Bidder must include Bid Security of **ZWS 35,000.00** 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 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 or Bid Securing Declaration, where this is a requirement of bidding, will be rejected 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 **ZWS\$35,000.00** which is valid for **90 days**, obtainable from a reputable Registered Commercial Bank.

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

1. Letterhead of registered commercial bank (i.e. the Supplier of the Bank Guarantee)
2. The Header has to clearly state that it is a Bank Guarantee.
3. Purpose of the Bank Guarantee to be clearly stated.
4. The date when the Common Seal of the said Surety was effected should be clearly shown.
5. Conditions of the said Obligations must be stated.



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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 **ZWS\$35,000.00** for the Bid Security that shall be Refundable at the end of the bid validity period plus another **ZWS\$ 20,000.00** that shall be non-refundable for cash bid bond establishment fee in line with Part 1V of the Procurement Regulations (S.I.5 of 2018). The amount is payable at Procurement Regulatory Authority of Zimbabwe (PRAZ), 76 Samora Machel Avenue, Harare or to be deposited in the respective bank accounts below;

### 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

### 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

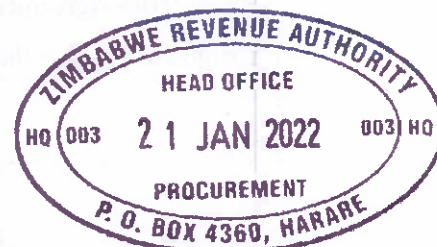
### FCA Account (Foreign Deposits)

**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**





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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 Regulation and to confirm that the Bid is administratively compliant in terms of section 28(2) of the Regulation.
2. Technical evaluation to determine their 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 tender will be awarded to the most economically advantages tender.

### Preliminary Examination

Criteria	Complaint /Not Compliant
Proof of Regurgitation with PRAZ	
Copy of CR5, CR6 and Certificate of Incorporation	
Bid security	
Valid Tax Clearance (ITF 263)	
Copy of Company profile	
At least three (3) reference letters showing bidder's direct experience in the successful provision of similar service.	
Signed and stamped Pre-bid meeting certificate issued by ZIMRA	
Valid NASS certificate	
Site Visit Certificate	
Overall Comment	Responsive / Non-Responsive

### Technical Evaluation

Criteria	Complaint /Not Compliant
Detailed qualifications for Key personnel (Attach CVs and Certificates)	
Proof of vehicle(s) ownership (Attach vehicle registration Book(s) or Lease/ Hire Agreement)	
Responsiveness to the specifications in the Statement of Requirements	





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Overall Comment	Responsive / Non-Responsive
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**N.B:** Bids failing Technical Evaluation will be eliminated and not considered for Financial Evaluation.

## Financial Evaluation

Criteria	Maximum Points
Labour rates/ hour skilled worker	50 points
Labour rates/ hour unskilled worker	25 points
Mileage rate/km	25 points
<b>Total</b>	<b>100 points</b>

Financial scores will be determined by awarding the maximum points to the lowest priced category and giving all other bidders a scores which are proportionate to this. **The bidder with the highest combined score will be recommended for award.**

## Currency

Bids should be priced in both United States Dollars and Zimbabwean Dollars at the ruling exchange rate. The currency of evaluation will be both United States Dollars. The currency of payment will be the **Zimbabwean Dollars (ZWLS)**, using the exchange rates published by the Reserve Bank of Zimbabwe on the date of invoice.

## Award of Contract

The lowest evaluated bid, after the 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 the 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 Bid 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 practices.



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- collusive or coercive practices in competing for the Contract or has 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 debarment and other 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:**

<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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## PART 2: STATEMENT OF REQUIREMENTS

The following specific requirements for the Non-Consulting Services to be procured complement, supplement, or amend the provisions in the Bidding Procedures. Whenever there is a conflict, the provisions set out below prevail over those in the Bidding Procedures.

### List of Services and Price Schedule

Procurement Reference Number: \_\_\_\_\_

Bidder's Name: \_\_\_\_\_

*Note to Bidders: Complete the currency of your quotation and the unit and total rates for each item listed below.*

Currency of Quotation/Contract: \_\_\_\_\_

### 1.0 MANDATORY REQUIREMENTS

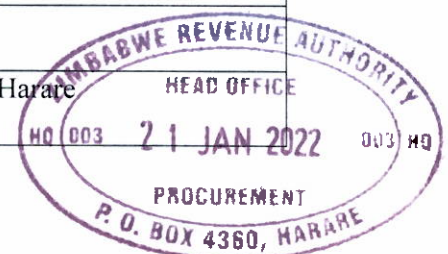
The following are basic mandatory requirements for prospective contractors and will be evaluated upon. Bidders are required to write and submit a Statement of commitment on each requirement and failure to show commitment on each requirement below will lead to disqualification:

- a. The staff doing repair and maintenance work shall be liable for searching by our security guards upon entering or leaving the building premises.
- b. The staff should put on a proper uniform for ease of identification.
- c. Identity cards are also to be provided.
- d. The company should bring boards with notices e.g. "work in progress," at areas it will be working.
- e. Bidders must attend to reported/requested faults within two hours.
- f. Bidders **must** show commitment that the service provider should be able to provide 24/7 support in case of emergency. Failure to state position on the above will lead to disqualification.
- g. Appropriate transport should be provided for to enable ample reaction e.g. vehicles. Provide proof of vehicle(s) ownership (attach vehicle registration book).
- h. Detailed the qualifications for their skilled personnel

### 2.0 SITES:

The Sites for the tender are as follows:

SITE	PHYSICAL ADDRESS
Kurima House	Nelson Mandela Ave/ 4 <sup>th</sup> street, Harare
Central Stores	61-63 Plymouth Road, Southerton, Harare
LCO	30 Mounbattern, Marlborough, Harare
ZB Centre	Corner First Street/Kwame Nkrumah Ave, Harare



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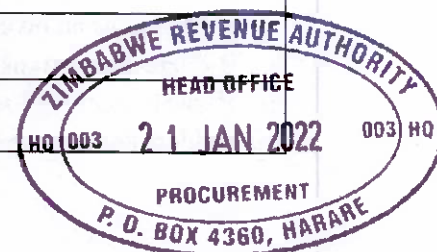
Procurement Reference Number: DOMESTIC TENDER ZIMRA NCB 02/2022

## 3.0 SPECIFICATION OF USER REQUIREMENTS:

Category	Description
Telephone Maintenance Service for Kurima House	<ul style="list-style-type: none"> <li>a) Tracing of extension / direct line faults and wiring faults</li> <li>b) Rectifying diagnosed faults</li> <li>c) Communicating with Telone on direct line faults and rectifying diagnosed faults.</li> <li>d) Installation of new extensions and Direct lines</li> <li>e) Transferring of extension and direct lines</li> <li>f) Making recommendations on future preventive maintenance to prevent similar problems occurring.</li> <li>g) Carry out periodic extension and direct line tests and servicing switchboard PABX system.</li> </ul>
Telephone Maintenance Service for Central Stores	<ul style="list-style-type: none"> <li>a) Installation of new extensions and Direct lines</li> <li>b) Tracing of extension / direct line faults and wiring faults</li> <li>c) Rectifying diagnosed faults</li> </ul>
Telephone Maintenance Service for LCO	<ul style="list-style-type: none"> <li>a) Tracing of extension / direct line faults and wiring faults</li> <li>b) Rectifying diagnosed faults</li> <li>c) Communicating with Telone on direct line faults and rectifying diagnosed faults.</li> <li>d) Installation of new extensions and Direct lines</li> <li>e) Transferring of extension and direct lines</li> </ul>
Telephone Maintenance Service for ZB Centre	<ul style="list-style-type: none"> <li>a) Tracing of extension / direct line faults and wiring faults</li> <li>b) Rectifying diagnosed faults</li> <li>c) Communicating with Telone on direct line faults and rectifying diagnosed faults.</li> <li>d) Installation of new extensions and Direct lines</li> <li>e) Transferring of extension and direct lines</li> <li>f) Making recommendations on future preventive maintenance to prevent similar problems occurring.</li> <li>g) Carry out periodic extension and direct line tests and servicing switchboard PABX system</li> </ul>

## 4.0 PABX

SITE	Make / Model of the Installed PABX
Kurima House	Alcatel
Central Stores	NIL
LCO	NIL
ZB Centre	Alcatel



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## 5.0 NUMBER OF EXTENSIONS LINES AND DIRECT LINES

### 1.1. ZIMRA Kurima House

- 480 extensions
- 40 switchboard lines
- 290 direct lines
- PABX Customs Department (10 switchboard direct lines)
- 30 direct lines (Customs Department)
- 80 extensions (Customs Department)

### 1.2. ZIMRA ZB Centre

- 10 switchboard lines
- 130 extensions
- 105 direct lines

### 1.3. ZIMRA LCO Marlborough

- 4 lines
- 20 extensions

### 1.4. Central Stores

- 2 direct lines (Warehouse)

## 6.0 DURATION

Duration of the contract is two (2) years starting 1 April 2022 to 31 March 2024

## 7.0 PRICING GUIDELINES:

The quotation must be made up as follows for EACH SITE:

- Labour rates per hour for repair.
- Indicate costs for planned (scheduled) maintenance.
- Labour rates based on NEC requirements and ongoing rates indicating class per trade per hour.
- Mark up on labour rates.
- Mileage
- Bidder must state their mileage charge per kilometre up to or lower than AA rates and conditions.
- Material price

### Notes:

- i. Evaluation criteria scoring (the least price is equivalent to highest score, other scores are evaluated as an inverse of the least price).
- ii. Bidders will be ranked according to the scores.
- iii. Highest combined score is selected for award.
- iv. Bidders are required to observe NEC requirements





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- v. Tenders will be awarded to the best advantage of the Authority

**Declaration by the Accounting Officer**

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

  
.....

14/01/2022  
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**STANDARD BIDDING DOCUMENT FOR THE PROVISION OF REPAIRS AND MAINTENANCE OF TELEPHONE EXTENSIONS AND DIRECT LINES FOR KURIMA HOUSE, LCO ZB CENTRE AND CNTRAL STORES: 24 MONTHS CONTRACT**

Procurement Reference Number: DOMESTIC TENDER ZIMRA NCB 02/2022

**Proposed Methodology, Work Plan and Schedule**

*{State the methodology and work plan you would propose to complete the required Services, the associated resources and the schedule for commencement and completion.}*

**PART 3: CONTRACT**

**CONTRACT AGREEMENT**

*{For completion with the authorised representative of the Procuring Entity following Notification of Contract Award.}*

**Procurement Reference:**

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

BETWEEN

(1) **Zimbabwe Revenue Authority** and having its principal place of business at **6th Floor, ZB Centre, Cnr First Street/Kwame Nkrumah Avenue, Harare, Zimbabwe** (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 Services, viz **REPAIR AND MAINTENANCE OF TELEPHONE EXTENSIONS AND DIRECT LINES FOR KURIMA HOUSE, LCO ZB CENTRE AND CNTRAL STORES** for a period of **24 months effective 1 May 2022 to 30 April 2024**, and has accepted a Bid by the Contractor for the performance of those Services in the sum of *[insert Contract Price in words and figures, expressed in the Contract currency]* (hereinafter called “the Contract Price”).

THE PROCURING ENTITY AND THE CONTRACTOR AGREE AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively 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) Schedule of Requirements;



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- (e) The Contractor's Bid Submission Sheet, List of Services and Price Schedule and Statement of Methodology, Work Plan and Schedule;
  - (f) The Procuring Entity's Notification of Contract Award;
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 for 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 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 for the performance of the 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 [Title or other appropriate designation]  
of:

**For and on behalf of the Contractor**

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

**General Conditions of Contract**

Any resulting contract is subject to the Zimbabwe General Conditions of Contract (GCC) for the Procurement of Non-Consulting Services (copy available on the Authority's website) except where modified by the Special Conditions below.

**Special Conditions of Contract**

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





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GCC reference	Special Conditions
GCC 3.6 and 8.1	<p><b>Authorised representatives:</b></p> <ol style="list-style-type: none"> <li>The authorised representative of the Procuring Entity is  <b>Director Procurement Management Unit,  Zimbabwe Revenue Authority,  10<sup>th</sup> Floor, ZB Centre, Cnr First Street/Kwame Nkrumah Avenue,  Harare, Zimbabwe  Switchboard:+263 242 790 811-4 Ext. 317,  Mobile:+263 0712840055 Direct: +263 242 773 040  E-Mail: <a href="mailto:shonhiwat@zimra.co.zw">shonhiwat@zimra.co.zw</a></b></li> <li>The authorised representative of the Contractor is <i>{names and contact details, including address for delivery of notices}</i>.</li> </ol>
GCC 7.4	<p><b>Ineligible countries:</b> Nationals of the following countries are ineligible to be a Contractor or Sub-Contractor under this Contract. None</p>
GCC 18.1	<p><b>Liquidated Damages:</b> Liquidated Damages in terms of section 88 of the Act shall apply. In the case of delays in the delivery or non-performance, 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><b>NB.</b> 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>
GCC 19.1	<p><b>Commencement of Services:</b> The date or period of time for commencement of services is 01 May 2022.</p>
GCC 20.1	<p><b>Completion of Services:</b> The date for completion of Services or the period within which the Services are required to be performed is 30 April 2024.</p>
GCC 22.2	<p><b>Contract price:</b> Costs specifically excluded from the Contract price are <i>[list excluded cost items]</i>.</p>
GCC 22.3	<p><b>Payment schedule:</b> The terms of payment shall be <i>[State:</i></p> <ol style="list-style-type: none"> <li>30 days after service delivery</li> </ol>
GCC 23.1	<p><b>Price adjustment:</b> <i>[State whether prices will be fixed for the Contract Period or any adjustment factor that shall apply.]</i></p>
GCC 24.2	<p><b>Payment procedure:</b> Transfer of ZWLS.</p>



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GCC reference	Special Conditions
GCC 28.1	<p><b>Insurance to be taken out by the Contractor:</b>  <i>[The risks and the coverage shall be as follows:</i></p> <ul style="list-style-type: none"> <li>(a) <i>Third Party motor vehicle liability insurance in respect of motor vehicles operated in Zimbabwe by the Contractor or its Personnel or any Sub-Contractor or their Personnel, with a minimum coverage of [insert amount and currency];</i></li> <li>(b) <i>Third Party liability insurance, with a minimum coverage of [insert amount and currency];</i></li> <li>(c) <i>professional liability insurance, with a minimum coverage of [insert amount and currency];</i></li> <li>(d) <i>employer's liability and workers' compensation insurance in respect of the Personnel of the Contractor and of any Sub-Contractor, in accordance with the relevant provisions of laws of Zimbabwe, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and</i></li> <li>(e) <i>insurance against loss of or damage to equipment purchased in whole or in part with funds provided under this Contract.</i></li> </ul> <p style="text-align: right;"><i>[Note: Delete what is not applicable].</i></p>
GCC 30.1	<p><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\$100.00 or ZWL\$ equivalent.</p>
GCC 35.1	<p><b>Performance Security:</b> Performance Security is required of 10% of the contract value in Form of a Bank Guarantee from a Commercial Bank registered in Zimbabwe</p>



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