

**ZIMBABWE REVENUE AUTHORITY
COMMISSIONER GENERAL**



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THE COMMISSIONER GENERAL
ZIMBABWE REVENUE
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CALL AT:
RECEPTION
6th FLOOR ZB CENTRE
CORNER KWAME NKRUMAH
AVE/ FIRST STREET
HARARE

IN REPLY PLEASE QUOTE
ICB 04/2022

06 May, 2022.

TO: ALL BIDDERS.

ADDENDUM NO.1 TO ZIMRA INTERNATIONAL TENDER NO ICB 04/2022 FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF FISCALISATION BACK-END SYSTEM FOR ZIMRA.

Clarification	Response
<p>1. Can you provide an original (computer-readable) version of the document, so that the information can be reused correctly when preparing the bid, and re-typing the information could be avoided? We'd like to point out that Section 9.3, part 9 of the Terms of Reference (page 58 of the ITT document in PDF format) is supposed to contain an attachment (section 20 Tax Invoices.docs), however the attachment is not accessible in the provided document version.</p>	<p>We are able to provide to those who request it on email and we have also attached it as an addendum.</p>
<p>2. PART 1: BIDDING PROCEDURES, item 9 At least three (3) reference letters showing bidder's direct experience in the supply, installation, configuration and commissioning of back-end solution for ZIMRA.</p> <p>Shall the reference letter concern the experience with ZIMRA? Will the experience in the supply, installation, configuration and commissioning of back-end solution of similar complexity and domain of expertise be accepted as qualifying?</p>	<p>No. Any reference letters from your clients confirming that you have done similar services before.</p>




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<p>Will the experience in the supply, installation, configuration and commissioning of back-end solution of similar complexity and domain of expertise be accepted as qualifying?</p>	
<p>3. Please advise whether ZIMRA is seeking for a ready-made solution, or whether ZIMRA is looking for a solution provider who will build the solution for ZIMRA. Most of the requirements provided in the bidding documents (e.g., page 6) indicate intention to develop the solution for the best suitability for the ZIMRA's needs.</p>	<p>ZIMRA is looking for a solution that meets its requirements as per the specification. If the bidders solution meets these that is the ideal, however if there are gaps in their current solution the bidder can specify the time required to customise their solution to meet ZIMRA's requirements.</p>
<p>4. The bidding document and Terms of Reference state that "the Solution provider is expected to ... recommend hardware and network suitable for optimal performance of the system." However, Part 2: Statement of Requirements, page 31, provides detailed technical specification and compliance sheet for the hardware equipment of the solution. Are the hardware components sought as part of the procurement, and thus the solution must operate using the hardware provided, or is the provider requested to recommend hardware and network equipment and thus such equipment will be purchased by ZIMRA to enable the system to operate?</p>	<p>The bidder must use the specified equipment/hardware as a baseline and can recommend any additional hardware required for optimal performance of their solution. The hardware must be part of the solution to be delivered. ZIMRA is looking for a turn-key solution.</p>
<p>5. The Bidding Procedures (page 8) specify, that "responses to questions/queries will be made in writing to all prospective bidders at least 5 days before tender closing.". Furthermore, the "Bids must be submitted in writing in a sealed envelope to the address below..."</p>	<p>The tender closing period is extended to 17 May 2022.</p>

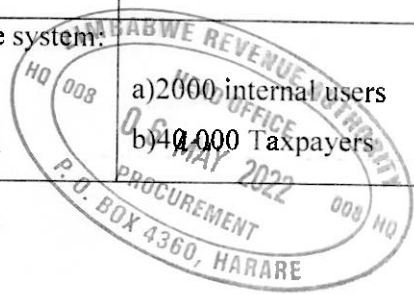


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<p>We would like to draw the attention to the fact that the timeframe for the Bidders to reflect the responses by ZIMRA in the final proposals is extremely short, and for the bid delivery by foreign companies the timeframe provided may be too short for delivery of the bid by hand or via a courier service, whereas such delivery timeframe is impacted by the travel restrictions and unfavorable schedules as a result of ongoing COVID-19 pandemic. Therefore we ask the Procuring Entity to:</p> <ul style="list-style-type: none"> i) Extend the bid submission deadline by allowing longer period between final responses to the questions and submissions of the bid ii) Allow for bid submission via electronic means, e.g. via email, whereas the bid would be submitted in a password-protected format, and the password will be submitted to the Procuring Entity in a separate communication (but in any even prior to the bid submission time). iii) Allow to submit additional questions related to the responses provided by ZIMRA, if any. 	
<p>6. The Part 2 – Statement of Requirements, List of Goods and Price Schedule refers to 2 lots, however there is no mentioning of the lots in other sections of the document (e.g. Delivery Schedule) nor reference to the lots in the Terms of Reference. Can you confirm that there are two (2) lots indeed and whether the bid can be submitted for 1 or 2 lots indeed?</p>	<p>Yes, there are two lots and bidders must bid for two lots.</p>
<p>7. The Part 2 – Statement of Requirements, Delivery Schedule refers to the physical units and applicable INCOTERM.</p> <p>We understand that this is the requirement for the hardware components and should not be applied to the software solution being sought by this tender.</p> <p>Please confirm whether this understanding is correct. Should there be specific delivery schedule requirements by the organization, please clearly state those in the Terms of Reference</p>	<p>ZIMRA is expecting a turnkey solution. The bidder must indicate the timeframe required for delivery of both hardware and software.</p> 

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<p>or another preferred part of the ITT. Please note, that the implementation of the system will require significant effort, including time required to ensure migration of the existing data and generic readiness of the system.</p>	
<p>8. With regards to the current setup of fiscal devices in Zimbabwe – is there a unified specification for the registration, communication and data submission of such devices to ZIMRA? Can you provide the requirements for the fiscal devices and data formats?</p>	<p>Devices are currently communicating with ZIMRA through a web service for invoices and FTP protocol for z reports. The design document is attached</p>
<p>9. Terms of Reference, 9.4 Taxpayer’s Portal Functional Specifications, #3 Stock Management</p> <p>Is the Stock management functionality intended for any goods to be registered by the taxpayer? Are there any legal obligations for taxpayers to use the Stock Management functionality? Shall the Stock management functionality be linked to the information flows via fiscal devices in any form?</p>	<p>The stock management is to manage the stocks of devices being sold by the Suppliers. There is no legal obligation to use the Stock Management functionality but it will allow ZIMRA to manage the flow of devices in the system. The fiscal devices when imported will be recorded in the Stock Management system and will be purchased and registered to a client through the use of the stock management module.</p>
<p>10. Terms of Reference, 9.6 Business Intelligence Reports and Data Exchange, 1a: “The system should be able to fulfil the synthetic modelling with the invoice metadata, ...”</p> <p>Please explain how synthetic modelling is defined in this context and what should be the outcome of the functionality.</p>	<p>The new system should be able to accommodate the invoice data we already have for reporting purposes.</p>
<p>11. Please provide information on the expected volumes of the system:</p> <ul style="list-style-type: none"> a. Number of internal users b. Number of external users via Taxpayer’s Portal 	<p>a) 2000 internal users b) 40,000 Taxpayers</p>

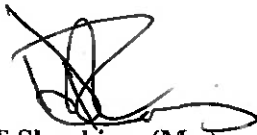


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f. Current volume of data to be migrated and data formats/storages utilized currently	NB: The above numbers will increase with time
12. Please state the requirements for Operating system, Database, development technologies and application servers if any.	The Operating systems were specified in the Bidding Documents under the Technical Specification and Compliance Sheet heading

All other things remains unchanged and the closing date is now **17 May 2022 at 1000hrs Central African Time (CAT)**.

Yours Sincerely,



T Shonhiwa (Mr.)

Director Procurement Management Unit

