

Republic of Zambia



Name of the client: Smart Zambia Institute

Addendum No. 2 Issue Date: 26th January 2026

Bid / Reference No. ZM-SZ-505118-GO-RFP

Name of the Request for Proposal (RFP): “Design, Reengineering, Development, and Deployment of E-Services and Integration with the Government Digital Ecosystem”

ADDENDUM NO. 02

Purpose: The purpose of this Addendum is to provide responses to requests for clarifications that have been received regarding the above referenced Request for Proposals.

Note to proposers: In providing the clarifications, please take note that in some cases certain existing provisions in the RFP have changed. Where a clarification only is provided, please note that the provisions of the RFP as was issued remain unchanged.

S/N	Description of Query	AMENDMENT/CLARIFICATION
1.	Ref. 7.1, p.144. The timeline indicates that the ZamPay upgrade is expected to be completed by Month 12 at the latest. However, p.146 states that “Onboarding of additional payment channels” (which is part of the ZamPay upgrade) is expected by Month 15. Could you please clarify which timeline is correct?	Refer to Section VII (Implementation Schedule). The Core Platform Upgrade is a critical path deliverable (Month 12) to ensure stability. The Channel Integrations (Month 15) allow for third-party API readiness (Banks/MNOs). Bidders must reflect this split in their Work Plan (Section IV). Requirement remains unchanged.

2.	Ref. 7.1, p.144. The timeline for the ZamPass and ZamPortal upgrades is not specified. Could you please confirm the expected timelines for ZamPass and ZamPortal upgrades?	ZamPass and ZamPortal integrations are foundational. Per Section VII (Project Scope), these integrations must be operational before the rollout of new e-Services. Bidders should propose a rollout in Phase 1 (Months 1-6) to enable Single Sign-On (SSO) for subsequent service systems. Requirement remains unchanged.
3.	Ref. 7.2, p.145. "Technical architecture & integration planning (ZamConnect, ZamSign, ZamPass, ZamDocs, eOffice)" is expected to be completed by Month 5. At the same time, Ref. 7.1 p.144 indicates that the ZamConnect and ZamSign upgrades themselves are expected to be completed by Month 6. Does this imply that the implementation of these upgrades is planned to be completed within one month after the planning phase?	The Proposer may propose an appropriate timeline for this deliverable based on their methodology. Deliverable timelines may be further adjusted in conjunction with the Client during contract negotiations, provided the critical path is maintained.
4.	Is it correct understanding that Inception & Planning phase is expected to be 4 months long?	Per Section VII, Subsection 8.1, the Inception Report is due 1 month after project commencement. The Business Process Analysis and Reengineering (BPAR) phase commences immediately thereafter. Requirement remains unchanged.
5.	Is it correct to understand that p.382 "Portal Requirements" refers specifically to ZamPortal requirements?	The requirements detailed on page 382 pertain specifically to the eOffice portal, not the public-facing ZamPortal. Requirement remains unchanged.
6.	Could you please advise where the requirements for ZamConnect and ZamPay are reflected in the section "10.Functional and Technical Compliance Matrix"? We were unable to locate them and would appreciate clarification.	These specific requirements are not listed in the Compliance Matrix but are detailed in Section VII, Subsection 7.4 (Scope of Work). Bidders must address these requirements as part of their technical solution description. Requirement remains unchanged.
7.	Page 298. The detailed table outlining the Terms of Payment states that payment for the upgrades of all systems (ZamPortal, ZamPay, ZamPass, ZamSign, ZamConnect) will be made only after completion and acceptance of all systems. Could you please confirm whether it is possible to split the payments proportionally by system, based on the acceptance and receipt of completion certificate	Terms of Payment remain unchanged. As per GCC Clause 12, payment is tied to the completion and acceptance of the integrated system suite. Proportional splitting of payments by individual system component is not permitted.

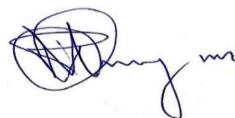
	for each system, rather than making a single payment after all upgrades are completed?	
8.	If ZamPay needs to support Visa/Mastercard payments and PCI DSS certification becomes necessary, should this certification be included in the scope of work?	Requirement remains unchanged. PCI DSS certification is not explicitly listed as a deliverable in the current scope of work.
9.	There is a requirement for vendors to hold a valid ISO 27001 certificate and on 3.0.9 Standards and Compliance p.178 it says "All components must comply with international standards" Information security (e.g., ISO/IEC 27001 alignment). Please confirm that ISO 27001 certification of SZI/MDAs is not included in the scope of work?	The requirement applies to the Proposer, who must hold the valid certifications listed in Section V (Detailed Evaluation Criteria): ISO 9001, ISO 14001, ISO 20000, ISO 27001, and ISO 10015. The Proposer is not required to certify the Client's environment (SZI/MDAs) under this contract.
10.	Are there any additional requirements to obtain external security-related certifications for any system/service included in the scope of work?	No additional external security certifications are required beyond those specified in the RFP. Requirement remains unchanged.
11.	Will the Ordering Party be responsible for providing hardware security appliances (such as hardware security modules (HSMs), USB security tokens, and network firewalls) as part of the infrastructure? These devices may be necessary to ensure secure key storage and cryptographic operations for systems like ZamPay and ZamPass.	The Proposer must define all necessary hardware requirements/specifications in their proposal. However, the costing of this hardware should not be included in the Financial Proposal, as the hardware will be procured separately by the Client based on the Proposer's specifications. Requirement remains unchanged.
12.	We kindly request clarification regarding the requirements for the following submission documents: <ol style="list-style-type: none"> 1. Bank Guarantee Letter 2. Form of Proposal Security (Proposal Bond) 3. Proposal Securing Declaration 	At the proposal submission stage, only the "Form of Proposal-Securing Declaration" (p.126) is required. A Bank Guarantee or Bond is not required at the bidding stage. Per Section VIII (GCC 13.3.1), the Performance Security (Bank Guarantee) will only be required within 28 days of Contract Award.

	<p>.... [shortened for privacy] ...</p> <p>In light of the above, it is unclear why the submission documents require a fully executed Bank Guarantee from the bidder's banking institution at the <u>proposal stage</u>, effectively securing the 10% risk protection amount prior to appointment and receipt of any advance payment.</p>	
13.	Does the incumbent provide a helpdesk in the form of a contact centre?	Smart Zambia operates a Citizen Support Centre, which is outside the scope of this project. For this project, MDAs receive support through ticket systems and dedicated support groups. The Proposer is required to offer the solution described in Section VII, 7.4.8 ("Implement a ticketing system...") and 5.2.1.1 (Support channels including email, hotline, and web-based portal). Requirement remains unchanged.
14.	If yes, are the resources based onsite at the Smart Zambia Institute?	N/A. Please refer to the response in Item 18 regarding onsite presence requirements. Requirement remains unchanged.
15.	Does Smart Zambia require a multilingual contact centre as part of the proposed ongoing support of the system? If yes, which primary languages need to be supported?	Support is to be provided to Government MDAs (Ministries, Departments, Agencies), not to the general public. Therefore, support is required in English only. Requirement remains unchanged.
16.	Is there an existing contact centre helpline or will the successful bidder need to register an official telephone service for this?	The proposer is not expected to operate a call centre. Proposer is expected to have a local representative with a dedicated point of contact that can act as a point of contact for emergency incident resolution. Requirement remains unchanged.
17.	As the tender documents indicate that the bidders are not to respond on any hardware requirements as Smart Zambia will be responsible for this, kindly advise if the contact centre PABX and workstations currently exists and how many stations have been allocated?	As the Proposer is not expected to operate a call centre, PABX and workstation allocation is not applicable. Requirement remains unchanged.
18.	Is there a mandatory requirement for the IT and Ops support of the maintenance team to be based onsite at Smart Zambia?	Section VII "5.2.1.2 Technical Assistance <ul style="list-style-type: none"> • The Supplier shall make available skilled technical personnel to assist with: <ul style="list-style-type: none"> o Troubleshooting and issue resolution.

		<p>o Configuration adjustments and system tuning.</p> <p>...</p> <p>This assistance is expected to be delivered remotely, unless onsite presence is explicitly requested and approved by the Purchaser.”</p> <p>Requirement remains unchanged.</p>
19.	<p>Clarification on FIN 1.3.2: Could you please confirm whether this section refers to the company’s overall turnover for the last six years, or whether the form is intended to reflect the financial values of the similar assignments included in our submission? The TDR mentions a reference to Section III, sub factor 1.3.2, but this subsection does not appear in the document. Could you please clarify this point or indicate where this section can be found?</p>	<p>As stated: “Annual turnover data (<i>applicable activities only</i>)”</p> <p>Only turnover from relevant activities should be stated. For example if the business has other non-ICT activities these should not count towards turnover.</p> <p>Pursuant to ITP 8 (Amendment of Request for Proposals Document), the Purchaser hereby notifies all Proposers of the following modifications to the procurement schedule and submission requirements:</p> <p>Section IV – Proposal Form to remove the following: <i>“*Average annual turnover calculated as total certified payments received for work in progress or completed, divided by the number of years specified in Section III, Evaluation and Qualification Criteria, Sub-Factor 1.3.2”</i></p> <p>And amend it with the following statement: <i>“*Average annual turnover calculated as total certified payments received for work in progress or completed, divided by the last 5 years.”</i></p>
20.	<p>Clarification on FORM EXP 1.4.2: Could you please explain what we need to mention here "Similar Contract No":</p>	<p>Please refer to Section IV – Proposal Forms, FORM EXP 1.4.2. In this field, you should insert the count of the contract towards the total number of similar contracts you are providing details of. (eg. 2 out of 10)</p>
21.	<p>Profile qualification:</p> <ul style="list-style-type: none"> • For expert evaluation, please confirm whether a single expert should be nominated, or whether a pool of experts may be proposed with one representative evaluated. • Please confirm whether project-phase teams will be evaluated and whether detailed CVs are required for each role or may be included as part of the overall technical offer (e.g., page 175, section 2.7.1). 	<p>All key expert positions may have multiple candidates proposed, the proposed Prime expert and Alternate choices. For positions requiring more than one expert the proposer may include resume’s of multiple candidates to meet their proposal requirements. (for example if the proposer requires 5 Developers to complete their proposed works). Indicate the primary as Prime Key expert (K-4 for example) and other candidates that will be required for this position as NK-4.</p> <p>For roles where the proposer is including multiple personnel (e.g., "5 Developers"), the Proposer may include CVs for all candidates and use the Candidate Summary form in Section IV to clearly indicate if a candidate is "Prime" or "Alternate."</p>

		See updated list of positions as provided in ADDENDUM 01. Requirement remains unchanged.
22.	Scope of Work: Our understanding is that the scope includes the documentation of all services (both those that will be digitized and the remaining services that also need to be documented: 1086 services in total). However, since only one BA profile has been requested, we believe that proposing a support team is necessary in order to adequately cover this scope of work. Could you please clarify whether this can be addressed directly in our proposal, or should it be discussed later during the project scoping phase?	The Client clarifies that the Scope of Work is focused on the services to be designed and developed under the 12 MDA systems and the analysis/reporting regarding the ~176 services currently marked as not published or disabled. Resources should be allocated accordingly. Requirement remains unchanged.
23.	The focal points have already been identified? do they have decision-making authority?	The client will appoint focal points at the stage of contract award.
24.	Do meetings with the MDAs require travel to the regions?	Limited travel to MDA offices outside Lusaka Province may be required depending on which MDAs are selected. For example, if the MDA has their offices in the Copperbelt. The proposer would need to travel to Copperbelt to facilitate the business analysis process, training and UATs.
25.	The RFP is not clear on the requirement of audited financial reports. Kindly clarify how many years of audited financials are needed	Proposers are required to submit Audited Financial Reports for at least the last 5 years to reduce the pagecount but show they have been operating for at least 10 years through business registration certificates or similar.
26.	We kindly request an additional extension of three (3) weeks from 5 th of February.	The submission deadline has already been extended by an additional two weeks from the original deadline to allow proposers sufficient time from the initial publication to prepare and submit their proposals. This period is more than adequate, and the requirement therefore remains unchanged.
27.	What is approx. total number of users that will be impacted for this transformation initiative? What is location map of the users? Are all them located within Zambia? (Section 8 - Project Governance and Delivery Methodology (Organization Change Management and Training))	The term "users" is broad. Project-wide, the Government Service Bus (GSB) ecosystem serves over 1 million users, comprising citizens, foreign applicants, and government staff. Sufficient information has been provided in this regard and the proposer should research adequately to who the users of a system of this scale are.

28.	We assume that the trainings will be given by SI Partner to the Client Key Users in Train the Trainer mode and the end users will be trained by client Key Users. (Section 8 - Project Governance and Delivery Methodology (Organization Change Management and Training))	The training methodology is understood to be "Train the Trainer," where the Proposer trains Client Key Users, who subsequently train end-users. Requirement remains unchanged.
29.	Is there any specific language requirements for training or communication content creation or English can be used as standard language? (Section 8 - Project Governance and Delivery Methodology (Organization Change Management and Training))	English shall be the standard and only language required for all training materials and content creation.
30.	Does client have any internal LMS platform / framework to train or educate it's internal users; which can be leveraged? (Section 8 - Project Governance and Delivery Methodology (Organization Change Management and Training))	The Client does not provide an internal LMS for this purpose. The Proposer is expected to utilize/provide their own Learning Management System (LMS) for the delivery of training.
31.	Does client have an internal OCM framework to engage Stakeholders and drive Organizational Readiness Actions? (Section 8 - Project Governance and Delivery Methodology (Organization Change Management and Training))	Yes. Please refer to the Government's Change Management Framework Toolkit available at the following link: Zambia Public Service Change Management Framework Toolkit



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