Republic of Zambia

Name of the client: Smart Zambia Institute (SZI)
Clarifications No. 03: Issue Date: March 27, 2026
Bid / Reference No. ZM-SZ-531016-CS-QCBS
Name of the Request for Proposal (RFP): EXPANSION AND ROLLOUT OF THE EXECUTIVE DASHBOARD

Clarifications/ ADDENDUM NO. No 03

Purpose: The purpose of this to respond to requests for clarifications and Amendments made that have been received regarding the above-referenced Request for Proposals.

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

No	Requested Clarification	Response
1	If the proposal is signed by the Company Director, and the company certificate of incorporation clearly states that this person is the Director authorized to represent the company, would a notarized Power of Attorney still be required as part of the submission?	A POA is required and no other form of documentation will be accepted in its absence. As per **PDS ITP 21.3**, the written confirmation of authorization to sign shall consist of a Power of Attorney (Notarized). To ensure legality, it is recommended the POA be notarized.

2	We kindly request clarification regarding the requirement stating that both flash drives shall be BitLocker encrypted and that the password shall be emailed to ngoi.kalamatima@szi.gov.zm. Could you please confirm when exactly the password should be sent: (i) before the proposal submission deadline, (ii) at the time of public opening, or (iii) only upon the Purchaser's request?	The password must be emailed at the time of submission, i.e., before the proposal submission deadline of **10th April 2026 at 10:00 hours local time**, as per **PDS ITP 22.1 and addendum No. 1.**
3	We kindly request clarification regarding the "Code of Conduct for Supplier's Personnel" form. According to the wording of the form, it appears that this document is intended to be signed by each specialist assigned to the contract at the contract execution stage. Could you please confirm whether our understanding is correct that, at the proposal stage, it is sufficient for the bidder simply to confirm its acceptance of this requirement and the relevant conditions, without submitting individually signed Code of Conduct forms for each proposed expert?	The bidder firm should initial and submit the Code of Conduct form as per **Section IV (Code of Conduct Form)**. No individual expert signatures are required at the proposal stage. Individual signatures of all key experts will only be required at contract award stage.
4	Could you please confirm whether, in the case where the Proposer is itself the developer and supplier of the proposed software solution, no separate Manufacturer's Authorization form is required from the Proposer for its own product, and it is sufficient to indicate that this requirement is not applicable for such self-developed components?	No separate Manufacturer's Authorization is required for self-developed components. However, the Supplier must include a clear statement of the license structure of the solution, including all dependencies and the licenses under which these are released, as required under **Section III, Evaluation & Qualification Criteria**.

5	The RFP states that the Proposer should provide a copy of an Operational Acceptance Certificate or equivalent documentation satisfactory to the Purchaser. Could you please confirm whether a reference letter issued by the client would be accepted as equivalent supporting documentation for this requirement?	A client reference letter is acceptable as equivalent documentation, provided it clearly and specifically describes the project scope, deliverables, and outcomes, in line with the requirements of **Section III, Evaluation & Qualification Criteria**.
6	Is there already a defined KPI framework aligned with the 8th National Development Plan, or should it be developed from scratch?	A framework exists. Refer to the 8NDP Implementation Plan and M&E Framework available at: https://www.mofnp.gov.zm/?page_id=6364 The Supplier will collaboratively define a KPI Matrix during the Analysis Phase per **Section VII, 2.1.1.2**.
7	How standardized are KPI definitions across ministries today?	KPI definitions are not fully standardized across ministries. The system is required to include a **Business Glossary for standardized KPI definitions** (Section VII, **1.2.4.2**) and the KPI Matrix will be developed collaboratively with stakeholders during the requirements phase per **Section VII, 2.1.1.2**. Proposers should account for KPI definition and standardization work in their methodology.
8	To what extent should KPI functionality support active management (e.g., updates, workflows, alerts) versus serving as a read-only analytical and monitoring tool?	The system is primarily an executive decision-support and monitoring tool (**Section VII, 1.2.1.1**). However, it must also support active data quality management including anomaly detection (**1.2.2.3**), automated data quality scoring (**1.2.2.2**), and data lifecycle management (**1.2.4.5**). Lightweight data-capture modules for manual/semi-automated data entry are also required where source systems are absent (**1.2.1.6**). Proposers should include appropriate active management capabilities within their solution design.

9	Have you defined specific use cases or scenarios for cross-sector analysis that the system is expected to support?	Specific use cases are not exhaustively defined in the RFP, but **Section VII, 0.3.1** describes the system purpose as tracking 8NDP performance indicators across sectors such as Tourism, Agriculture, Education, and Investment. **Section VII, 1.2.1.2** requires cross-sectoral correlation analysis (e.g., correlating Tourism with Infrastructure, or Agriculture with weather/rainfall). Proposers should propose use cases in their methodology based on the 8NDP M&E Framework.
10	Can you provide an estimate of the number of data sources to be integrated, and clarify their current readiness (e.g., already available via ZamConnect, API-based, or requiring new integration)?	The 4 target sectors will be identified at the time of contract award. It is not yet known whether source systems will be fully available for all sectors. The Supplier is expected to conduct a **Data Source Assessment** as part of the Analysis Phase (**Section VII, 2.1.1.3**) to audit source systems and determine data quality, schema structures, and API readiness.
11	To what extent are the required source systems already developed versus needing to be newly implemented as part of this project?	The 4 sectors will be selected at contract award. Where source systems do not exist, the Supplier is required to provide **lightweight data-capture modules** for manual or semi-automated data entry (**Section VII, 1.2.1.6**). Full operational/transactional system development is not expected; the focus is on KPI-focused, non-invasive data capture via ZamConnect/GSB (**Section VII, 2.3.1.1**).
12	Are APIs for key systems (e.g., ZIAMIS, ZDA, Immigration) already available and documented?	The 4 sectors will be confirmed at contract award. API readiness will be assessed by the Supplier during the Data Source Assessment (**Section VII, 2.1.1.3**). For non-GSB systems, the Supplier must implement **Direct API calls** (**Section VII, 2.3.1.2**). Proposers should plan for scenarios where APIs may require development.
13	What infrastructure constraints exist within the National Data Center that may impact architecture	SZI will provide the hosting environment. The Supplier is responsible for configuring all software environments within the provisioned infrastructure

	decisions (e.g., containerization, orchestration, CI/CD, GPU availability)?	(**Section VII, 3.0.2**). The Supplier must state specific hardware requirements as part of their technical proposal. The architecture must support containerized deployment via Docker and CI/CD pipelines (**Section VII, 2.2.1.2**).
14	Are there any restrictions on technology stack, deployment models, or use of open-source components?	The system must be built **entirely on open-source technologies** to prevent vendor lock-in (**Section VII, 1.3.1.1 and 3.4.1**). The platform must be deployable on Linux or Windows, support PostgreSQL as the primary database, and be portable across on-premise, hybrid, or cloud environments (**Section VII, 1.3.2.1.1–1.3.2.1.4**). Proprietary operating systems and database engines must be avoided.
15	Can open-source BI platforms (e.g., Apache Superset, Metabase) be used, or are custom-built analytics capabilities expected?	Yes. Proposers are encouraged to use existing open-source platforms. **Section VII, 3.4.2** explicitly references Apache Superset, D3.js, Leaflet, and Mapbox as acceptable frontend/visualization tools.
16	What is the current level of data quality and completeness across key data sources? Are there existing data quality frameworks, rules, or standards in place, or is the vendor expected to define and implement data cleansing and validation processes?	The current level of data quality is not formally defined. Data quality assessment is part of the Supplier's scope under **Section VII, 2.1.1.3**. The Supplier must implement a full **Data Quality Management Framework** including completeness, accuracy, consistency, and anomaly detection (**Section VII, 1.2.2.1–1.2.2.5**).
17	What processes and responsibilities are defined for identifying and resolving data anomalies or inconsistencies across ministries?	The RFP requires the Supplier to implement automated anomaly detection (**Section VII, 1.2.2.3**) and maintain audit trails of all data corrections and transformations (**Section VII, 1.2.2.5**). Defined roles for Data Owners, Data Stewards, and Data Custodians must be established as part of the **Data Governance Model** (**Section VII, 1.4.2.1**). The division of responsibilities between the Supplier and ministries should be proposed as part of the Supplier's methodology.

18	What are the requirements and standards for publishing data to the National Data Portal (e.g., formats, frequency, metadata)?	The system must ensure any data exchange is done through ZamConnect (**Section VII, 2.3.1.1**). The Supplier must comply with **SZI guidelines for interoperability and open data** (**Section VII, 1.1.1.3**). Specific NDP publishing standards should be confirmed with SZI during the requirements gathering phase.
19	Are there different data classification levels (e.g., public, restricted, confidential)?	Yes. The system must implement four dataset classification levels: **Public, Internal, Confidential, and Restricted**, with role-based access enforcement at the query engine level (**Section VII, 1.4.2.2 and 1.4.2.3**).
20	What are the expected latency requirements for different types of data (e.g., seconds, minutes, hours)?	The system must establish **real-time or near real-time data pipelines** (**Section VII, 1.5.1.1**). It must also be optimized for low-bandwidth environments through caching (e.g., Redis) and Progressive Web App (PWA) capabilities (**Section VII, 1.5.1.2**). Specific latency thresholds per data type are not defined; Proposers should propose appropriate latency targets in their technical solution.
21	Can you provide a prioritized list of AI/analytics use cases expected (e.g., forecasting, anomaly detection, cross-sector analysis)?	The RFP identifies the following AI/analytics capabilities: **AI-Powered Natural Language Reporting** (voice/text queries generating dynamic reports, **Section VII, 1.2.1.5**), **anomaly detection** on statistical feeds (**1.2.2.3**), **KPI confidence indicators** (**1.2.2.4**), and **cross-sectoral correlation analysis** (**1.2.1.2**). Proposers should propose additional AI use cases aligned with 8NDP monitoring objectives.
22	What infrastructure is available in the National Data Center to support AI workloads (e.g., GPU availability, compute capacity)?	SZI will provide the hosting environment (**Section VII, 3.0.2**). The Supplier must state specific hardware requirements for AI workloads as part of their technical proposal. GPU availability and compute specifications are not defined in the RFP.

23	Is the vendor expected to implement full MLOps capabilities (model monitoring, retraining, versioning)?	No. Full MLOps is not part of this project scope.
24	What level of interactivity is expected for GIS visualizations, including whether users should be able to define custom geographic zones in addition to using predefined map layers?	The system must provide **interactive GIS map layers** to visualize public infrastructure overlaid with KPIs (**Section VII, 1.2.1.3**), with dynamic filtering from national macro-view down to Provincial, District, Constituency, and Facility levels (**Section VII, 1.2.1.4**). The ability to define custom geographic zones is not explicitly required; Proposers should include this capability and describe it in their technical solution.
25	Are there any existing GIS platforms or tools in use that should be integrated or reused?	The Supplier is free to select their own GIS platform. However, certain base map layers from the **National Spatial Data Infrastructure (NSDI)** may be required, necessitating standard geospatial interoperability. Acceptable open-source options include Leaflet, Mapbox, and Geoserver (**Section VII, 3.4.2**).
26	Is there an existing design system or UI guidelines that should be followed?	The RFP does not specify a pre-existing UI design system. The Supplier must deliver **high-fidelity UI/UX wireframes** for stakeholder approval prior to development (**Section VII, 2.1.1.4**). The system must use modern open-source frontend frameworks such as React or Angular (**Section VII, 3.4.2**).
27	Are there requirements for multi-device support (desktop, tablet, mobile)?	Yes. A **responsive UI that is functional cross-platform** (desktop, tablet, and mobile) is required.
28	What are the expected language requirements for the user interface (English only vs. multilingual support)?	All system interfaces, documentation, and natural language AI inputs must support **English** (**Section VII, 3.0.1**). No multilingual requirement is specified in the RFP.
29	Can you provide a list of key use cases for the main user groups (e.g., Presidency/Cabinet, Permanent	Primary user groups include **State House, Presidential Delivery Unit (PDU), Cabinet Office, Cabinet Ministers, Permanent Secretaries, and**

	Secretaries, Ministry Directors, analysts/government staff)?	**Directors** (**Section VII, 0.4.1 and 1.2.1.1**). Key use cases include: tracking 8NDP KPIs, cross-sectoral correlation analysis, geospatial visualization of infrastructure and performance, and AI-powered natural language reporting. Detailed use cases will be defined collaboratively during the Stakeholder Workshops in the Analysis Phase (**Section VII, 2.1.1.1**).
30	Are there dependencies on other ongoing initiatives within the Digital Zambia Acceleration Project that may impact this implementation?	Yes. The system must integrate with **ZamPass** (National Digital Identity) for Single Sign-On (**Section VII, 1.4.1.1**). ZamPass may be replaced at some point with an upgraded OIDC-based platform connected to the digital ID. The system must use standard **OAuth2/OpenID Connect** protocols to ensure forward compatibility.
31	Can you clarify whether this project is limited to 12 Ministries included in the eServices tender under the Digital Zambia Acceleration Project?	No. This project covers **4 sectors**, which will be selected at a later point during contract award (**Section VII, 2.1.1.1**). It is not limited to the 12 ministries under the eServices tender.
32	Can you clarify the expected support model, including whether L1, L2, and L3 support services are required from the vendor?	The RFP specifies the following support tiers during the 12-month post-Operational Acceptance period: **Remote helpdesk support** (analogous to L1/L2) for defect reporting and minor issues, and **Tier-3 technical assistance** for SZI's DevOps and administrative team for complex troubleshooting and architectural guidance (**Section VII, 5.1.1 and 5.2.1**). Proposers should structure their support plan accordingly.
33	What service level requirements (SLAs) are expected?	No separate SLA document is required beyond the 12-month warranty and support period included in the contract. Response and resolution standards are defined as follows (**Section VII, 5.1.1.2**): Critical Severity — response within 1 hour, resolution within 4 hours; High Severity — response within 2 hours, resolution within 8 hours; Medium/Low Severity — response within 12 hours, resolution within 48 hours.

34	We respectfully request your consideration of an extension of the proposal submission deadline from 10 April 2026 to 24 April 2026...	The deadline was already extended. No further extension will be provided at this time. The current submission deadline remains **10th April 2026 at 10:00 hours local time** per **PDS ITP 23.1**.
35	Scope and Nature of "New Foundational Information Systems" vs "Lightweight Data-Capture Modules" — Reference: Section III, 2.1 (Work Plan Sub-Item 2.3) and Section VII, 1.2.1.6. Please clarify whether these refer to the same or different requirements; whether full operational/transactional systems or only KPI-focused capture is expected; whether all integrations must be non-invasive via ZamConnect only; and whether indicative examples of data gaps can be provided.	The two references describe the same concept at different levels of detail. The scope is limited to **lightweight, KPI-focused data-capture modules** for manual or semi-automated data entry where source systems are absent (**Section VII, 1.2.1.6**) — not full operational or transactional systems. All integrations must be non-invasive and conducted via **ZamConnect/GSB adaptors** (**Section VII, 2.3.1.1**), supplemented by Direct APIs where GSB connectivity is not available (**Section VII, 2.3.1.2**). Indicative data gaps will be identified during the Analysis Phase stakeholder workshops (**Section VII, 2.1.1.1**).
36	Scope of Foundational Data Sources — Reference: Section VII, 0.4.3. Please confirm whether the scope is limited to explicitly referenced systems (ZIAMIS, ZDA, Immigration) or whether additional systems are anticipated.	The scope of data source integration is not limited to the systems listed in the RFP. The 4 target sectors will be confirmed at contract award, and the Supplier is required to conduct a **Data Source Assessment** to identify all relevant systems (**Section VII, 2.1.1.3**). Proposers should plan for flexibility and include a discovery and assessment methodology in their proposals.
37	Responsibilities for Data Quality, Conversion, and Migration — Reference: Section VII, 2.5.1. Please confirm whether the Supplier is responsible for syntactic data quality (format/structure) while data owners retain responsibility for semantic correctness (accuracy/completeness/validity).	The Supplier is responsible for implementing a comprehensive **Data Quality Management Framework** covering completeness, accuracy, consistency, timeliness, validity, and uniqueness (**Section VII, 1.2.2.1**), as well as building automated ETL pipelines (**Section VII, 2.5.1**). The proposed division of responsibilities is reasonable and consistent with the RFP intent. Proposers should formally describe this division in their methodology, noting that data owners remain accountable for the semantic accuracy of their source data.

38	Cross-Reference Error in ITP — Reference: ITP 16.2(a). ITP 16.2(a) appears to reference itself. Should it instead point to ITP 11.2(j), which lists the required components of the Technical Proposal?	This is noted. **ITP 16.2(a)** in the Instructions to Proposers describes the Preliminary Project Plan requirements, which is distinct from **ITP 11.2(j)** which lists the required Technical Proposal components. Proposers should treat **PDS ITP 16.2(a)** as specifying additional topics required in the Preliminary Project Plan (as listed in the PDS), and **ITP 11.2(j)** as governing all other Technical Proposal documentation. An addendum will be issued to clarify the cross-reference.
39	Maximum Number of Joint Venture Members — Reference: PDS ITP 4.1. The RFP limits JVs to 2 members. Given the multidisciplinary nature of the assignment, we request that 3-member JVs be permitted.	The current RFP per **PDS ITP 4.1** limits JVs to a maximum of **2 members**. This limit is maintained. No amendment is proposed at this time. Note that subcontracting arrangements are available under **ITP 6.1(c)** to accommodate additional specialist firms.
40	Clarification of Warranty, Post-Warranty, and Recurrent Cost Provisions — References: SCC GCC 1.1(e)(xiii); SCC GCC 29.4; ITP 11.2(j); ITP 17.2. There appear to be conflicting start/end points for the Warranty and Post-Warranty periods, and ambiguity on whether post-warranty support must be priced given the prohibition on Recurrent Cost Items in ITP 17.2.	(a) **Warranty Period**: 12 months from the date of **Operational Acceptance (Go-Live of the Final System Deployment)** per **SCC GCC 29.4**. (b) **Post-Warranty Services Period**: 12 months commencing after expiry of the Warranty Period, i.e., starting from the **completion of use acceptance testing** per **SCC GCC 1.1(e)(xiii)**. Note: This implies the Post-Warranty period begins upon UAT completion, which precedes Go-Live — an apparent inconsistency. An addendum will be issued to clarify the precise start dates. (c) **Recurrent Costs**: Per **ITP 17.2** and **Section VII, 5.1.1.1**, all warranty and support costs for the 12-month period must be **included in the primary financial proposal** and must not be priced as separate recurrent cost items. No separate post-warranty support pricing form is required. Per **Section VII, 3.0 Note**, no recurrent costs are expected with this project.

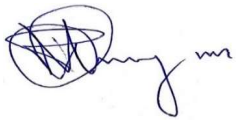
41	Training Requirements — Reference: Section VII, 3.5. Please clarify the expected number of trainees per stakeholder category (PDU, Permanent Secretaries, Directors, SZI technical staff).	Specific trainee numbers per category are not defined in the RFP. **Section VII, 3.5** identifies two training tracks: (1) **Executive Training** for the PDU, Permanent Secretaries, and Directors on dashboard interpretation; and (2) **Technical Train-the-Trainer** for SZI developers covering codebase, architecture, new widgets/APIs, and database maintenance. Proposers should state assumptions on trainee numbers in their Training Sub-Plan and include this in their **Preliminary Project Plan** per **PDS ITP 16.2(a)(iii)**.
42	Clarification of "Transaction Scale" and Required Data Granularity — Reference: Addendum 02, Response to Question 1. Please confirm whether the system should ingest granular person/entity-level transactional data (150,000–200,000 records/month/sector) or aggregated indicator-level data, given the executive monitoring purpose of the dashboard and data protection obligations under the Data Protection Act No. 3 of 2021.	The Executive Dashboard is designed as a **high-level executive monitoring and decision-support tool** tracking 8NDP performance indicators (**Section VII, 1.2.1.1**). The ingestion of **aggregated indicator-level data** is consistent with the system's purpose and is the recommended approach. Ingesting full granular transactional records at person or entity level is not required and would introduce unnecessary data protection obligations under the **Data Protection Act No. 3 of 2021** (**Section VII, 1.1.1.1**). The level of aggregation should be defined per sector/KPI during the Analysis Phase. Granular data should remain in authoritative source systems.
43	On page 236 of the RFP, Section VIII – General Conditions of Contract, GCC Clause 33, Limitation of Liability, sub-clause 33.1 mentions "Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law: (a) the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage…". We need clarification accordingly with the RFP shared by SZI. Can we assume a Liability Cap indexed to the contract	**GCC Clause 33** establishes the standard World Bank liability framework. No Special Conditions of Contract (SCC) modifying GCC 33 have been included in Section IX of this RFP, meaning the GCC standard terms apply as written. A specific liability cap is not defined in the RFP documents. The matter of a contractual liability cap indexed to the contract value is a subject that may be addressed during contract negotiations with the successful Proposer, consistent with World Bank procurement regulations. Proposers should submit their proposals on the basis of the RFP as issued.

	value by a multiplier (1x) incorporated into GCC Clause 33? Or alternatively, can we assume that during negotiations, SZI is open to the establishment of a contractual liability limitation for the Service Provider, as special conditions of the Contract? It is usual for tenders promoted by the World Bank to have a limitation of liability indexed to the contract value by a multiplier (usually 1x), as many international companies, as it is our case, cannot accept open Liability Clauses.	
44	On page 268, Section IX – Special Conditions of Contract, GCC Item 12.4: "The Supplier will invoice the Purchaser in the currency used in the Contract Agreement and the Price Schedules it refers to…". Since we are an International Company, can we assume a different currency of USD, for example, EURO, incorporated into GCC Clause 12.4?	Per **ITP 36.2** states **"the proposal shall be converted into a single currency: United States Dollar"**. The individual amounts of the proposal may be stated in EURO however the totals must be converted and listed into the single final currency which is also the currency of payment. All payments for the project are either in USD or Zambian Kwacha.
45	Page 267, Terms of Payment (GCC Clause 12), GCC 12.1: "Subject to the provisions of GCC Clause 12, the Purchaser shall pay the Contract Price to the Supplier according: (a) Advance Payment — Twenty percent (20%) of the entire Contract Price shall be paid against receipt of an equivalent Advance Payment Security Bank Guarantee acceptable to the client." We need clarification: Can we assume that an advance payment will be accepted? And can we propose an advance payment of 20%? Incorporated into SCC Clause 12.1.	Yes. The RFP already provides for an **Advance Payment of 20% of the Contract Price**, payable upon submission of an equivalent Advance Payment Security (Bank Guarantee) acceptable to SZI, as stated in **SCC GCC 12.1** (page 267). This provision is confirmed and no amendment is required. Proposers should include the Advance Payment Security form in their financial proposal and factor the 20% advance into their payment schedule.
46	Pages 56–59, Section III – Evaluation and Qualification Criteria, Category 1: Methodology (70 Points Max). **Strategy and Analytical Maturity**: Does the Smart Zambia Institute currently have a formal Data Governance strategy, or should this be	A formal Data Governance strategy does not currently exist at the level required by this project; its development is explicitly within scope (**Section VII, 1.4.2**). No prior analytical maturity assessment has been conducted, the Supplier is expected to conduct this as part of the Analysis Phase (**Section VII, 2.1.1.3**). The platform must support **descriptive and diagnostic**

	considered within the scope of work? Is there an existing analytical maturity diagnosis (descriptive, diagnostic, predictive, prescriptive)? Should the platform support only descriptive analytics (traditional BI) or also Predictive models, Prescriptive models, and/or Machine Learning? Is there a defined roadmap for analytical evolution in the medium/long term, or should it be considered within the scope of work?	**analytics** as a minimum. AI-powered capabilities including Natural Language Reporting are mandatory (**Section VII, 1.2.1.5**); full predictive/prescriptive ML is not required beyond this. An analytical evolution roadmap is not predefined and should be proposed by the Supplier as part of their methodology.
47	Pages 56–59, Section III, Category 1: Methodology. **Data Model and Analytical Architecture**: Is the implementation of a Data Warehouse, Data Lake, or Data Mesh (domain-based data governance) planned? How many and which internal and external entities will serve as information sources for this analytical platform? What is the estimated data volume (historical and annual growth)? Is the data structured, semi-structured, or unstructured? Is there a defined conceptual data model already in place? Is there a plan for data normalization and standardization across provincial delegations? Should the architecture support real-time data (streaming) or batch processing only?	No specific data architecture pattern (Data Warehouse, Data Lake, or Data Mesh) is mandated. The RFP requires a **unified indexed data layer** supporting structured aggregation and high-performance query execution (**Section VII, 1.2.7**), built on open-source technologies (**Section VII, 1.3.1.1**). The 4 source sectors will be confirmed at contract award; data source counts are not predefined. No formal conceptual data model exists. Data will likely be a mix of structured and semi-structured formats. The architecture must support **real-time or near real-time pipelines** (**Section VII, 1.5.1.1**); batch processing alone is insufficient. Proposers should propose an appropriate architecture and document their assumptions in the methodology.
48	Pages 56–59, Section III, Category 1: Methodology. **Advanced Analytics and Artificial Intelligence**: Is the implementation of AI models considered under the "Big Data, Artificial Intelligence, and Advanced Analytics" component? What are the priority AI use cases (predictive analysis, employability forecasting, forecasting training needs, automated candidate-job matching, training offer planning)? Is there sufficient historical data to train predictive models? Is Model Explainability (Explainable AI) a requirement? Is NLP planned for resume/CV analysis, chatbots, or	AI implementation is within scope. The mandatory AI capability is **AI-Powered Natural Language Reporting**, enabling users to generate dynamic reports and visualizations via voice or text queries (**Section VII, 1.2.1.5**). The use cases cited (employability forecasting, CV matching, etc.) are not part of this project scope, which focuses on 8NDP KPI monitoring. MLOps and continuous model retraining are **not required** (confirmed in prior clarification, Q23). Historical data availability will be assessed during the Analysis Phase. Explainable AI is not explicitly required. The system must be built on open-source technologies (**Section VII, 1.3.1.1**); proprietary international AI cloud services should be avoided or justified within the open-source architecture constraint.

	automated customer service? Are there restrictions on the use of international AI services? Is there a requirement for continuous model retraining capabilities?	
49	Pages 56–59, Section III, Category 1: Methodology. **Hybrid Architecture & Licensing**: Since the RFP mandates an entirely open-source technology stack, can the inclusion of proprietary tools (e.g., SQL Server, Microsoft Fabric, MS Power BI) be a justified reason for disqualifying the proposal? Can such inclusions be used to penalize the technical evaluation? Is a hybrid approach (open-source for API/front-end, proprietary for analytics) permissible? Does SmartZambia have a Microsoft SQL Server licence or Microsoft Enterprise Agreement in place?	The RFP mandates the system be built **entirely on open-source technologies** to prevent vendor lock-in (**Section VII, 1.3.1.1 and 3.4.1**). The use of proprietary tools such as SQL Server, Microsoft Fabric, or Power BI is **non-compliant** with this requirement. A proposal relying substantially on proprietary components may be declared non-responsive or penalized in technical scoring under Category 1: Methodology. A hybrid approach where core analytics are proprietary is not consistent with the RFP requirements. SZI does not hold a Microsoft Enterprise Agreement that would be available to the Supplier for this project. Proposers must use open-source alternatives such as Apache Superset, PostgreSQL, and open-source BI frameworks (**Section VII, 3.4.2**).
50	Pages 56–59, Section III, Category 1: Methodology. **Cloud vs. On-Premise Flexibility**: If using Microsoft Fabric and Power BI Service (Cloud), will the system comply with national data residency requirements? Can Microsoft Fabric integrate with existing legacy government systems that may not be cloud-ready, using Microsoft Gateway? Are there any restrictions?	The system must be deployed **within the National Data Center** on government-provided hosting infrastructure (**Section VII, 1.3.1.2**). Cloud-only or externally hosted deployments (including Microsoft Fabric cloud services) are not compliant with this requirement. All government data must remain within Zambia's national infrastructure in accordance with the **Data Protection Act No. 3 of 2021** (**Section VII, 1.1.1.1**) and SZI interoperability standards (**Section VII, 1.1.1.3**). The use of Microsoft Gateway or cloud-based proprietary integration tools is not consistent with the RFP requirements.
51	Pages 56–59, Section III, Category 1: Methodology. **Technical Skills & Sustainability**: Does the vendor believe the local Zambian market has a higher density of SQL Server/Power BI certified professionals compared to open-source developers, and should this influence the technology choice? Since SZI will eventually manage the system, does the vendor provide the necessary Microsoft Enterprise Agreement	The technology choice is governed by the RFP requirements, not local market skills density. The RFP mandates open-source technologies specifically to ensure **long-term sustainability and avoid vendor lock-in** (**Section VII, 1.3.1.1**). The Supplier must deliver a comprehensive **Train-the-Trainer program** for SZI developers covering the codebase, architecture, and maintenance (**Section VII, 3.5**), and hand over a fully documented Git repository (**Section VII, 3.5**). Microsoft Enterprise Agreement costs are not within scope, as proprietary Microsoft tools are not compliant with the RFP.

	(EA) support, or will the Institute be responsible for these recurring costs?	All recurring licence costs must be avoided through the use of open-source components per **ITP 17.2** and **Section VII, 5.1.1.1**.
52	Pages 56–59, Section III, Category 1: Methodology. **KPI Volume**: Is there a preliminary inventory of how many high-level indicators have already been identified for each of the priority ministries? Can you provide the expected number of dashboards and KPIs per ministry? For effort estimation, what is the expected average number of KPIs requiring automatic integration (via ZamConnect/API) versus those populated through manual collection or file uploads? Will the Data Maturity Index be standardized across all entities or customized per ministry?	The 4 target sectors will be confirmed at contract award, and the KPI Matrix will be developed collaboratively during the **Analysis Phase** (**Section VII, 2.1.1.2**). The split between automated and manual KPI population cannot be determined until the Data Source Assessment is completed (**Section VII, 2.1.1.3**). Proposers should present a methodology for KPI discovery and sizing. The **Data Maturity Index** is a mandatory system feature per **Section VII, 1.2.4** and must be applicable to all entities, though the index framework may accommodate ministry-specific metrics where the technological reality differs.
53	Pages 56–59, Section III, Category 1: Methodology. **Scalability (Rollout)**: How many entities are considered 'Priority' for the initial delivery phase of KPIs and dashboards, and what is the rollout plan for the remaining ones? Is the objective for the consultant to deliver a fixed number of dashboards, or to provide a platform where each entity can create its own additional dashboards (Self-Service BI)?	The initial delivery covers **4 target sectors/ministries**, to be confirmed at contract award (**Section VII, 2.1.1.1**). The architecture must support onboarding of **additional sectors without core system redesign** (**Section VII, 1.2.6.6**). Both a delivered set of dashboards and self-service capability are expected: the Supplier must deliver configured sector dashboards, and the platform must be extensible by SZI post-handover, supported by the Train-the-Trainer program (**Section VII, 3.5**). Proposers should describe their rollout methodology and self-service BI capabilities in their technical proposal.



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