COMPETITIVE BIDDING TENDER DOMESTIC (CBTD)

101-26

INVITATION TO BID

FOR THE PROVISION OF AUDIT MANAGEMENT SYSTEM

Tender Closing Date: 03 December 2026

Time: 1100 hours

Voice | Broadband | Satellite

Standard Bidding Document for the Procurement of:

THE AUDIT MANAGEMENT SYSTEM

Procurement Reference No: CBTD 101-26

Procuring Entity: TelOne Zimbabwe

Date of Issue:

PART 1: BIDDING PROCEDURES

Procurement Reference Number: CBTD 101 -2026
Preparation of Bids
You are requested to bid for Audit Management System by completing and returning the following documentation:

1. Completed and signed Bid Submission Sheet in this Part;
2. The Statement of Requirements in Part 2;
3. Validity period of tender of 60 days (Bidders must sign the bid submission sheet)
4. Completed and signed bid securing declaration in the format specified in Annex F
5. At least three written reference (in the form of official letters from client companies) for the delivery of similar or related services.
6. Bidders are required to submit Technical & Operational Specifications Document of the system
7. A copy of:

i. Certificate of Incorporation or equivalent in the country of domicile.
ii. Comprehensive company profile
iii. CR6 or equivalent in the country of domicile.
iv. Current Tax Clearance Certificate or equivalent in the country of domicile.
v. *VAT Certificate (where applicable) that is for bids above US$25,000 or its equivalence*.

The tender should have a table of contents with marked pages.
You are advised to carefully read the complete Bidding Document, 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 and the Bidder's name and any reference number.

Number of bids allowed
No Bidder may submit more than one bid, either individually or as a joint venture partner in another Bid, except as a subcontractor. Where the procurement is divided into lots and packages, only one Bid can be submitted. 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 before 1 December 2026 and should be sent to:

The Procurement Management Unit Executive
TelOne
P O Box CY331
Causeway, Harare, Zimbabwe

Email: takeiteasy.chindondondo@telone.co.zw; carolinoe.chikukutu@telone.co.zw and cladios.chenga@telone.co.zw

Validity of Bids

The minimum period for which the Bidder's bid must remain valid is 60 days from the deadline for the submission of bids.

Submission of Bids

a) 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 that has correct details of the Bidder and the number of the Bid.
b) The Bidder must mark the envelope with the Bidder's name and address and the Procurement Reference Number.
c) The bidder must submit one (1) original and two (2) copies of the tender document clearly marked as "original'' and "copy". In the event of any discrepancy between them, the original shall govern. The original and all copies of the tender shall be typed or written in indelible ink and shall be signed by the bidder or a person/persons duly authorized to bind the bidder to the contract.

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 documents of the amended bid submission deadline.

Date of deadline: 03 December 2026 **Time**: 1100 hours Zim Time

Submission address: The Procurement Management Unit Executive,
TelOne,
8th Floor,
Runhare House, South Wing
107 Kwame Nkrumah Ave
HARARE, ZIMBABWE

Means of acceptance: The tender shall be enclosed in an envelope which shall be sealed and marked on the outside with the advertised tender number, description, closing date and time and must be hand delivered to the above stated address.

Bid opening

Bidders and their representatives may witness the opening of bids, which will take place via google meeting on the date of submission. The link can be requested on the following email: procurement@telone.co.zw

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.

Delivery Requirements

The delivery period required (from the date of contract signing) and the final destination for delivery are as indicated in the Delivery Schedule in Part 2.

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 below.

Prices must be quoted as specified in the Price Schedule included in Part 2 Statement of Requirements. In quoting prices, the Bidder is free to use transportation through carriers registered in any eligible country and similarly may obtain insurance services from any eligible country.

Prices quoted must include the following costs and components:

(a) For Goods

(i) the price of the goods and the cost of delivery to the final destination, including the relevant INCOTERM, as stated in the Delivery Schedule;

(ii) the custom duties to be paid on the Goods on entry in Zimbabwe, if not already included;

(iii) Any other applicable import taxes;

(iv) any sales and other taxes due within Zimbabwe which will be payable on the Goods, if not already included;

(v) any rebate or mark-up of the local agent or representative.

(b) for Related Services, (other than inland transportation and other services required to convey the Goods to their final destination), whenever such Related Services are specified in the Schedule of Requirements:

the price of each item comprising the Related Services (inclusive of any applicable taxes).

Evaluation of Bids

Bids will be evaluated using the following methodology:

1. Preliminary evaluation
   The preliminary evaluation shall consider bidders' compliance with requirements by submitting the following mandatory requirements;

	Preliminary Tender Requirements	**Compliancy Status** **Compliant – N** **Not Compliant – NC**
1	Completed and signed Bid Submission Sheet in this Part;	
2	Completed Statement of Requirements in Part 2;	
3	Validity period of tender of 60 days (Bidders must sign the bid submission sheet)	
4	Completed and signed bid securing declaration in the format specified in Annex F	
5	At least three written reference (in the form of official letters from client companies) for the supply of similar services	
6	Bidders are required to submit a Technical & Operational Specifications Document of the system	
7	A copy of Current Tax Clearance Certificate	
8	VAT Certificate (where applicable) that is for bids above US$25,000 or its equivalence.	
9	A copy of CR6 showing Company Directors	
10	A copy of Certificate of Incorporation	

Bidders with outstanding deliveries shall not be considered for this tender.

FAILURE TO COMPLY WITH ANY OF THE ABOVE REQUIREMENTS WILL LEAD TO AUTOMATIC DISQUALIFICATION

2. Technical evaluation
The Technical Specifications Sheet details the minimum specification of the Goods required. The goods offered must meet this specification, but no credit will be given for exceeding the specification. The technical evaluation shall consider bidder's compliance with the technical specifications of the tender given below. The technical specifications of the project are broken down into technical components ALL of which must be complied with.
The delivery period required is measured from the date of the signing of the Contract between the Procuring Entity and the Bidder.
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 Procuring Entity's evaluation of a Bid will take into account, in addition to the Bid Price, the following criteria and methodologies.

(a) **Delivery schedule**: The specified Goods are required to be delivered by the date indicated in the Delivery Schedule in Part 2. If the delivery period offered differs from the requirements in the schedule, bidder must state in their bid.
(b) **Deviation in payment schedule**: The payment schedule is stated in the contract. A Bidder may propose a deviation from the schedule and if the deviation is considered acceptable to the Procuring Entity, the Bid will be evaluated by calculating interest earned for any earlier payments involved in the terms outlined in the Bid as compared with those stipulated in the SCC, at the rate of interest indicated by the Reserve Bank of Zimbabwe on the closing date for submission of bids.
(c) **Cost of major replacement components, mandatory spare parts, and service**:
Bidders must state the unit prices for these items. The total cost of these items and quantities will be added to the Bid price, for evaluation purposes only.
(d) **Life Cycle Costs**: An adjustment to take into account the additional life cycle costs for the period specified below, such as the operating and maintenance costs of the Goods, including the cost to the Procuring Entity of establishing the minimum service facilities and parts inventories if not available in Zimbabwe, will be added to the Bid price for evaluation purposes only. The adjustment will be evaluated in accordance with the methodology specified below and the following information:
(e) **Data Centre Power Upgrades:** Bidders must have traceable proof of experience in similar projects.

Eligibility and Qualification Criteria

Bidder is required to meet these criteria to be eligible to participate in public procurement and to be qualified for the proposed contract. They must therefore provide any available documentation and certify their eligibility in the Bid Submission Sheet. To be eligible, Bidder must

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, and
5. not be debarred from participation in public procurement;

Origin of Goods
All Goods and related services must have as their country of origin an eligible country, as specified in the Contract.

Technical Criteria
The Technical Specifications Sheet details the minimum specification of the goods required. The goods offered must meet this specification, but no credit will be given for exceeding the specification. Marking criteria: Bids MUST be fully compliant with each item specification.

Currency
Bidders should quote in US$ payable in US$ nostro.

Award of Contract
The lowest evaluated bid to specification after 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 contract. The proposed award of contract will be by issue of a Notification of Contract Award which will be effective until signature of the contract documents. Unsuccessful Bidders will receive the Notification of Contract Award.

Right to Reject
The Procuring Entity reserves the right to accept or reject any Bids 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, fraudulent, collusive or coercive practices in competing for the Contract or been declared ineligible to be awarded a procurement contract;
2. any conflict of interest on the part of the Bidder must be declared.

ANNEX A

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:	CBTD 101-2026
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:

Signature …….. **Name:** ……

Position: …….. **Date:** …… *(DD/MM/YY)*

Authorised for and on behalf of:

Company ……

Address: ……

……

ANNEX B

PART 2: STATEMENT OF REQUIREMENTS

Name of Bidder:

Bidder's Reference Number: CBTD 101-26

List of Goods and Services and Price Schedule

Currency of Bid: US$

Item No[1]	Description of Goods and services	Quantity[2]	Unit Price[3]	Total Price[4]
			[*to be provided by the Bidder*]	[*to be provided by the Bidder*]
1.	**AUDIT MANAGEMENT SYSTEM**	1		

TELONE RESERVES THE RIGHT TO REDUCE/INCREASE QUANTITIES

1. PLEASE STATE IF THE PRICE INCLUDES OR EXCLUDES VAT. UNLESS OTHERWISE STATED PRICES WILL BE TAKEN TO INCLUDE VAT
2. BIDDERS SHOULD STATE PAYMENT TERMS

Annex C

Delivery Schedule

Name of Bidder:

Bidder's Reference Number: CBTD 101-2026

{Note to Bidders: If the delivery period offered, or any other details, differ from the requirements below, this should be stated in your tender}.

Item No	Description of Goods	Qty	Delivery Date Required by Procuring Entity and applicable INCOTERM	Bidder's offered Delivery period
			[Completed by Procuring Entity]	{*to be provided by the Bidder*}
1.	AUDIT MANAGEMENT SYSTEM	1	Within 3 months of contract award	

The delivery period required is measured from the date of the signing of the Contract between the Procuring Entity and the Bidder.

Annex D
Technical Specification and Compliance Sheet

Name of Bidder:

AUDIT MANAGEMENT SYSTEM TECHNICAL SPECIFICATIONS

1. Architecture, Deployment & Infrastructure

Item No.	*Item description and full technical Specification required (including applicable standards*	*{Confirm full specification of items offered and compliance of items to detail in column b}* *NB Bidders to submit comprehensive datasheet to verify compliance*
1.1	**Deployment Architecture & Hosting:** The platform must support On-Premise deployment with a 100% web-based interface accessible via modern desktop and mobile browsers. Bidders must provide complete infrastructure requirements, architecture diagrams, licensing models, and associated costs.	
1.2	**Scalability & Organisational Structure:** The system must support future growth in users, departments, regions, exchanges, business units, and subsidiaries, featuring a centralized database, a common data model, unique identifiers, and a single source of truth.	
1.3	**Disaster Recovery & High Availability:** High availability architecture with a minimum 99.9% uptime SLA, automated daily backups supplemented by appropriate transaction-log backups or continuous replication to achieve an RPO of maximum 1 hour and an RTO of maximum 4 hours. Requires periodic disaster recovery testing and documented recovery results.	
1.4	**Data Ownership & Portability:** The organisation must retain absolute ownership of all organisational data and have unrestricted access to export all data, configurations, and audit files in usable, open formats at any time.	

2. Core Audit Lifecycle & Enterprise Risk Management (ERM)

Item No.	Item Description and Full Technical Specification Required	Bidders Compliance & Confirmation
2.1	**End-to-End Audit & Assurance Lifecycle:** Full automation of annual risk-based planning, engagement planning, fieldwork, working papers, issue tracking, management actions, and reporting.	
2.2	**Enterprise Risk Register & Taxonomy:** A centralised Enterprise Risk Register covering strategic, operational, financial, commercial, technological, cyber, compliance, and reputational risks, categorised according to the organisation's approved risk taxonomy and fully aligned with ISO 31000 principles.	
2.3	**Risk Assessment & Scoring:** Support for inherent and residual risk assessment using configurable likelihood and impact scales, including customizable 5 x 5 risk matrices, qualitative/quantitative risk scoring, and risk appetite/tolerance thresholds.	
2.4	**Risk Governance & Workflows:** Configurable risk owners, control owners, action owners, risk treatment plans, mitigation actions, deadlines, risk interdependencies, aggregation across departments, risk acceptance/approval workflows, and automated escalation to management, EXCO, and the Board Risk Committee.	
2.5	**Key Risk Indicators (KRIs) & Emerging Risks:** Support for KRIs with configurable thresholds, automated alerts, emerging risk tracking, risk trend analysis, periodic risk assessments, and automated assessment reminders.	

3. Internal Control Management & Integrated Assurance

Item No.	Item Description and Full Technical Specification Required	Bidders Compliance & Confirmation
3.1	**Centralised Control Library:** A centralised organisational control register mapping controls to enterprise risks, processes, departments, and business units, allowing Internal Audit and Business Assurance to share a single control library without duplication.	
3.2	**Control Attributes & Testing:** Support for control objectives, descriptions, classification (preventive, detective, corrective; manual, automated, IT-dependent), control owners, frequencies, evidence requirements, design effectiveness assessments, operating effectiveness testing, deficiency identification, and improvement plans.	
3.3	**Integrated Assurance Mapping:** An integrated assurance map showing coverage across management's first-line controls, business assurance, compliance monitoring, internal audit, external audit, and specialist reviews—identifying well-covered risks, gaps, and duplicated activities for the Risk Executive and Board.	

4. Compliance & Regulatory Management

Item No.	Item Description and Full Technical Specification Required	Bidders Compliance & Confirmation
4.1	**Regulatory Obligations Register:** A central regulatory and statutory obligations register mapping obligations to departments, business processes, and responsible officers.	
4.2	**Configurability for Sector Regulations:** The system must be fully configurable to accommodate specific regulatory requirements (such as POTRAZ regulations, telecommunications laws, data protection obligations, financial statutes, and cybersecurity mandates, ISO/IEC 27001:2022 controls, NIST and others), tracking compliance schedules, risk ratings, evidence, non-compliance breaches, corrective actions, and legislative changes.	

5. Working Papers & Documentation Management

Item No.	Item Description and Full Technical Specification Required	Bidders Compliance & Confirmation
5.1	**Working Paper Editor & Tools:** Rich text working paper editor, drag-and-drop attachment support, automated cross-referencing, tick-marks, sign-off workflows, version control, document classification, electronic signatures, and secure evidence storage.	

6. Enterprise Issues, Incidents & Remediation Management

Item No.	Item Description and Full Technical Specification Required	Bidders Compliance & Confirmation
6.1	**Centralised Issue Database:** A unified tracking database for internal audit findings, business assurance findings, risk assessment exceptions, compliance breaches, fraud incidents, revenue leakage, cybersecurity incidents, operational failures, external audit findings, and management/Board directives.	
6.2	**Issue Lifecycle & Verification:** Comprehensive tracking of unique reference numbers, sources, risk classifications, owners, financial exposure, root causes, corrective actions, target dates, and multi-tier verification workflows.	
6.3	**Mandatory Independent Verification: Critical Requirement:** The system must strictly prevent an issue from being marked as closed merely because management has submitted a response; closure requires documented evidence and independent verification and sign-off by the designated assurance officer.	
6.4	**Automated Workflows & Escalation:** Automated email alerts, configurable escalation matrices, SLA monitoring, overdue tracking, and a self-service portal for auditees to submit evidence and track remediation progress.	

7. Offline Functionality & Mobility

Item No.	Item Description and Full Technical Specification Required	Bidders Compliance & Confirmation
7.1	**Offline Client & PWA Support:** Full offline functionality via a dedicated native desktop app or Progressive Web App (PWA) with local encrypted storage for fieldwork in remote areas without connectivity.	
7.2	**Selective Data Synchronization & Concurrency:** Ability to check out specific engagements, working papers, and risk registers. To prevent disruption, the system must support granular record locking rather than locking entire engagements unnecessarily, alongside maximum offline access durations, automatic expiry, synchronization failure alerts, and local data corruption recovery.	
7.3	**Conflict Resolution & Security:** An interactive Conflict Resolution Wizard for multi-user edit collisions, local data encryption at rest, secure deletion of cached evidence, and remote wipe capabilities for lost/stolen devices.	

8. System Integration & Data Architecture

Item No.	Item Description and Full Technical Specification Required	Bidders Compliance & Confirmation
8.1	**Pre-Built Connectors & APIs:** Robust RESTful APIs and pre-built connectors to eliminate manual data entry and integrate seamlessly with enterprise systems:	
	* **SAP / Financial Systems:** Financial transactions, expenditure, procurement, and financial controls.	
	* **Billing & Provisioning Systems:** Customer records, service provisioning, billing, and revenue assurance.	
	* **Fraud Management (FMS):** Fraud monitoring, financial exposure, and case management.	

	* **HR & Active Directory:** Employee records, departmental structures, user authentication, provisioning, and access deactivation.	
	* **Network & CRM Systems:** Network availability, operational incidents, customer complaints, and service risks.	

9. Security, Access Control & Governance

Item No.	Item Description and Full Technical Specification Required	Bidders Compliance & Confirmation
9.1	**Security Controls:** Role-Based Access Control (RBAC), granular field-level security, segregation of duties, Single Sign-On (SSO), Multi-Factor Authentication (MFA), session timeout, account lockout, privileged user activity monitoring, and encryption key management.	
9.2	**Encryption & Vulnerability Management:** AES-256 encryption for data at rest and TLS 1.3 for data in transit, supported by regular security vulnerability management, penetration testing, and security incident reporting.	
9.3	**Immutable Audit Trail:** Comprehensive, immutable system-wide audit logs capturing every record creation, edit, sign-off, timestamp, user ID, and document access event, protected against unauthorised alteration.	

10. Data Analytics & Artificial Intelligence (AI) Governance

Item No.	Item Description and Full Technical Specification Required	Bidders Compliance & Confirmation
10.1	**Data Analytics & CAATTs:** Built-in continuous auditing functionality or seamless integration with data analytics tools (ACL, Arbutus, Python, SQL) to automate data imports, reconciliations, exception identification, and test 100% of transaction populations.	
10.2	**Generative AI & LLM Governance:** Use of AI/LLMs to assist auditors in auto-summarizing evidence, drafting findings (Condition, Criteria, Cause, Effect, Recommendation), and	

	generating executive summaries. Bidders must price AI capabilities separately for transparent evaluation.	
10.3	**AI Guardrails & Human-in-the-Loop:** All AI outputs must remain strictly subject to mandatory human review and approval before finalisation. The platform must ensure full traceability back to original evidence, strict protection of confidential organizational info, prohibition against using organizational data to train public/third-party AI models without explicit authorization, accuracy monitoring, and complete audit logs of AI-generated content.	

11. Dynamic Surveys, Questionnaires & PBCs

Item No.	Item Description and Full Technical Specification Required	Bidders Compliance & Confirmation
11.1	**Dynamic Questionnaire Engine:** Ability to create surveys, PBC document requests, and Control Self-Assessments (CSAs) that compile themselves dynamically based on latest available data and historical responses.	
11.2	**Design & Distribution:** Fully configurable templates with diverse UI response controls (text fields, radial dials, number fields, dropdown lists), support for single/multi-respondent distribution, bi-directional clarification workflows, and full mobile device/tablet accessibility.	
11.3	**Reporting & Integration:** Automatic linking of survey results into the platform's data tree, dashboards, and traditional document export engines (Word, Excel, PDF).	

12. Policy Management

Item No.	Item Description and Full Technical Specification	Bidders Compliance & Confirmation (Confirm full specification offered)
12.1	**Policy Authoring & Version Control** The system must provide a centralized repository for drafting, storing, and managing policies, standards, and procedures. It	

	must support rich-text editing, template management, automated version numbering, redlining/comparison between versions, and full archival of retired policies.	
12.2	**Review & Approval Workflows** The system must support configurable multi-stage review and approval workflows based on policy category, risk level, or organizational unit, complete with automated notifications, reminders, and escalation rules for overdue reviews.	
12.3	**Distribution & Attestation Tracking** The platform must enable targeted policy distribution to specific user groups, roles, or departments (integrated with Active Directory/SSO). It must track employee read-receipts, mandatory electronic sign-offs/attestations, and comprehension quiz results, generating automated reminders for non-compliant users.	
12.4	**GRC & Regulatory Mapping** Policies must be dynamically linkable to underlying risks, controls, compliance obligations/regulations, and audit findings within the central GRC data model so changes in regulations automatically flag impacted policies for review.	
12.5	**Exception & Waiver Management** The module must include a structured workflow for requesting, evaluating, approving, and time-bounding policy exceptions or waivers, linking approved exceptions directly to the organizational risk register.	

13. Business Continuity Management (BCM)

Item No.	Item Description and Full Technical Specification	Bidders Compliance & Confirmation (Confirm full specification offered)
13.1	**Business Impact Analysis (BIA)** The system must provide customizable BIA templates to identify critical business processes, assess financial and operational impacts over time, and automatically calculate Recovery Time Objectives (RTO), Recovery Point Objectives (RPO), and Maximum Tolerable Periods of Disruption (MTPD).	
13.2	**Dependency & Asset Mapping** The module must map upstream and downstream dependencies across business processes, IT	

	systems/applications, third-party vendors, facilities, and key personnel to identify single points of failure.	
13.3	**Business Continuity & DR Plans** The platform must support standardized creation, maintenance, and version control of Business Continuity Plans (BCPs) and Disaster Recovery (DR) plans, including call trees, emergency response checklists, and mobile/offline access capabilities during an outage.	
13.4	**Testing, Exercises, & Simulations** The system must enable scheduling, execution tracking, and after-action reporting for tabletop exercises, simulations, and live recovery tests. Gaps or failures identified during tests must automatically generate remediation actions/issues in the core GRC issue tracker.	
13.5	**Crisis & Incident Activation** The module must support real-time plan activation during a disruption, providing crisis communication alerts (email/SMS) and live recovery task tracking against defined RTO/RPO targets.	

14. Enterprise Reporting

Item No.	Item Description and Full Technical Specification	Bidders Compliance & Confirmation (Confirm full specification offered)
14.1	**Real-Time Executive Dashboards** The system must provide interactive, role-based dashboards offering a single consolidated view across audits, risks, controls, policies, business continuity, and remediation activities, with drill-down capabilities from enterprise summaries to granular records.	
14.1	**Real-Time Executive Dashboards** The system must provide interactive, role-based dashboards offering a single consolidated view across audits, risks, controls, policies, business continuity, and remediation activities, with drill-down capabilities from enterprise summaries to granular records.	
14.2	**Custom Ad-Hoc Report Builder** The platform must include an intuitive drag-and-drop report builder allowing non-technical users to create custom tabular	

	reports, heatmaps, trend charts, and cross-module relational reports without requiring SQL or coding skills.	
14.3	**Automated Scheduling & Distribution** Users must be able to schedule reports for automated generation and distribution via email to internal stakeholders and board committees in standard formats (PDF, XLSX, CSV, DOCX).	
14.4	**Key Risk & Performance Indicators (KRI/KPI)** The reporting engine must track and visualize real-time KRIs, KPIs, and Key Control Indicators (KCIs) against defined tolerance thresholds, triggering visual alerts when thresholds are breached.	
14.5	**Audit Trail & Regulatory Exports** Every report and dashboard must enforce Role-Based Access Control (RBAC) so users only see authorized data. The system must also provide immutable audit-trail reports logging all system access, data modifications, and approval timestamps, alongside API/BI connector support (e.g., PowerBI, Tableau).	

The detailed technical evaluation will examine the technical specification of the items offered in column C and determine whether this meets the minimum specification in column B. Bidders are required to include technical literature to positively support the details provided in column C.

Declaration by the Procurement Executive

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



Annex E

General Conditions of Contract

Any resulting contract is subject to the Zimbabwe General Conditions of Contract (GCC) for the Procurement of Services (copy available on request) except where modified by the Special Conditions below.

Special Conditions of Contract

Procurement Reference Number: CBTD 101-26

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

GCC reference	Special Conditions
GCC 7.5	**Eligible Countries:** Services from all countries are eligible.
GCC 8.1	**Notices:** Any notice shall be sent to the following addresses: For the Procuring Entity, the address shall be as given in the Contract document and the contact shall be at TelOne Runhare House, 107 Kwame Nkrumah Harare, 8th Floor. For the Contractor, the address shall be as given in the Bid and the contact shall be *{state name of contact}*
GCC 19.1 **GCC 21.2**	**Liquidated Damages:** Liquidated Damages in terms of section 88 of the Act shall apply. In the case of delays in the delivery of services, 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 NB. 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. **Packing, Marking and Documentation:** The service shall meet the following special packing requirements in addition to the general requirements stated in GCC clause 21.1 : Items should be wrapped to secure against damages either in cardboard boxes or any reasonable package
GCC 22.1	**Insurance:** The Services shall be fully insured until full delivery is accepted.
GCC 23.1 & 23.2	**Inspections and tests:** The Purchaser shall have the right at any time to inspect work being undertaken in terms of this contract and to reject such work if it is found to be defective or inferior in quality or in non-compliance to the specifications of the Contract. Should any work be

GCC reference	Special Conditions
	so rejected, then the contractor, shall replace or make service to the satisfaction of the Purchaser, at his own expense, without alteration to any of the Contractor's liabilities and obligations under the contract. Before proceeding to execute any work, the contractor shall, if so requested, obtain the Purchaser's approval of the manner in which the Contractor proposes to carry out any part of the work and shall furnish any drawing or information the purchaser shall require. The Contractor shall afford the Purchaser all reasonable facilities as may be required to carry out inspections. Any work rejected by the Purchaser shall be marked or segregated in a manner satisfactory to the Purchaser to ensure its identification as rejected work.
GCC 24.1	**Performance security:** The Contractor shall provide a performance security of **10%** of the Contract Price. The performance security shall be denominated in the currency of the Contract and issued by a Bank located in Zimbabwe or a foreign Bank through correspondence with a Bank located in Zimbabwe or from another financial institution acceptable to the Procuring Entity.
GCC 24.4	**Reduction of performance security:** Performance security will not be deducted until full delivery.
GCC 25.1	**Warranty**: The period of the warranty shall be 12 months.
GCC 25.6	**Failure to remedy a defect:** The period allowed to the Contractor to remedy a defect during the period of the Warranty shall be 1 month
GCC 29.1	**Price adjustments:** Any price adjustments will be upon agreement by both parties.
GCC 30.1	**Terms of Payment:** The structure of payments shall be: 30days

Annex F

Bid securing declaration

{The Bidder must fill in this Form in accordance with the instructions indicated, where it has been stated in the Bidding Procedures that a Bid-Securing Declaration is a requirement of bidding}.

Procurement Reference number: CBTD 101-26

Date: ……..……..*[date (in day, month and year format)]*

Bidder's Reference Number:

To: *{full name of Procuring Entity}*

We, the undersigned, declare that:

We understand that, according to the terms and conditions of your bidding documents, bids must be supported by a Bid-Securing Declaration.

We accept that we may be debarred from bidding for any framework agreement with a Procuring Entity in Zimbabwe for a period of time to be determined by the Authority, if we are in breach of our obligation(s) under the bidding conditions, because:

(a) we have withdrawn our Bid during the period of Bid validity; or

(b) having been notified of the acceptance of our Bid by the Procuring Entity during the period of bid validity, we fail or refuse to execute the framework agreement.

We understand this Bid Securing Declaration will expire if we are not the successful Bidder, either when we receive your notification to us of the name of the successful Bidder, or twenty-eight days after the expiration of our Bid, whichever is the earlier.

Signed	……..	**Name:**	……
In capacity of:	……..	**Date:**	……*(DD/MM/YY)*
Duly authorised for and on behalf of:			
Company	……		
Address:	……		
	……		
Corporate Seal (where appropriate)			

{Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all the partners to the Joint Venture that submits the Bid.