

**BIDDING DOCUMENT FOR FRAMEWORK AGREEMENT FOR SUPPLY AND
DELIVERY OF TOILET TISSUE PAPER**

PROCUREMENT REFERENCE No: CBTD 26-2026



**INVITATION TO COMPETITIVE BIDDING TENDER DOMESTIC (CBTD) 26-2026
FRAMEWORK AGREEMENT FOR SUPPLY AND DELIVERY OF TOILET TISSUE PAPER**

Tender Closing Date: 23 April 2026

Time: 11.00am

**BIDDING DOCUMENT FOR FRAMEWORK AGREEMENT FOR SUPPLY AND
DELIVERY OF TOILET TISSUE PAPER**

PROCUREMENT REFERENCE NO: CBTD 26-2026

Standard Bidding Document: Framework Agreement for supply and delivery of toilet tissue paper

Procurement Reference No: CBTD 26-2026

Procuring Entity: TelOne Zimbabwe

Date of Issue:

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DELIVERY OF TOILET TISSUE PAPER**

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PART 1 BIDDING PROCEDURES

PART 1: BIDDING PROCEDURES

INVITATION TO FRAMEWORK AGREEMENT CBTD 26-2026

1.0 Introduction

This Standard Bidding Document (SBD) has been prepared with a view to forming Framework Agreements for the procurement of **TOILET TISSUE PAPER** by one Procuring entity with various suppliers.

1. The Framework Agreement shall be concluded for a Term of one (1) year from the commencement date stated in the Framework Agreement.
2. Once the Framework Agreements have been concluded call off orders will be done, on as when required basis.
3. The quantities for requirements shall be determined by TelOne as and when required. TelOne may carry out a market survey to determine fair market prices before placing firmed up orders.

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Preparation of Bids

You are requested to bid for the supply of the goods specified in the Statement of Requirements below, by completing and returning the following documentation:

1. the Bid Submission Sheet in this Part;
2. the Statement of Requirements in Part 2;
3. Signed bid securing declaration (annexure F)
4. Bid validity period of 60 days (Bidders must state)
5. At least three written reference letters (in the form of official letters from client companies) for supply and delivery of Toilet tissue paper .
6. A copy of
 - i. *Certificate of Incorporation or Equivalent registration in the country of residence*
 - ii. *Comprehensive company profile*
 - iii. *CR6/CR14 showing Company Directors*
 - iv. *Current Tax Clearance Certificate*
 - v. *Current VAT registration*

The tender should have a table of contents with marked pages.

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.

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Clarification

Clarification of the bidding document may be requested in writing by any Bidder **before 17 April 2026** and should be sent to:

The Procurement Management Unit Executive
TelOne

8th Floor,

Runhare House, South Wing

107 Kwame Nkrumah Ave

HARARE, ZIMBABWE

Fax: 263 – 242 – 2795499

Email; jennifer.makonise@telone.co.zw: caroline.chikukutu@telone.co.zw: and

cladios.chenga@telone.co.zw

Any neglect, delay or failure on the part of the Bidder to obtain additional information upon the above or any other matters which the bidder considers necessary shall not relieve him from responsibility as a bidder.

Bidders are required to adhere to the instructions regarding preparation and submission of tenders as those who do not comply will be disqualified.

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.

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 should be submitted in triplicate with one (1) original copy marked "ORIGINAL" and two (2) copies each marked "COPY" All 3 copies should be in sealed envelopes clearly marked with the details of the tender. In the event of any discrepancy between the original and the copies, the original will prevail.

(b) All tenders must be submitted to the Procurement Management Unit, **TelOne, Runhare House, 107 Kwame Nkrumah Harare, 8th Floor.**

(c) The tender must be enclosed in sealed envelopes, endorsed on the outside with the advertised tender number, the closing date and description of tender and must be

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delivered by hand to the Procurement Management Unit **TelOne, 8th Floor Runhare House, 107 Kwame Nkrumah Avenue, Harare** before 11:00 hours on the closing date notified.

- (d) No bidder may submit more than one bid, either individually or as a joint venture partner in another bid, except as a subcontractor.
- (e) 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;
- (f) Tenders which are properly addressed to TelOne in envelopes with the advertised tender number, the closing date and tender description endorsed on the outside are not opened until 11:00 hours on the closing date.
- (g) **Note:** Tenders which are received after 11:00 hours on the closing date, whether by hand, or by post will be treated as late tenders and will be rejected.
- (h) Any tender submitted that does not fully comply with the above terms and conditions will be rejected without further consideration as well as tenders received after the published closing date and time.

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: 23 April 2026

Deadline Time: 1100hrs Zim time

Submission address: The Procurement Management Unit Executive,
Tel-One, Runhare House, 107 Kwame Nkrumah Ave, 8th Floor, 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. Tender submission by Tele-fax/email shall not be accepted save for issue of queries.

Bid opening

Bidders and their representatives may witness the opening of bids online, which will take place through ZOOM on 23 April 2026 at 1100hrs (Zim time).

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

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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.

Eligibility and Qualification Criteria

Bidders must provide any available documentation and certify their eligibility in the Bid Submission Sheet. To be eligible, Bidders 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;
5. have been registered with the Authority as a Supplier and have paid the applicable Supplier Registration Fee set out in Part III of the Fifth Schedule to the Regulations.

Evaluation Criteria

Evaluation shall be done in two stages, namely **Preliminary and Technical**. Only bids that comply with the preliminary/mandatory requirements of the tender shall qualify for technical evaluation.

Preliminary evaluation- the preliminary evaluation shall consider bidders' compliance with the tender requirements by submitting the following mandatory requirements;

	Attributes	Compliance Status Compliant – N Not Compliant – NC
1	Completed and signed Bid Submission Sheet in this Part;(Annex A)	
2	Completed Statement of Requirements in Part 2;	
3	Completed and Signed bid securing declaration (annexure F)	
4	Bid validity period of 60 days (Bidders must state)	
5	At least three written reference letters (in the form of official letters from client companies) for supply and delivery of Toilet tissue paper .	

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6	A copy of Current Tax Clearance Certificate	
7	A copy of Current VAT Certificate	
8	A copy of Certificate of Incorporation or equivalent registration in the country of residence	
9	A copy of Comprehensive company profile	
10	A copy of CR6 (or CR14) showing Company Directors	
11	Bidders are required to submit samples or technical brochures	

Due diligence may be undertaken to ascertain supplier's capability

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. The technical evaluation shall consider bidder's compliance with the technical specifications of the tender in annexure B. The technical specifications of the project are broken down into technical components ALL of which must be complied with.

1. **Financial evaluation** and comparison to determine the evaluated price of bids and to determine the lowest evaluated bid.
 - (a) The bid price shall be considered at financial evaluation stage.
 - (b) Delivery period to be stated.
 - (c) Payment terms will be as agreed by both parties upon complete delivery.

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. Bids offering delivery after the date shall be treated as non-responsive.
- (b) **Deviation in payment schedule:** The payment schedule is stated in the Special Conditions of Contract (SCC) in Part 3. 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.

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- (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:

A margin of preference, in accordance with the procedures outlined in section 8 of the Regulations,

Origin of Goods

All goods and related services must have as their country of origin an eligible country, as specified in the Special Conditions of 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.

Currency

Bids should be priced in US\$ payable in ZWG

Award of Framework Agreement

This is an open Framework agreement

The Procuring Entity will conclude framework agreements with the bidders whose bids have been determined to be substantially responsive per item, including any margin of preference, which is substantially responsive to the requirements of this bidding document.

Where an insufficient number of bids are received, Tel One may decide to invite new bids

Notification of framework agreements

The proposed award of framework agreement will be by the issue of a Notification of framework agreement Award, which will be effective upon signing of the agreement. Unsuccessful Bidders will receive the Notification of Framework Agreement Award.

Terms and conditions of the framework agreements

- 1) Once the Framework Agreements have been concluded Call off orders will be made as and when the toilet tissue paper is required.
- 2) The quantities for requirements shall be determined by Tel One as and when required. Tel One may carry out a market survey to determine fair market prices before placing firmed up orders.

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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.

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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}.

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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:	
.....	

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Annex B

Technical Specification and Compliance Sheet

Name of Bidder:

Bidder's Reference Number: CBTD 26-2026

The toilet tissue paper must comply with following Technical Specifications and Standards:

[Columns a and b are completed by the Procuring Entity. Column c must be completed by the Bidder to indicate the full specification of the items offered and their compliance with the specification required (in Column b)]

A	B	Quantity	C
<i>Item No</i>	<i>Item description and full technical Specification required (including applicable standards)</i>		<i>{Confirm full specification of items offered by Bidder and compliance of items to detail in column b}</i> <u><i>Compliance Status</i></u> <i>C-Compliant</i> <i>NC- Non Compliant</i>
	<u>SUPPLY AND DELIVERY OF TOILET TISSUE PAPER 1 PLY 350SHEETS</u>		
1.			

Specifications

- Bidder must present sample together with quotation on closing day of tender.

NB: Due diligence exercises may be carried out to determine adequacy of resources

Declaration by the Accounting Officer

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


 PP

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Annex C

Delivery Schedule

Name of Bidder:

Bidder's Reference Number: CBTD 26-2026

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

Lot No	Description of Goods	Quantity	Physical unit	Delivery Date Required by Procuring Entity and applicable INCOTERM	Bidder's offered Delivery period
ITEM				<i>(Competed by Procuring Entity)</i>	<i>(to be provided by the bidder)</i>
1	Toilet tissue paper 1ply 350 sheets	rolls		Within 7 days of order	

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

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ANNEX D

PART 2: STATEMENT OF REQUIREMENTS

Name of Bidder:

Bidder's Reference Number:

List of Goods and Price Schedule

Currency of Bid: US\$

Please indicate Vat Inclusive/Exclusive accordingly where applicable

Item No¹	Description of Goods	Quantity²	Unit Price³	Total Price⁴
			<i>[to be provided by the Bidder]</i>	<i>[to be provided by the Bidder]</i>
1	Toilet tissue paper 1 ply 350sheets	Rolls		
	VAT			
	Total			

NOTE

- 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**

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Annex E

General Conditions of Contract

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

Special Conditions of Contract

Procurement Reference Number: CBTD 26-26

Reference	Special Conditions
1.	Eligible Countries: Goods from all countries are eligible.
2	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, 8 th Floor. For the Contractor, the address shall be as given in the Bid and the contact shall be <i>{state name of contact}</i>
3	Liquidated Damages: Liquidated Damages shall apply. In the case of delays in the delivery of Goods, 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.
4	Packing, Marking and Documentation: The goods shall meet the following special packing requirements: Items should be wrapped to secure against damages either in cardboard boxes or any reasonable package
5	Insurance: The Goods shall be fully insured until full delivery is accepted.

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Reference	Special Conditions
6	<p>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 so rejected, then the contractor, shall replace or make goods to the satisfaction of the Purchaser, at his own expense, without alteration to any of the Contractor's liabilities and obligations under the contract.</p> <p>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.</p> <p>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.</p>
7.0	<p>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.</p>
7.1	<p>Reduction of performance security: Performance security will not be deducted until full delivery.</p>
8.	<p>Warranty: The period of the warranty shall be 10 years.</p>
9.	<p>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</p>
10.	<p>Price adjustments: Any price adjustments will be upon agreement by both parties.</p>
11.	<p>Terms of Payment: The structure of payments shall be: 30days</p>

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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 26-2026

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.