P.O. Box CY331, Causeway, Harare, Zimbabwe
Head Office: +263 24279811-8
Call Centre: +263 (0242) 2700 950
Website: www.telone.co.zw

23 November 2026

To Prospective Bidder/s

RE: QUERIES AND RESPONSES COMPITITIVE BIDDING TENDER DOCUMENT (CBTD 101-26) FOR THE PROVISION OF AUDIT MANAGEMENT SYSTEMS

The above tender wherein you are participating, refers.

Please be advised that we received queries from one of the participating bidders. The queries together with the responses from TelOne Pvt Ltd are as follows:

Query 1:
Is it possible to submit our tender responses electronically via email or submission portal?

Response to Query:
Yes. Bids may be submitted through email address, procurement@telone.co.zw. Or through courier at the below address:
The Procurement Executive,
Tel-One,
Runhare House, 8th Floor
107 Kwame Nkurumah Avenue
PO Box CY331, Causeway
Harare, Zimbabwe

Query 2:
Please confirm the number of required users and frameworks used where applicable?

Response to Query:

1.	No. of Auditors	11
2.	No. of Compliance team (core users)	3
3.	No. of ERM team users (core users)	5
4.	No. of collaborators (lite users) involved in the ERM, compliance, policy and BCM processes	2
5.	Indicate the no. of frameworks to be used Approximately how many VoIPs are in scope	5

Query 3:
The Partner 's agreement shall be submitted as part of our tender response for TelOne's review. We do however welcome the opportunity to negotiate and agree on mutually acceptable clauses should we be selected/awarded as the preferred vendor. Confirm that this is acceptable to TelOne.?

Dr. Zimbango D., (Board Chairman), Mrs. Jowah N., (Deputy Chairman), Ms. Mabiza G.K., Ms. Mazibeli E., Ms. Muswaka B., Mr. Nyamhuri N., Dr. Phiri S.V.N., Dr. Shumba S., Mr. Sithole G., Eng. Nkala L. (Chief Executive Officer), Mr. Makanza B.T.T., (Chief Finance Officer)

Response to Query 3:
The submitted contract is a draft and a post tendering requirement. TelOne shall negotiate the contract with the winning bidder.

Query 4:
We kindly request for an extension of the tender submission date/closing date.

Response 4:
The tender submission date has been extended to 10 December 2026. The place and time remain the same.

Yours faithfully



C. CHENGA (MCIPS)
PROCUREMENT MANAGEMENT UNIT EXECUTIVE