

**BIDDING DOCUMENT FOR THE SUPPLY, INSTALLATION, CONFIGURATION, SUPPORT AND
MAINTENANCE OF A PRICING AND REVENUE ASSURANCE SYSTEM
PROCUREMENT REFERENCE NUMBER: POSB/186/2025 RETENDER**



DATE OF ISSUE	05 SEPTEMBER 2025
CLOSING DATE	22 SEPTEMBER 2025
CLOSING TIME	1000 HOURS

PART 1: BIDDING PROCEDURES

1.0 References:

References to the Act are to the Public Procurement and Disposal of Public Assets Act [Chapter 22:23] and references to the Regulations are to the Public Procurement and Disposal of Public Assets (General) Regulations (Statutory Instrument No. 5 of 2018). The terms and requirements in the Act and Regulations govern the submission of Bids and should be read by the Bidder.

1.1 Background

The People's Own Savings Bank (POSB) is embarking on a Digital Strategic Transformation journey. The Bank intends to digitalize most of its internal processes. It is against this Background that the Bank invites suitable qualified and registered service providers to submit proposals for the Supply Implementation, and Support of a POSB Pricing and Revenue Assurance System.

Procurement Reference Number: POSB/186/2025 RETENDER

1.2 Preparation of Bids

You are to provide the following documentation:

1. Fully completed Bid Submission Sheet in this Part.
2. Fully completed Statement of Requirements in Part 2.
3. A bid securing declaration in the format specified in Part 2.
4. At least 3 written references from clients who have received similar/related services and **at least one** should still be using the same services in the past 5 years. At least one of the references should be a financial institution.
5. The bidder **MUST** attach the following **MANDATORY** documents
 - a. Certificate of Incorporation.
 - b. List of directors
 - c. Relevant PRAZ registration certificate
 - d. VAT Certificate
 - e. Valid Tax clearance certificate
 - f. Valid NSSA certificate for local bidders
 - g. Proof as Original Equipment Manufacturer (OEM) or Authorization from OEM.
 - h. Company profile detailing capacity, key personnel, and technical expertise relevant to implementation of the service.
 - i. Bids must remain valid for a period of at least 90 days from the bid closing date.

- j. **Software Demonstration Readiness** declaration (agreeing to present the system during evaluation).

You are advised to carefully read the complete Bidding Document, as well as the General Conditions of Contract, which are available on the Authority's website, 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.

1.3 Number of bids allowed

The bidder is not allowed to submit more than one bid, either individually or as a joint venture partner in another Bid, except as a subcontractor. A conflict of interest will arise if bids are received from more than one Bidder owned, directly or indirectly, by the same person.

1.4 Clarification

Clarification of the bidding document may be requested in writing by the Bidder before **15 September 2025 1400hrs** and should be sent to the Procurement Management Unit, through this email: procurement@posb.co.zw to the attention of Kennedy Taonangoro or Gibson Sibanda.

1.5 Validity of Bids

The minimum period for which the Bidder's bid must remain valid is **90 (ninety)** days from the deadline for the submission of this bid.

1.6 Submission of Bids

The technical and financial proposals should be provided as one set of tender documents.

The bids shall be submitted electronically through PRAZ egp portal.

Late bids will be rejected. The Procuring Entity reserves the right to extend the bid submission deadline

Date of deadline: **22 September 2025** **10.00 hours**

Means of acceptance: **Electronically through egp portal**

1.7. Bid opening

No bidder and their representatives may witness the opening of bids, which will take place at the submission address immediately following the deadline.

1.8. 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.

1.9. 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.

1.10. Delivery Requirements

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

1.11. 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, 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 Related Services, (other than inland transportation and other services required to convey the Goods to their 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).

1.12. Documents establishing conformity of services.

To establish the conformity of the Services to the Bidding Document, the Bidder must furnish as part of its Bid a proposed methodology, work plan and schedule to establish that the services will be carried out in accordance with the required technical specifications and quality standards.

**BIDDING DOCUMENT FOR THE SUPPLY, INSTALLATION, CONFIGURATION, SUPPORT AND
MAINTENANCE OF A PRICING AND REVENUE ASSURANCE SYSTEM
PROCUREMENT REFERENCE NUMBER: POSB/186/2025 RETENDER**

Standards for the provision of the Goods are intended to be descriptive only and not restrictive. The Bidder may offer in the Statement of Methodology, Work Plan and Schedule in this Part other standards of quality, provided that it demonstrates, to the Procuring Entity's satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified.

1.13. Bid Securing Declaration

Any bid not accompanied by a Bid Securing Declaration where this is a requirement of bidding, will be rejected by the Procuring Entity as non-responsive. The Bid- Securing Declaration of a Joint Venture (JV) must be in the name of the JV that submits the Bid. If the JV has not been legally constituted at the time of bidding, the Bid-Securing Declaration must be in the names of all intended partners.

1.14. Review by the Special Procurement Oversight Committee

Section 54 of the Act provides for review by the Special Procurement Oversight Committee for certain especially sensitive or especially valuable contracts. This requirement will not be subject to this review, and therefore in terms of the PPDPA SI 5 of 2018, 5th Schedule, Part IV, bidders are not required to pay SPOC Administration Fee upon submission of Bids.

1.15. Evaluation of Bids

Bids will be evaluated using the following methodology:

1. Preliminary examination to confirm that all documents required have been provided, to confirm the eligibility of the Bidder in terms of section 28 (1) of the Regulations and to confirm that the Bid is administratively compliant in terms of section 28 (2) of the Regulations.
 2. Technical evaluation to determine substantial responsiveness to the specifications in the Statement of Requirements.
 3. Financial evaluation to determine the evaluated price of bid and due diligence
- Failing any stage of the evaluation process will lead to automatic disqualification and the bid will not be considered for subsequent stages.

1.16. Evaluation criteria

The Bids will be examined to confirm that all terms, conditions, and requirements of the bidding document have been complied with by the Bidder. The assessment of responsiveness shall be determined in accordance with the criteria in section 28 of the Regulations.

**BIDDING DOCUMENT FOR THE SUPPLY, INSTALLATION, CONFIGURATION, SUPPORT AND
MAINTENANCE OF A PRICING AND REVENUE ASSURANCE SYSTEM
PROCUREMENT REFERENCE NUMBER: POSB/186/2025 RETENDER**

Evaluation of Technical Bids will include an assessment of the Bidder's technical capacity to mobilize key equipment and manpower which is substantially responsive to the Procuring Entity's Requirements.

1.17. Eligibility and Qualification Criteria

Bidders are required to meet the criteria in section 28 of the Act 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, Bidders must

1. have the legal capacity to enter a contract.
2. not be insolvent, in receivership, bankrupt or being wound up, not having business activities suspended and not be the subject of legal proceedings for any of these circumstances.
3. not have a conflict of interest in relation to this procurement requirement.
4. not be debarred from participation in public procurement under section 72 (6) of the Act and section 74(1) (c), (d) or (e) of the Regulations or declared ineligible under section 99 of the Act.
5. have the nationality of an eligible country as specified in the Special Conditions of Contract; and

1.18. Technical Criteria

The Bids will be examined to confirm that all terms, conditions, and requirements of the bidding document have been complied with by the Bidder. The assessment of responsiveness shall be determined in accordance with the criteria in section 28 of the Regulations.

Evaluation of Technical Bids will include an assessment of the Bidder's technical capacity to mobilize key equipment and manpower which is substantially responsive to the Procuring Entity's Requirements.

Proposals will be awarded scores out of the maximum number of points indicated below for each of the criteria indicated in Part 2:

The minimum technical qualifying score required to pass the technical evaluation is **80 points**.

Financial Criteria:

Bidders must clearly provide comprehensive pricing information for the project.

Financial scores will be determined by awarding **100 points** to the lowest priced proposal and giving all other proposals a score which is proportionate to this.

Total scores will be determined using a weighting of **80%** for technical proposals and a weighting of **20%** for financial proposals.

Proposals failing at any stage will be eliminated and not considered in subsequent stages.

1.19. Bid Currency:

Bids should be priced in United States Dollars (US\$)

1.20. Payment Currency:

Payment will be processed in United States Dollars

1.21. Award of Contract

The proposed award of contract will be by issue of a Notification of Contract Award in terms of section 55 of the Act which will be effective until signature of the contract documents in accordance with Part 3: Contract

1.22. Right to Reject

The Procuring Entity reserves the right to accept or reject any Bid or to cancel the procurement process at any time prior to the contract award.

1.23. 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 under section 99 of the Act.
2. the Authority may under section 72 (6) of the Act impose the sanctions under section 74 (1) of the Regulations; and
3. any conflict of interest on the part of the Bidder must be declared.

**BIDDING DOCUMENT FOR THE SUPPLY, INSTALLATION, CONFIGURATION, SUPPORT AND
MAINTENANCE OF A PRICING AND REVENUE ASSURANCE SYSTEM
PROCUREMENT REFERENCE NUMBER: POSB/186/2025 RETENDER**

Checklist / Summary of payments

	PAYMENT DESCRIPTION	LOCAL BIDDER	INTERNATIONAL BIDDER
1.	Non-Refundable Annual PRAZ Registration Fee (paid before participation in tender attach proof of payment with submission)	120.00	850.00
2.	Refundable Bid security (paid before submission of tender attach proof of payment with submission)	N/A	N/A
2.	Non-refundable Establishment Fee (paid before submission of tender if Bid security is paid through a Cash deposit to PRAZ)	N/A	N/A
4.	Non-Refundable SPOC Admin fee (paid before submission of tender- attach proof of payment with submission)	N/A	N/A
5.	Non-Refundable Contract admin fee (paid after award of contract)	As per Part VI of S.I 193 of 2022	As per Part VI of S.I 193 of 2022

Declaration by the Accounting Officer

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



.....

G Changunda

Signed on 3 Sep 2025, 3:16 PM CAT

pp **Chief Executive Officer**

**BIDDING DOCUMENT FOR THE SUPPLY, INSTALLATION, CONFIGURATION, SUPPORT AND
MAINTENANCE OF A PRICING AND REVENUE ASSURANCE SYSTEM
PROCUREMENT REFERENCE NUMBER: POSB/186/2025 RETENDER**

Bid Submission Sheet

{Note to the Bidder: 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 authorization 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 the power of attorney signed by their legally authorized representatives.

Procurement Reference Number:

Subject of Procurement:

Name of Bidder:

Date of Bid:

We offer to perform the services listed in the Statement of Requirements to the indicated specifications and standards, 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:	

PART 2: STATEMENT OF REQUIREMENTS

THE SUPPLY, IMPLEMENTATION, AND SUPPORT OF A PRICING AND REVENUE ASSURANCE (PRA) SYSTEM

1 Introduction

POSB is seeking proposals from qualified vendors for the development, deployment, and support of a Bank automated and AI-powered charges (pricing) and Revenue Assurance System. The system should have an engine that automates the determination of all bank charges and fees. It should have revenue assurance functionality so that the bank validates the charges being applied to the full customer base and the revenue being collected in real-time across all products and services.

2 Objectives

The solution must/should achieve the following objectives

- 2.1 Increase income – Enable translation of strategy into charges and fees to increase revenue
- 2.2 Price Customization – enable customization of charges and fees for business growth
- 2.3 Customer Experience – optimize pricing, products and services bundling to deliver unique customer experience
- 2.4 Reduce Revenue Leakage – eliminate unintentional and intentional revenue leakages
- 2.5 Budget Planning – Integrates pricing with budgeting and enables sensitivity analysis

3 Scope of Work

The solution must cover the following scope

2.1 Functional Requirements – Bank Charges Engine

- 2.1.1 The system should calculate charges using factors that include the following
 - Corporate strategy
 - Pricing strategy and policy Competition.
 - Economic
 - Regulatory

BIDDING DOCUMENT FOR THE SUPPLY, INSTALLATION, CONFIGURATION, SUPPORT AND MAINTENANCE OF A PRICING AND REVENUE ASSURANCE SYSTEM
PROCUREMENT REFERENCE NUMBER: POSB/186/2025 RETENDER

2.1.2 The bank charges for all the following should be addressed by the system

- Customer segments
- Products and services
- Revenue lines
- Funded Income
- Non-Funded income
- Customer channels – digital, branch, agency

2.1.3 The system should cover all the bank charges, fees for all

- Transactions
- Once off payments
- System generated charges
- Client generated charges
- Staff generated charges
- Bulk payments
- Zim Switch transactions

2.1.4 The system should include

- Configurable approval and governance workflows
- Role based login
- Keep price history changes for future reference

2.1.5 The system should be able to export the calculated bank charges to

- Excel, word, CSV, pdf
- Documents can be sent via email or saved

2.1.6 The system should have configurable options to determine charges using

- Competitive analysis approach
- Economic conditions approach
- A combination of competitive analysis and economic conditions
- Any other approaches

2.1.7 The system should have configurable automated notifications and alerts for

- Due date to review business conditions (charges and fees)
- Regulatory changes that have happened
- Approvals required
- Business conditions that haven't been changed for more than 30 days

- The alerts can trigger an email or SMS or other mechanism

2.1.8 Reporting and Analytics

- Pre-built and custom report templates.
- Integration with existing BI tools
- Dashboard views for charge performance, approvals and trends.
- Reports for fees, charges for the bank and for competitors
- Reports for economic and market conditions
- Reports for prices (fees and charges) that were approved previously

2.1.9 Data Management

- Configurable thresholds for data sets required to determine charges
- Protection against double entry and duplications
- Reports for economic and market conditions
- Version control and rollback capability.

2.1.10 Multi-Currency Support

- Support for ZiG, USD and other approved currencies for the same charge

2.1.11 Data Analysis

- Analyze across all charges using AI algorithms
- Forecast future charges using predictive AI models
- Support for 200+ revenue lines and 1000+ price points
- Support charges based on absolute numbers and on parentages

2.2 Functional Requirements – Revenue Assurance

2.2.1 Compare and analyze the following in real-time and at scale

- Figures configured in pricing engine vs the core banking system and any other source / system
- Revenue from core banking system vs the amounts calculated using pricing engine, Switch and the Channels
- Core banking vs pricing engine vs agents

2.2.2 Revenue Stream Management

- AI-assisted revenue categorization and mapping
- Support for all revenue sources and GL reconciliation
- Tracking and visualization of revenue lifecycle

- 2.2.3 Transaction monitoring and analysis
 - AI-powered real-time and historical transaction analysis
 - Pattern recognition for transaction anomalies
 - Intelligent filters and recommendations for review focus
- 2.2.4 Anomaly Detection
 - Dynamic thresholding
 - Behavioral baselines and outlier detection
 - Auto-prioritized investigation queues
- 2.2.5 Fee Verification and Validation
 - Detection of rule violations and over/undercharging
 - Continuous learning from manual validations to improve models
- 2.2.6 Multi-Currency Support
 - Support for ZiG, USD
- 2.2.7 Revenue Assurance Engine
 - Detect leakage or missed revenue based on approved pricing structures.
 - Reconcile forecast charges vs actual charges per event and channel.
 - Provide alerts for undercharging or mismatches.
- 2.2.8 Forecasting and Strategic Planning
 - AI insights engine for revenue drivers and inhibitors
 - Interactive dashboards for scenario-based financial simulations -
- 2.2.9 Consolidate and analyze revenue across all streams using AI algorithms
- 2.2.10 Forecast future revenues using predictive AI models
- 2.2.11 Automate fee validation and compliance checks

2.3 Technical Requirements

- 2.3.1 Data and Quality Management
 - Intelligent data cleansing and enrichment using AI
 - Historical data processing (5+ years) with event tagging. The number of years shall be aligned to compliance regulations

- Metadata-driven model training and tuning

2.3.2 User Interface

- AI Chat Interface with natural language interaction with users
- Web-based, AI-enhanced dashboards
- Help with report generation, status checks, pricing logic explanations.
- Personalized and role-based responses.
- Custom report generation using natural language prompts
- Export formats: PDF, Excel, CSV

2.3.3 Security and Compliance

- Role-based access with audit trail logging
- Data encryption and secure model deployment
- Compliance with banking security standards (e.g., PCI-DSS, ISO 27001)

2.3.4 Architecture

- Web-based, responsive front end.
- Scalable microservices or modular architecture.

2.3.5 Performance and Scalability

- AI model inference in under 3 seconds
- Support for 10,000+ transactions daily
- Automated AI model retraining schedules and scaling

2.3.6 Solution to support both the following

- Fully cloud based
- On premises

2.3.7 Data Security

- Automated AI model retraining schedules and scaling
- Role-based access and SSO integration.
- Data encryption at rest and in transit.
- Full audit logging.

- 2.3.8 Machine learning models for anomaly detection and prioritization
- 2.3.9 Predictive analytics for forecasting revenue trends
- 2.3.10 AI-driven root cause analysis and revenue leakage diagnostics
- 2.3.11 Reinforcement learning for continuous system optimization
- 2.3.12 AI-generated alerts with confidence scoring and recommendations

2.4 Integration Requirements

- 2.4.1 Integrate to Digital Channels
- 2.4.2 Integrate to Fraud management systems
- 2.4.3 Integrate to ERP system
- 2.4.4 Integrate to banking systems, product catalog, general ledger
- 2.4.5 External APIs for competitive and market data sources.
- 2.4.6 Revenue Assurance Engines for leakage detection and reconciliation.
- 2.4.7 Budgeting & Forecasting Systems to support revenue planning and variance analysis.
- 2.4.8 Architecture and Integration
 - Modular AI-enabled microservices architecture
 - RESTful and event-driven API support for integration
 - Real-time and batch data pipeline enablement
 - Scalable cloud-native or hybrid deployment

2.5 Implementation Requirements

- 2.5.1 Requirements validation with POSB stakeholders
- 2.5.2 Agile-based implementation with AI model feedback loops
- 2.5.3 Testing (unit, UAT, AI model accuracy validation)
- 2.5.4 Change management and training for AI-based workflows
- 2.5.5 Final delivery of system documentation and retraining SOPs

2.6 Evaluation Criteria

Technical Evaluation shall constitute 80% whilst Financial Evaluation constitutes 20%.

**BIDDING DOCUMENT FOR THE SUPPLY, INSTALLATION, CONFIGURATION, SUPPORT AND MAINTENANCE OF A PRICING AND REVENUE ASSURANCE SYSTEM
PROCUREMENT REFERENCE NUMBER: POSB/186/2025 RETENDER**

2.6.1 Technical Evaluation

Criterion	Weight	Description
Functional Requirements	30%	Compliance with functional requirements stated under sections 2.1. and 2.2
Integration Capability	15%	Integration to systems highlighted under section 2.4
Governance & Security	5%	Compliance, RBAC, encryption, including local regulatory bodies
System Demonstration	30%	Demonstration of all the functional requirements stated above
Implementation Approach, methodology and timelines	10%	Implementation duration, approach and methodology
Implementation capacity	10%	Experience in implementing Pricing and RA systems with demonstrable development and customization capacity

A bidder must achieve a minimum technical score of 80% to proceed to the next stage.

2.6.2 Financial Proposal

Vendors must include commercial proposals with cost breakdowns (licenses, implementation, support). Provide a three (3) year total cost of ownership (TCO). Your proposal should indicate the following options:

- A fully cloud based and software as a service solution
- On premises and software as a service solution
- Licensed and on premises solution or cloud based

BIDDING DOCUMENT FOR THE SUPPLY, INSTALLATION, CONFIGURATION, SUPPORT AND MAINTENANCE OF A PRICING AND REVENUE ASSURANCE SYSTEM
PROCUREMENT REFERENCE NUMBER: POSB/186/2025 RETENDER

List of Services and Price Schedule

Pricing Structure – Total Cost of Ownership (TCO)

1. Overview

All bidders must submit a **Total Cost of Ownership (TCO)** pricing model that reflects the full lifecycle cost of acquiring, implementing, and maintaining the proposed System over a defined period of **five (5) years**.

This ensures an apples-to-apples comparison of proposals and accounts for both upfront and long-term costs associated with the system.

Financial Proposal – Pricing Structure for pricing and revenue assurance (PRA)system

Instructions to Bidders:
 Bidders are required to complete the table below by providing unit costs and total costs in USD, exclusive and inclusive of VAT. All pricing must be valid for a minimum of 90 days. Where not applicable, indicate 'N/A'.

A. Software Development / Licensing

#	Item Description	Unit	Quantity	Unit Cost (USD)	Total Cost (USD)

B. Hardware (if required, based on proposed solution)

#	Item Description	Unit	Quantity	Unit Cost (USD)	Total Cost (USD)

C. Deployment & Implementation

#	Item Description	Unit	Quantity	Unit Cost (USD)	Total Cost (USD)

**BIDDING DOCUMENT FOR THE SUPPLY, INSTALLATION, CONFIGURATION, SUPPORT AND MAINTENANCE OF A PRICING AND REVENUE ASSURANCE SYSTEM
PROCUREMENT REFERENCE NUMBER: POSB/186/2025 RETENDER**

D. Training & Support

#	Item Description	Unit	Quantity	Unit Cost (USD)	Total Cost (USD)

E. Optional Enhancements (if offered)

#	Item Description	Unit	Quantity	Unit Cost (USD)	Total Cost (USD)

F. Total Summary

Description	Amount (USD)
Subtotal (A+B+C+D+E)	
VAT (15%)	
Total Amount (Incl. VAT)	

Payment Terms Proposal (To Be Completed by Bidder)

Milestone	% Payment	Expected Timeline
Upon Contract Signing		
Upon Completion of Pilot Deployment		
Upon Full Rollout & Go-Live		
After Final Acceptance & Training		

G. Five-Year Total Cost of Ownership (TCO)

Bidders are required to provide a detailed Total Cost of Ownership (TCO) over a five-year period. This should include all costs related to licensing, support, maintenance,

**BIDDING DOCUMENT FOR THE SUPPLY, INSTALLATION, CONFIGURATION, SUPPORT AND MAINTENANCE OF A PRICING AND REVENUE ASSURANCE SYSTEM
PROCUREMENT REFERENCE NUMBER: POSB/186/2025 RETENDER**

upgrades, hardware replacement, hosting (if applicable), and any recurring operational costs.

Cost Item	Year 1	Year 2	Year 3	Year 4	Year 5
Licensing Fees					
Annual Maintenance & Support					
Cloud Hosting / Infrastructure					
Hardware Replacement					
Other Operational Costs					
Total Per Year					
Grand Total Cost of Ownership (5 Years):					

Note: All costs must be quoted in USD,

4. Additional Notes

- **All-inclusive Pricing:** Bidders must indicate if any third-party tools or services (e.g., e-signatures, cloud hosting) are included or require separate procurement.
- **Assumptions:** Clearly state any assumptions related to the pricing (e.g., number of users, modules required).
- **Escalation Terms:** Include expected price escalation terms, if any, over the 5-year period.

5. Evaluation of Total Cost of Ownership (TCO)

TCO will be used as a **key criterion** in the financial evaluation phase. POSB will assess proposals not solely based on the lowest initial cost but on the most cost-effective solution over the full contract term.

**BIDDING DOCUMENT FOR THE SUPPLY, INSTALLATION, CONFIGURATION, SUPPORT AND
MAINTENANCE OF A PRICING AND REVENUE ASSURANCE SYSTEM
PROCUREMENT REFERENCE NUMBER: POSB/186/2025 RETENDER**

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:

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

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 contract with a Procuring Entity in Zimbabwe for a period 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 Contract.

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.}