

**BIDDING DOCUMENT FOR THE PROVISION OF THIRD-PARTY PROCESS SERVICES FOR
VISA TRANSACTIONS
PROCUREMENT REFERENCE NO: POSB EX 185 /2025**



**BIDDING DOCUMENT FOR THE PROVISION OF THIRD-PARTY PROCESS SERVICES FOR
VISA TRANSACTIONS**

PROCUREMENT REFERENCE NO: POSB EX 185 /2025

DATE OF ISSUE	19 SEPTEMBER 2025
CLOSING DATE	03 OCTOBER 2025
CLOSING TIME	1000 HOURS

**BIDDING DOCUMENT FOR THE PROVISION OF THIRD-PARTY PROCESS SERVICES FOR
VISA TRANSACTIONS
PROCUREMENT REFERENCE NO: POSB EX 185 /2025**

PART 1: BIDDING PROCEDURES 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.

Procurement Reference Number: POSB EX 185/2025 Preparation of Bids

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

1. The completed Bid Submission Sheet in this Part.
2. The completed Statement of Requirements in Part 2.
3. A completed bid securing declaration in the format specified in this Part.
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.
5. Bids must remain valid for a period of at least 90 days from the bid closing date
6. The bidder **MUST** attach the following **MANDATORY** documents
 - a. Certificate of Incorporation.
 - b. Company Profile
 - c. CR14 Form (list of directors)
 - d. Fully signed bid submission sheet
 - e. Valid ITF 263 Tax clearance certificate
 - f. VAT certificate
 - g. PRAZ Registration Certificate

You are advised to carefully read and complete Bidding Document, as well as the General Conditions of Contract which are available on the Authority's website, before preparing your Bid. Part 3:

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

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

**BIDDING DOCUMENT FOR THE PROVISION OF THIRD-PARTY PROCESS SERVICES FOR
VISA TRANSACTIONS
PROCUREMENT REFERENCE NO: POSB EX 185 /2025**

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 the Bidder before 26 September 2025 1400hrs and should be sent to the Procurement Management Unit, through this email: procurement@posb.co.zw to the attention of Joslyn Masunda or Gibson Sibanda.

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.

Submission of Bids

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

The Bidder must mark the subject matter with the Procurement Reference Number and Description of requirements. **The bids shall be submitted electronically through the electronic government procurement system: <https://egp.praz.org.zw>**

Late bids will be automatically rejected in the system. The Procuring Entity reserves the right to extend the bid submission deadline but will notify the bidder if they have made it beyond the screening stage.

Date of deadline: **03 October 2025** **1000 hours**

Submission address: <https://egp.praz.org.zw>

Means of acceptance: **Electronically through eGP**

Bid opening

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

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

**BIDDING DOCUMENT FOR THE PROVISION OF THIRD-PARTY PROCESS SERVICES FOR
VISA TRANSACTIONS
PROCUREMENT REFERENCE NO: POSB EX 185 /2025**

deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder or any extension of that period.

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.

Delivery Requirements

The delivery period required (from the date of contract signing) and the destination for delivery are 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 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).

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.

Standards for the provision of the Non-Consulting Services 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.

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.

**BIDDING DOCUMENT FOR THE PROVISION OF THIRD-PARTY PROCESS SERVICES FOR
VISA TRANSACTIONS
PROCUREMENT REFERENCE NO: POSB EX 185 /2025**

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.

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 at any stage of the evaluation process will lead to automatic disqualification and the bid will not be considered for subsequent stages.

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.

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.

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 have had 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.

**BIDDING DOCUMENT FOR THE PROVISION OF THIRD-PARTY PROCESS SERVICES FOR
VISA TRANSACTIONS
PROCUREMENT REFERENCE NO: POSB EX 185 /2025**

5. have the nationality of an eligible country as specified in the Special Conditions of Contract; and
6. 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.

Technical Criteria

The Bids will be examined to confirm that all terms, conditions, and requirements of the bidding document have been compiled 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.

Bid Currency:

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

Payment Currency:

Payment will be processed in local Zig currency at the prevailing rate on date of payment.

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

The contract will only be valid subject to payment of annual contract administration fees in line with Part V of the Fifth Schedule to the Regulations

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.

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:

**BIDDING DOCUMENT FOR THE PROVISION OF THIRD-PARTY PROCESS SERVICES FOR
VISA TRANSACTIONS
PROCUREMENT REFERENCE NO: POSB EX 185 /2025**

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.

Declaration by the Accounting Officer

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



.....
Garainashe Changunda

Chief Executive Officer

Signed on 18 Sep 2025, 3:42 PM CAT

BIDDING DOCUMENT FOR THE PROVISION OF THIRD-PARTY PROCESS SERVICES FOR VISA TRANSACTIONS
PROCUREMENT REFERENCE NO: POSB EX 185 /2025

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 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.

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:	
Bid-Securing Declaration	

**BIDDING DOCUMENT FOR THE PROVISION OF THIRD-PARTY PROCESS SERVICES FOR VISA TRANSACTIONS
PROCUREMENT REFERENCE NO: POSB EX 185 /2025**

{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)]

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 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
authorized 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.}

BIDDING DOCUMENT FOR THE PROVISION OF THIRD-PARTY PROCESS SERVICES FOR VISA TRANSACTIONS
PROCUREMENT REFERENCE NO: POSB EX 185 /2025

PART 2: STATEMENT OF REQUIREMENTS

1.0 INTRODUCTION

POSB (People's Own Savings Bank) invites qualified vendors for the provision of thirdparty process services for visa transactions. The scope of services required is indicated in the table below;

Technical Specification Name of Bidder:

Bidder's Reference Number:

The Goods and Related Services 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	c
Item No	Item description and full technical Specification required (including applicable standards)	{Confirm full specification of items offered by Bidder <u>and</u> compliance of items to detail in column b}
THIRD PARTY PROCESSING OF VISA TRANSACTIONS		
Certifications	Certified by Visa for TPP Services.	
Compliance	<ul style="list-style-type: none"> • Must be Level 1 PCI-DSS compliant (submit valid certificate). • ISO/IEC 27001 (Information Security Management) and ISO 22301 (Business Continuity) preferred. Compliant with applicable data privacy regulations (e.g., GDPR, local data protection laws).	

BIDDING DOCUMENT FOR THE PROVISION OF THIRD-PARTY PROCESS SERVICES FOR VISA TRANSACTIONS
PROCUREMENT REFERENCE NO: POSB EX 185 /2025

Compliance	<ul style="list-style-type: none"> • Third Part should be EMV Compliant. • Third Part should be PCI DSS Compliant. ISO/IEC 27001 (Information Security Management) and ISO 22301 (Business Continuity) preferred. 	
Channels	Certified for ATMs, POS and E-Commerce.	

a	B	c
Item No	Item description and full technical Specification required (including applicable standards)	{Confirm full specification of items offered by Bidder <u>and</u> compliance of items to detail in column b}
Payment Gateways	Provide the technology to connect merchant websites/POS systems to POSB for transaction authorization	
Security	Offers 3DS services for E-Commerce transactions	
Fraud Management Services	Advanced fraud detection and prevention solutions	
Payment Processors	Handle technical processing of transactions i.e. routing, authorization, clearing, and settlement	
Technical Integration	<ul style="list-style-type: none"> • Seamless and secure integration with POSB's systems and Visa's network • API Specifications. • Security Protocols Uptime and Reliability 	
Support	The sponsor must have 24/7 helpdesk support services.	
Data Handling and Privacy	Compliance with data protection regulations regarding the storage, processing, and transmission of cardholder data.	

BIDDING DOCUMENT FOR THE PROVISION OF THIRD-PARTY PROCESS SERVICES FOR VISA TRANSACTIONS
PROCUREMENT REFERENCE NO: POSB EX 185 /2025

Fraud and Risk Management Capabilities	Robust fraud detection tools, chargeback management processes, and dispute resolution mechanisms.	
Reporting and Reconciliation	Ability to provide detailed, accurate, and timely reports on transaction volumes, values, chargebacks, and other key metrics	
Scalability	Processing infrastructure should be scalable to handle increasing transaction volumes as the acquiring business grows	
Reports	Ability to convert all network provided files into custom reports for the bank.	
Other specifications		
a	B	c
Item No	Item description and full technical Specification required (including applicable standards)	{Confirm full specification of items offered by Bidder <u>and</u> compliance of items to detail in column b}
Pricing and Fees	Provide well documented pricing model.	

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 must complete column c or their tender will be rejected. **Bidders are required to include technical literature to positively support the details provided in column c.**

BIDDING DOCUMENT FOR THE PROVISION OF THIRD-PARTY PROCESS SERVICES FOR VISA TRANSACTIONS
PROCUREMENT REFERENCE NO: POSB EX 185 /2025

List of Services and Price Schedule

Note to Bidders: Complete the currency of your quotation and the unit and total rates for each item listed below.

Currency of Quotation/Contract: **USD**

Bidders is required to complete the Price schedule below and provide all costs that make up the total price.

Item No¹	Description of Services	Unit of measure	Input Quantity	Unit Rate	Total Price²
1	Third Part Processing Services for VISA transactions	Each	1		
				Other additional costs	
				Total	

Note 1: Lots and packages should be shown as separate items.

Note 2: Include any additional costs, such as hire or purchase of equipment to perform the services.

Note 2: The description or quantity must indicate the unit of measure where relevant.

Note 4: Include any additional costs, such as installation or commissioning.

The price to be quoted in the Price Schedule must be the total price of the bid, excluding any discounts offered.

**BIDDING DOCUMENT FOR THE PROVISION OF THIRD-PARTY PROCESS SERVICES FOR
VISA TRANSACTIONS
PROCUREMENT REFERENCE NO: POSB EX 185 /2025**
