BIDDING DOCUMENT

TENDER NO. ZRA/OBN/044/2026

TENDER FOR THE PROVISION OF CLEANING SERVICES TO ZAMBIA REVENUE AUTHORITY AT VARIOUS STATIONS IN DIFFERENT LOCATIONS FOR A PERIOD OF ONE YEAR

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ZAMBIA REVENUE AUTHORITY | Working To Serve You Efficiently

October, 2026

Section I. Instructions to Bidders

Table of Clauses

A. General 3
1. Scope of Bid 3
2. Source of Funds 3
3. Corrupt or Fraudulent Practices 3
4. Eligible Bidders 5
5. Qualification of the Bidder 5
6. One Bid per Bidder 7
7. Cost of Bidding 7

B. Bidding Documents 7
9. Content of Bidding Documents 7
10. Clarification of Bidding Documents 8
11. Amendment of Bidding Documents 8

C. Preparation of Bids 8
12. Language of Bid 8
13. Documents Comprising the Bid 8
14. Bid Prices 9
15. Currencies of Bid and Payment 9
16. Bid Validity 10
17. Bid Security 10
18. Alternative Proposals by Bidders 11
19. Format and Signing of Bid 12

D. Submission of Bids 12
20. Sealing and Marking of Bids 12
21. Deadline for Submission of Bids 12
22. Late Bids 12
23. Modification and Withdrawal of Bids 13

E. Bid Opening and Evaluation 13
24. Bid Opening 13
25. Process to Be Confidential 13
26. Clarification of Bids 13
27. Examination of Bids and Determination of Responsiveness 13
28. Correction of Errors 13
29. Currency for Bid Evaluation 13
30. Evaluation and Comparison of Bids 13
31. Preference for Domestic Bidders 13

F. Award of Contract 15
32. Award Criteria 15
33. Employer's Right to Accept any Bid and to Reject any or all Bids 15
34. Notification of Award and Signing of Agreement 16
35. Performance Security 16
36. Advance Payment and Security 17
37. Adjudicator 17

Instructions to Bidders

A. General

1. Scope of Bid

1.1 Zambia Revenue Authority now invites bids for the Services, as described in the Appendix A to the Contract. The name and identification number of the contract is Fumigation and Rat Baiting Services for Various Zambia Revenue Authority Stations on a One Year Contract TENDER NO. ZRA/OBN/062/2024

1.2 The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date is 2025**.**

2. Source of Funds

2.1 The source of funds is the Zambia Revenue Authority.

3. Corrupt or Fraudulent Practices

3.1 It is the Government's policy to require that Zambia Revenue Authority (including beneficiaries of the funds), as well as bidders, suppliers, and contractors and their subcontractors under Government-financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts. [1] In pursuance of this policy, the Government:

defines, for the purposes of this provision, the terms set forth below as follows:

(i) "corrupt practice"[2] is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

(ii) "fraudulent practice"[3] is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

(iii) "collusive practice"[4] is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions

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1 In this context, any action taken by a bidder, supplier, contractor, or a sub-contractor to influence the procurement process or contract execution for undue advantage is improper.

2 For the purpose of these SBDs, "another party" refers to a public official acting in relation to the procurement process or contract execution]. In this context, "public official" includes employees of other organizations taking or reviewing procurement decisions.

3 For the purpose of these SBDs, "party" refers to a public official; the terms "benefit" and "obligation" relate to the procurement process or contract execution; and the "act or omission" is intended to influence the procurement process or contract execution.

4 For the purpose of these SBDs, "parties" refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.

of another party;

(iv) "coercive practice"[5] is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

(v) "obstructive practice" is

(a) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Government investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or

(b) acts intended to materially impede the exercise of the Government's inspection and audit rights provided for under Sub-Clauses 1.7 and 2.6.1 of the General Conditions of Contract.

(a) will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question;

(b) will cancel the portion of the funds allocated to a contract if it determines at any time that representatives of the Procuring Entity or of a beneficiary of the funds engaged in corrupt, fraudulent, collusive, coercive or obstructive practices during the procurement or the execution of that contract, without the Procuring Entity having taken timely and appropriate action satisfactory to the Government to remedy the situation;

(c) will sanction a firm or individual, including suspending or barring a bidder or supplier in accordance with Sections 230 of the Public Procurement Act No 08 of 2020 and in accordance with regulations 230 to 240 of the Public Procurement Regulations of 2022. A bidder or supplier aggrieved by such a decision, may appeal in accordance with Section ninety-nine of the Public Procurement Act of 2020; and

(d) will have the right to require that a provision be included in bidding documents and in contracts financed by Government, requiring bidders, suppliers, contractors and consultants to permit the Government to inspect their accounts and records

[5] For the purpose of these SBDs, "party" refers to a participant in the procurement process or contract execution.

and other documents relating to the Bid submission and contract performance and to have them audited by auditors appointed by the Government.

3.2 Furthermore, Bidders shall be aware of the provision stated in Sub-Clauses 1.7 and 2.6.1 of the General Conditions of Contract.

4. Eligible Bidders

4.1 This Invitation for Bids is open to all eligible bidders within Zambia as defined in the Procurement Guidelines. Any materials, equipment, and Services to be used in the performance of the Contract shall have their origin in eligible source countries.

4.2 All bidders shall provide in Section III, Bidding Forms, a statement that the Bidder (including all members of a joint venture and subcontractors) is not associated, nor has been associated in the past, directly or indirectly, with the consultant or any other entity that has prepared the design, specifications, and other documents for the Project or being proposed as Project Manager for the Contract. A firm that has been engaged by the Procuring Entity to provide Consultant Services for the preparation or supervision of the Services, and any of its affiliates, shall not be eligible to bid.

4.3 A statutory corporation or body or company in which Government has a majority or controlling interest shall be eligible only if they meet the provisions of Section 51 of the Public Procurement Act of 2020. To establish eligibility, the government-owned enterprise or institution should provide all relevant documents (including its charter) sufficient to demonstrate that it meets the provisions of Section 51 of the Public Procurement Act of 2020.

4.4 The Government prohibits a withdrawal from the funds for the purpose of any payment to persons or entities, or for any import of goods, if such payment or import is prohibited by a decision of the United Nations Security Council, taken under Chapter VII of the Charter of the United Nations.

4.5 Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices by ZPPA in accordance with ITB Sub-Clause 3.1.

5. Qualification of the Bidder

5.1 All bidders shall provide in Section III, Bidding Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

5.2 In the event that prequalification of potential bidders has been undertaken **as stated in the BDS**, only bids from prequalified bidders shall be considered for award of Contract, in which case the provisions of sub-clauses 5.3 to 5.6 hereafter shall not apply. These qualified bidders should submit with their bids any information updating their original prequalification applications

or, alternatively, confirm in their bids that the originally submitted prequalification information remains essentially correct as of the date of bid submission. The update or confirmation should be provided in Section IV.

5.3 If the Employer has not undertaken prequalification of potential bidders, all bidders shall include the following information and documents with their bids in Section IV, unless otherwise **stated in the BDS**:

(a) total monetary value of Services performed for each of the last three years;

(b) experience in Services of a similar nature and size for each of the last five years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts;

(c) evidence of adequacy of working capital for this Contract (access to line(s) of credit and availability of other financial resources);

(h) authority to the Employer to seek references from the Bidder's bankers;

(i) information regarding any litigation, current or during the last five years, in which the Bidder is involved, the parties concerned, and disputed amount; and

(j) proposals for subcontracting components of the Services amounting to more than 10 percent of the Contract Price.

5.4 Bids submitted by a joint venture of two or more firms as partners shall comply with the following requirements, unless otherwise stated in the **BDS**:

(a) the Bid shall include all the information listed in ITB Sub-Clause 5.3 above for each joint venture partner;

(b) the Bid shall be signed so as to be legally binding on all partners;

(c) the Bid shall include a copy of the agreement entered into by the joint venture partners defining the division of assignments to each partner and establishing that all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms; alternatively, a Letter of Intent to execute a joint venture agreement in the event of a successful bid shall be signed by all partners and submitted with the bid, together with a copy of the proposed agreement;

(d) one of the partners shall be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture;

and

(e) the execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.

5.5 To qualify for award of the Contract, bidders shall meet the following minimum qualifying criteria:

(a) has a well-established company with qualified personnel to perform the Contract or a qualified individual with capacity to perform the Contract. Bidders are therefore required to provide as much information as possible on their capacity to perform the Contract.
(b) has the financial and technical capability necessary to perform the Contract;
(c) meets the qualification criteria listed in the Bid Data Sheet.

d) A consistent history of litigation or arbitration awards against the Applicant or any partner of a Joint Venture may result in disqualification.

6. One Bid per Bidder

6.1 Each Bidder shall submit only one Bid, either individually or as a partner in a joint venture. A Bidder who submits or participates in more than one Bid (other than as a subcontractor or in cases of alternatives that have been permitted or requested) will cause all the proposals with the Bidder's participation to be disqualified.

7. Cost of Bidding

7.1 The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Employer will in no case be responsible or liable for those costs.

B. Bidding Documents

9. Content of Bidding Documents

9.1 The set of bidding documents comprises the documents listed in the table below and addenda issued in accordance with ITB Clause 11:

Section I	Instructions to Bidders
Section II	Bidding Data Sheet
Section III	Bidding Forms
Section IV	Eligible Countries
Section V	Activity Schedule
Section VI	General Conditions of Contract
Section VII	Special Conditions of Contract
Section VIII	Performance Specifications and Drawings (if Applicable)
Section IX	Contract Forms

9.2 The Bidder is expected to examine all instructions, forms, terms,

and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid. Sections III, V, and IX should be completed and returned with the Bid in the number of copies specified in the **BDS**.

10. Clarification of Bidding Documents

10.1 A prospective Bidder requiring any clarification of the bidding documents may notify the Employer in writing or by cable ("cable" includes telex and facsimile) at the Employer's address indicated in the invitation to bid. The Employer will respond to any request for clarification received earlier than 14 days prior to the deadline for submission of bids. Copies of the Employer's response will be forwarded to all Procuring Entity's of the bidding documents, including a description of the inquiry, but without identifying its source.

11. Amendment of Bidding Documents

11.1 Before the deadline for submission of bids, the Employer may modify the bidding documents by issuing addenda.

11.2 Any addendum thus issued shall be part of the bidding documents and shall be communicated in writing or by cable to all Procuring Entities of the bidding documents. Prospective bidders shall acknowledge receipt of each addendum by cable to the Employer.

11.3 To give prospective bidders reasonable time in which to take an addendum into account in preparing their bids, the Employer shall extend, as necessary, the deadline for submission of bids, in accordance with ITB Sub-Clause 21.2 below.

C. Preparation of Bids

12. Language of Bid

12.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Employer shall be written in **English**. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Bid, the translation shall govern.

13. Documents Comprising the Bid

13.1 The Bid submitted by the Bidder shall comprise the following:

(a) The Form of Bid (in the format indicated in Section III);

(b) Bid Security;
(c) Priced Activity Schedule;
(d) Qualification Information Form and Documents;

(e) Alternative offers where invited;

and any other materials required to be completed and submitted

by bidders, as **specified in the BDS**.

13.2 Bidders bidding for this contract together with other contracts stated in the IFB to form a package will so indicate in the bid together with any discounts offered for the award of more than one contract

14. Bid Prices

14.1 The Contract shall be for the Services, as described in Appendix A to the contract and in the Specifications, Section VIII, based on the priced Activity Schedule, Section V, submitted by the Bidder.

14.2 The Bidder shall fill in rates and prices for all items of the Services described in the in Specifications (or Terms of Reference), Section VIII and listed in the Activity Schedule, Section V. Items for which no rate or price is entered by the Bidder will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Activity Schedule.

14.3 All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 28 days prior to the deadline for submission of bids, shall be included in the total Bid price submitted by the Bidder.

14.4 If **provided for in the BDS**, the rates and prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract in accordance with and the provisions of Clause 6.6 of the General Conditions of Contract and/or Special Conditions of Contract.The Bidder shall submit with the Bid all the information required under the Special Conditions of Contract and of the General Conditions of Contract.

14.5 For the purpose of determining the remuneration due for additional Services, a breakdown of the lump-sum price shall be provided by the Bidder in the form of Appendices D and E to the Contract

15. Currencies of Bid and Payment

15.1 The lump sum price shall be quoted by the Bidder separately in the following currencies:

(a) for those inputs to the Services which the Bidder expects to provide from within Zambia, the prices shall be quoted in Zambian Kwacha, unless otherwise **specified in the BDS**; and

(b) for those inputs to the Services which the Bidder expects to provide from outside Zambia, the prices shall be quoted in up to any three freely convertible currencies.

15.2 Bidders shall indicate details of their expected foreign currency requirements in the Bid.

15.3 Bidders may be required by the Employer to justify their foreign currency requirements and to substantiate that the amounts

included in the Lump Sum are reasonable and responsive to ITB Sub-Clause 15.1.

16. Bid Validity

16.1 Bids shall remain valid for the period of 90 days.

16.2 In exceptional circumstances, the Employer may request that the bidders extend the period of validity for a specified additional period. The request and the bidders' responses shall be made in writing or by cable. A Bidder may refuse the request without forfeiting the Bid Security. A Bidder agreeing to the request will not be required or permitted to otherwise modify the Bid, but will be required to extend the validity of Bid Security for the period of the extension, and in compliance with ITB Clause 17 in all respects.

16.3 In the case of contracts in which the Contract Price is fixed (not subject to price adjustment), if the period of bid validity is extended by more than 60 days, the amounts payable in local and foreign currency to the Bidder selected for award, shall be increased by applying to both the local and the foreign currency component of the payments, respectively, the factors specified in the request for extension, for the period of delay beyond 60 days after the expiry of the initial bid validity, up to the notification of award. Bid evaluation will be based on the Bid prices without taking the above correction into consideration.

17. Bid Security

17.1 The Bidder shall furnish, as part of the Bid, a Bid Security of 2% of the bid sum duly signed and authorized by the guarantors.

17.2 The Bid Security shall be in the amount 2% of the bid sum duly signed and authorized by the guarantors and denominated in Zambian Kwacha or a freely convertible currency, and shall:

(a) at the bidder's option, be in the form of either a letter of credit, or a bank guarantee from a banking institution, or a bond issued by a surety;

(b) be issued by a reputable institution selected by the bidder and located in any eligible country. If the institution issuing the bond is located outside Zambia, it shall have a correspondent financial institution located in Zambia to make it enforceable.

(c) be substantially in accordance with one of the forms of Bid Security included in Section IX, Contract Forms, or other form approved by the Employer prior to bid submission;

(d) be payable promptly upon written demand by the Employer in case the conditions listed in ITB Sub-Clause 17.5 are invoked;

(e) be submitted in its original form; copies will not be accepted;

(f) remain valid for a period of 28 days beyond the validity period of the bids, as extended, if applicable, in accordance with ITB Sub-Clause 16.2;

17.3 If a Bid Security or a Bid- Securing Declaration is required in accordance with ITB Sub-Clause 17.1, any bid not accompanied by a substantially responsive Bid Security or Bid Securing Declaration in accordance with ITB Sub-Clause 17.1, shall be rejected by the Employer as non-responsive.

17.4 The Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's furnishing of the Performance Security pursuant to ITB Clause 35.

17.5 The Bid Security may be forfeited or the Bid Securing Declaration executed:

(a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Submission Form, except as provided in ITB Sub-Clause 16.2; or

(b) if the successful Bidder fails to:

(i) sign the Contract in accordance with ITB Clause 34;
(ii) furnish a Performance Security in accordance with ITB Clause 35.

17.6 The Bid Security or Bid- Securing Declaration of a 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 Security or Bid-Securing Declaration shall be in the names of all future partners as named in the letter of intent to constitute the JV.

18. Alternative Proposals by Bidders

18.1 **Unless otherwise indicated in the BDS**, alternative bids shall not be considered.

18.2 When alternative times for completion are explicitly invited, a statement to that effect will be **included in the BDS,** as will the method of evaluating different times for completion.

18.3 Except as provided under ITB Sub-Clause 18.4 below, bidders wishing to offer technical alternatives to the requirements of the bidding documents must first submit a Bid that complies with the requirements of the bidding documents, including the scope, basic technical data, graphical documents and specifications. In addition to submitting the basic Bid, the Bidder shall provide all information necessary for a complete evaluation of the alternative by the Employer, including calculations, technical specifications, breakdown of prices, proposed work methods and other relevant details. Only the technical alternatives, if any, of the lowest evaluated Bidder conforming to the basic technical requirements shall be considered by the Employer. Alternatives to the specified performance levels shall not be accepted.

18.4 When bidders are **permitted in the BDS** to submit alternative technical solutions for specified parts of the Services, such parts shall be described in the Specifications (or Terms of Reference) and Drawings, Section VIII. In such case, the method for evaluating such alternatives will be as **indicated in the BDS.**

19. Format and Signing of Bid

19.1 The Bidder shall prepare one original of the documents comprising the Bid as described in ITB Clause 11 of these Instructions to Bidders, bound with the volume containing the Form of Bid, and clearly marked "ORIGINAL." In addition, the Bidder shall submit four (4No) copies of the Bid**,** and clearly marked as "COPIES." In the event of discrepancy between them, the original shall prevail.

19.2 The original and all copies of the Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, pursuant to Sub-Clauses 5.3(a) or 5.4(b), as the case may be. All pages of the Bid where entries or amendments have been made shall be initialed by the person or persons signing the Bid.

19.3 The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

D. Submission of Bids

20. Sealing and Marking of Bids

20.1 The bids shall be submitted electronically on the ZPPA E-GP Platform and

(a) be addressed to the Employer at the address, "**The Secretary, ZRA Procurement Committee, Revenue House 10th Floor, P.O. Box 35170, Lusaka. Zambia."**

(b) bear the name and identification number of the Contract as "**Tender for the provision of Fumigation and Rat Baiting Services at various Zambia Revenue Authority Stations on a one-year contract ZRA/OBN/062/2024"** and Special Conditions of Contract; and

21. Deadline for Submission of Bids

21.1 Bids shall be submitted **before Monday, 3rd November, 2025 at 10:00 hour's local time.**

21.2 The Employer may extend the deadline for submission of bids by issuing an amendment in accordance with ITB Clause 11, in which case all rights and obligations of the Employer and the bidders previously subject to the original deadline will then be subject to the new deadline.

22. Late Bids

22.1 Any Bid received by the Employer after the deadline prescribed in ITB Clause 21 will be returned unopened to the

Bidder.

23. Modification and Withdrawal of Bids

23.1 Bidders may modify or withdraw their bids by giving notice in writing before the deadline prescribed in ITB Clause 21.

23.2 Each Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with ITB Clauses 19 and 20, with the outer and inner envelopes additionally marked "MODIFICATION" or "WITHDRAWAL," as appropriate.

23.3 No Bid may be modified after the deadline for submission of Bids.

23.4 Withdrawal of a Bid between the deadline for submission of bids and the expiration of the period of Bid validity specified in the BDS or as extended pursuant to ITB Sub-Clause 16.2 may result in the forfeiture of the Bid Security pursuant to ITB Clause 17.

23.5 Bidders may only offer discounts to, or otherwise modify the prices of their bids by submitting Bid modifications in accordance with this clause, or included in the original Bid submission.

E. Bid Opening and Evaluation

24. Opening of bids by the Purchaser

22.1 The Purchaser shall open all bids electronically at the time, on the date, and at the place specified in the Bid Data Sheet.

22.2 The Bidders' names, bid modifications or withdrawals, bid prices, discounts, and the presence or absence of requisite Bid Security and such other details as the Purchaser, at its discretion, may consider appropriate, will be announced at the opening. A bid shall not be rejected at the **opening** of the bid, except for late bids, which shall be returned unopened to the Bidder pursuant to ITB Clause 20.

22.3 Bids (and modifications sent pursuant to ITB Clause 21.2) that are not opened and read out at the opening of the bid shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids shall be returned unopened to the Bidders.

22.4 The Purchaser shall prepare minutes of the opening of the bid.

25. Clarification of bids

During evaluation of the bids, the Purchaser may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.

26. Preliminary examination

24.1 The Purchaser shall examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

24.2 Arithmetical errors will be rectified on the following basis. If there is a

discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the Contractor does not accept the correction of the errors, its bid shall be rejected, and its Bid Security may be forfeited. If there is a discrepancy between words and figures, the amount in words shall prevail.

24.3 The Purchaser may waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

24.4 Prior to the detailed evaluation, pursuant to ITB Clause 26, the Purchaser will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the bidding documents without material deviations. Deviations from, or objections or reservations to critical provisions, **such as** those concerning Bid Security (ITB Clause 15), Applicable Law (GCC Clause 16), and Taxes and Duties (GCC Clause 7), shall be deemed to be a material deviation. The Purchaser's determination of a bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.

24.5 If a bid is not substantially responsive, it shall be rejected by the Purchaser and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

27. Conversion to single currency

25.1 To facilitate evaluation and comparison, the Purchaser shall convert all bid prices expressed in the amounts in various currencies in which the bid prices are payable to either:

(a) the currency of the Purchaser's country at the selling exchange rate established for similar transactions by the Central Bank or a commercial bank in the Purchaser's country;

or

(b) a currency widely used in international trade, such as U.S. dollars, at the selling rate of exchange published in the international press for the amount payable in foreign currency; and at the selling exchange rate established for similar transactions by the Central Bank in the Purchaser's country for the amount payable in the currency of the Purchaser's country.

25.2 The currency selected for converting bid prices to a common base for the purpose of evaluation, along with the source and date of the exchange rate, are specified in the Bid Data Sheet.

28. Evaluation and comparison of bids

26.1 The Purchaser will evaluate and compare the bids which have been determined to be substantially responsive, pursuant to ITB Clause 24.

26.2 The Purchaser's evaluation of a bid will take into account, in addition to the bid price quoted in accordance with ITB Clause 11.2, one or more of the following factors as specified in the **Bid Data Sheet**:

(a) Experience in the provision of Cleaning, Sanitary, Landscaping and Waste Management services.

Previous experience in the provision of Cleaning, Sanitary, Waste Management Services and Landscaping to a large Commercial Organization (to be verified from submitted references and company profiles);

(b) Staff experience

Previous experience in provision of Cleaning and Sanitary, Waste Management and Landscaping.

Practical experience – Summarized curriculum vitae of the officers and persons CVs of key staff and qualifications attached;

(c) Methodology
Detailed Capability Statement and proposed methodology for executing the contract and the breakdown of costs involved for the service;

(a) other specific criteria indicated in the Bid Data Sheet and/ or in the Technical Specifications.

29. Contacting the Purchaser

27.1 Subject to ITB Clause 23, a Bidder shall not contact the Purchaser on any matter relating to its bid, from the time of the opening of the bid to the time the Contract is awarded. If the Bidder wishes to bring additional information to the notice of the Purchaser, it should do so in writing.

27.2 Any effort by a Bidder to influence the Purchaser in its decisions on the bid evaluation, bid comparison, or Contract award may result in the rejection of the Bidder's bid.

F. Award of Contract

30. Award Criteria

32.1 Subject to ITB Clause 33, the Employer will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the bidding documents and who has offered the lowest evaluated Bid price, provided that such Bidder has been determined to be (a) eligible in accordance with the provisions of ITB Clause 4, and (b) qualified in accordance with the provisions of ITB Clause 5.

32.2 If, pursuant to ITB Sub-Clause 13.2 this contract is being let on a "slice and package" basis, the lowest evaluated Bid Price will be determined when evaluating this contract in conjunction with other contracts to be awarded concurrently. Taking into account any discounts offered by the bidders for the award of more than one contract.

31. Employer's Right to Accept any Bid and to Reject any or all Bids

33.1 Notwithstanding ITB Clause 32, the Employer reserves the right to accept or reject any Bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or

bidders of the grounds for the Employer's action.

32. Notification of Award and Signing of Agreement

34.1 The Bidder whose Bid has been accepted will be notified of the award by the Employer prior to expiration of the Bid validity period by cable, telex, or facsimile confirmed by registered letter from the Employer. This letter (hereinafter and in the Conditions of Contract called the "Letter of Acceptance") will state the sum that the Employer will pay the Service provider in consideration of the execution, completion, and maintenance of the Services by the Service provider as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price").

34.2 The notification of award will constitute the formation of the Contract.

34.3 The Contract, in the form provided in the bidding documents, will incorporate all agreements between the Employer and the successful Bidder. It will be signed by the Employer and sent to the successful Bidder along with the Letter of Acceptance. Within 21 days of receipt of the Contract, the successful bidder shall sign the Contract and return it to the Employer, together with the required performance security pursuant to Clause 35.

34.4 Upon fulfillment of ITB Sub-Clause 34.3, the Employer will promptly notify the unsuccessful Bidders the name of the winning Bidder and that their bid security will be returned as promptly as possible.

34.5 If, after notification of award, a bidder wishes to ascertain the grounds on which its bid was not selected, it should address its request to the Employer. The Employer will promptly respond in writing to the unsuccessful Bidder.

33. Performance Security

35.1 Within 21 days after receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Employer a Performance Security in the amount and in the form (Bank Guarantee and/or Performance Bond) **stipulated in the BDS,** denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the General Conditions of Contract.

35.2 If the Performance Security is provided by the successful Bidder in the form of a Bank Guarantee, it shall be issued either (a) at the Bidder's option, by a bank located in Zambia or a foreign bank through a correspondent bank located in Zambia, or (b) with the agreement of the Employer directly by a foreign bank acceptable to the Employer.

35.3 If the Performance Security is to be provided by the successful Bidder in the form of a Bond, it shall be issued by a surety which the Bidder has determined to be acceptable to the Employer.

35.4 Failure of the successful Bidder to comply with the requirements of ITB Sub-Clause 35.1 shall constitute sufficient grounds for cancellation of the award and forfeiture of the Bid

Security.

34. Advance Payment and Security

36.1 The Employer will provide an Advance Payment on the Contract Price as stipulated in the Conditions of Contract, subject to the amount **stated in the BDS.**

35. Adjudicator

37.1 The Employer proposes the person **named in the BDS** to be appointed as Adjudicator under the Contract, at an hourly fee **specified in the BDS**, plus reimbursable expenses. If the Bidder disagrees with this proposal, the Bidder should so state in the Bid. If, in the Letter of Acceptance, the Employer has not agreed on the appointment of the Adjudicator, the Adjudicator shall be appointed by the Appointing Authority designated in the Special Conditions of Contract at the request of either party.

Section II. Bidding Data Sheet

Instructions to Bidders Clause Reference

A. General	
1.1	The Employer is **Zambia Revenue Authority**. The name and identification number of the Contract is **ZRA/OBN/044/2026**
1.2	The Intended Completion Date is **2026.**
2.1	The Procuring Entity is **Zambia Revenue Authority** The Project is **Tender for the Provision of cleaning and landscaping services at various stations in different locations for a period of one year.**
5.2	Prequalification _____ been undertaken. **(N/A)**
5.3	**The Qualification Information and Bidding forms to be submitted are as follows:** The Bidder shall submit the following additional documents in its bid: (a) Submission of a **bid form (letter of bid)** using the sample bid form included in Section IV. The bid form should be on company letterhead, clearly showing the bidder's full name, contact details, and address, with a bid validity of **90 (ninety) days**, duly signed by a person granted the power of attorney. (b) Submission of written **Power of Attorney** authorizing an officer to sign the bid and any other relevant documents on behalf of the company. The **full name** and **specimen signature** of the appointed person committing the bid must be provided. Failure to comply with this requirement shall render the bid non-responsive. (c) **Bid Security** of not less than 2% of the bid sum **OR** submission of fully signed **bid securing declaration** form indicating **3 years** suspension period in case of breach of tendering rules. (d) Bidders must submit proof of registration as a legal entity in form of a **Certificate of Incorporation or PACRA Registration** or its equivalent. In the case of joint ventures all the parties must submit their certificates of Incorporation. (e) Submission of **PACRA Printout showing shareholding structure.** Participation by a Bidder in more than one Bid with the same shareholders will result in the disqualification of all Bids in

which the party is involved. Please note that this tender is **open to citizens and local bidders only**, in accordance with Section 39(2) of the Public Procurement Act 2020, as amended by Section 15(a).

i. In the case of **Joint Venture arrangements**, both companies should have appropriate documentation in compliance with the eligibility requirements as per the law provision. As regards the technical, financial, and commercial criteria/requirements, they shall be required to complement each other.

ii. **Joint Venture Companies** are required to submit a Joint Venture agreement, which shall be signed by both parties. The Joint Venture shall clearly state the Lead Partner who shall be responsible for the execution of the contract. Failure to submit a Joint Venture agreement shall render the bid non-responsive.

(f) In accordance with Statutory Instrument No. 45 of 2025, The **Public Procurement (Preference and Reservation Schemes)** Regulations, and Section 91(2)(e) of the Public Procurement Act No. 8 of 2020, this procurement shall be subject to the preference and reservation scheme. The reservation applies to the target groups that meet the eligibility requirements specified in the Solicitation Document. In evaluating a bid, the Authority shall adjust the bid price to facilitate preferential treatment as follows:

1. **Local supplier: 5% -** Preferential treatment for a local supplier applies only where a foreign bidder is permitted to participate in the bidding process.

2. **Citizen supplier: 7%**

3. **Citizen enterprise owned by:**

   a. Woman: 9%

   b. Youth: 9%

   c. Person with disability: 10%

4. **Citizen-owned business** with annual turnover not exceeding the threshold under the Income Tax Act**: 8%**

5. **Citizen and local supplier in a joint venture or subcontracting agreement: 6%.** Participation in joint ventures shall be restricted to partnerships between citizen bidders or

	between citizen and local bidders. 6. **Eligibility:** All bidders seeking to benefit from the reservation and preference scheme must provide documentary evidence of their status as a citizen bidder or as part of the designated target group (e.g., ownership documents, registration certificates, national identification, and any other relevant evidence as prescribed). A target group referred to under sub-regulation (1) shall be a legal entity registered with a relevant Government body to benefit from a preference and reservation scheme. (g) Submission of a valid ZRA **Tax Clearance Certificate**. (h) Bidders are required to be registered on the **ZRA Smart Invoice System**. Bidders are therefore required to submit any document with a ZRA stamp indicating that they are registered on the Smart Invoice System or that they have applied to register. Failure to register on the Smart Invoice System will render the bid to be declared non-responsive. (i) Submission of a valid **certificate of compliance** from the National Pension Scheme Authority (NAPSA) or **valid evidence** of having fulfilled obligations concerning social security contributions with NAPSA. (j) Submission of **Litigation Status** of the bidder. The litigation status should come from the bidder's advocates/law firm. The Litigation status to be submitted by the bidder should be current and specific to this tender. (k) **Beneficial Ownership Disclosure.** pursuant to **Regulation 142(3)h of the** Public Procurement Regulation bidders are required to disclose who the Beneficial Owners in the tenders are. Failure to provide details of beneficial ownership as eligibility requirement shall render the bid to be declared non-responsive.
5.4	**Bidder to submit Bid Security of not less than 2% of the Bid Sum or Bid Securing Declaration using the form attached.**
5.5	**Period of validity of the bid: 90 days from the date of opening of the bids.**
B. Bidding Data	
9.2 and 19.1	The number of copies of the Bid to be completed and returned shall be One Original.
C. Preparation of Bids	
13.1	The additional materials required to be completed and submitted are: **Bid document to be submitted Electronically.**
14.4	The rate of commission shall not be subject to price adjustment during the validity period in accordance with Clause 6.6 of the Conditions of Contract. Annual reviews may be allowed where a bidder has provided enough justification acceptable to the Authority. Where the bidder applies for a commission rate adjustment, the Authority may award an adjustment or terminate the Contract and invite a fresh tender.

15.1	Local inputs shall be quoted in ***Zambian Kwacha (K).***
16.1	The period of Bid validity shall be **90 days** after the deadline for Bid submission specified in the BDS.
17.1	The Bidder shall provide: **One electronic bid document**
17.2	The amount of Bid Security shall be **2% of the bid sum duly signed and authorized by the guarantors.**
18.1	Alternative bids **NOT** permitted.
18.2	Alternative times for completion **NOT** permitted. If permitted, the range of acceptable completion time is: _____.(N/A) If alternative times for completion are permitted, the evaluation method will be as follows: .(N/A)
18.4	Alternative technical solutions shall be permitted for the following parts of the Services: _____. (N/A) If alternative technical solutions are permitted, the evaluation method will be as follows: _____. (N/A)
D. Submission of Bids	
20.2	The Employer's address for the purpose of Bid submission is: Bids must be addressed to **the Secretary, Procurement Committee, 10th Floor, Revenue House, Kabwe Round About, Lusaka, Zambia. <u>Bids must be submitted online on the E-GP Platform under the Zambia Public Procurement Authority (ZPPA).</u>** For identification, the bid should indicate: Contract: **Tender for the Provision of Fumigation and Rat Baiting Services at Various Zambia Revenue Authority Stations on a one-year contract** Bid / Contract Number: – **ZRA/OBN/044/2026**
21.1	**The deadline for submission of bids shall be Wednesday, 4th November, 2026**
E. Bid Opening and Evaluation	
24.1	Bids will be opened online on the E-GP Platform at **10:00 hours** of the day **Wednesday 4th November, 2026.**
29.1	Currency chosen for the purpose of converting to a common currency. Bidders are required to quote in local currency **On the date of tender closing.** Source of exchange rate: **N/A** Exchange rate date. **N/A**
F. Award of Contract	
35.0	**The Performance Security acceptable to the Employer shall be the in the Standard Form of "Bank Guarantee from any Registered Commercial Bank". Bidders will be required to provide a Performance bond**
36.1	The Advance Payment shall be of **(N/A)** percent of the Contract Price.
37.1	The Adjudicator proposed by the Employer is _____. The hourly fee for this proposed Adjudicator shall be _____. The biographical

	data of the proposed Adjudicator is as follows: _____.

Section III. Evaluation and Qualification Criteria

This Section complements the Instructions to Bidders. It contains the criteria that the Procuring Entity may use to evaluate a bid and determine whether a Bidder has the required qualifications. No other criteria shall be used.

Contents

1. Evaluation Criteria

- · Preliminary Stage
- · Technical Stage
- · Commercial Stage
- · Post Qualification Stage

(i) Preliminary Qualification Requirements

The Qualification Information and Bidding forms to be submitted are as follows:

a) Submission of a **bid form (letter of bid)** using the sample bid form included in Section IV. The bid form should be on company letterhead, clearly showing the bidder's full name, contact details, and address, with a bid validity of **90 (ninety) days**, duly signed by a person granted the power of attorney.

b) Submission of written **Power of Attorney** authorizing an officer to sign the bid and any other relevant documents on behalf of the company. The **full name** and **specimen signature** of the appointed person committing the bid must be provided. Failure to comply with this requirement shall render the bid non-responsive.

c) **Bid Security** of not less than 2% of the bid sum **OR** submission of fully signed **bid securing declaration** form indicating **3 years** suspension period in case of breach of tendering rules.

d) Bidders must submit proof of registration as a legal entity in form of a **Certificate of Incorporation or PACRA Registration** or its equivalent. In the case of joint ventures all the parties must submit their certificates of Incorporation.

e) Submission of **PACRA Printout showing shareholding structure.** Participation by a Bidder in more than one Bid with the same shareholders will result in the disqualification of all Bids in which the party is involved. Please note that this tender is **open to citizens and local bidders only**, in accordance with Section 39(2) of the Public Procurement Act 2020, as amended by Section 15(a).

    i. In the case of **Joint Venture arrangements**, both companies should have appropriate documentation in compliance with the eligibility requirements as per the law provision. As regards the

technical, financial, and commercial criteria/requirements, they shall be required to complement each other.

ii. **Joint Venture Companies** are required to submit a Joint Venture agreement, which shall be signed by both parties. The Joint Venture shall clearly state the Lead Partner who shall be responsible for the execution of the contract. Failure to submit a Joint Venture agreement shall render the bid non-responsive.

f) In accordance with Statutory Instrument No. 45 of 2025, The **Public Procurement (Preference and Reservation Schemes)** Regulations, and Section 91(2)(e) of the Public Procurement Act No. 8 of 2020, this procurement shall be subject to the preference and reservation scheme. The reservation applies to the target groups that meet the eligibility requirements specified in the Solicitation Document. In evaluating a bid, the Authority shall adjust the bid price to facilitate preferential treatment as follows:

g) **Local supplier: 5% -** Preferential treatment for a local supplier applies only where a foreign bidder is permitted to participate in the bidding process.

h) **Citizen supplier: 7%**

i) **Citizen enterprise owned by:**

a. Woman: 9%

b. Youth: 9%

c. Person with disability: 10%

j) **Citizen-owned business** with annual turnover not exceeding the threshold under the Income Tax Act**: 8%**

k) **Citizen and local supplier in a joint venture or subcontracting agreement: 6%.** Participation in joint ventures shall be restricted to partnerships between citizen bidders or between citizen and local bidders.

l) **Eligibility:** All bidders seeking to benefit from the reservation and preference scheme must provide documentary evidence of their status as a citizen bidder or as part of the designated target group (e.g., ownership documents, registration certificates, national identification, and any other relevant evidence as prescribed). A target group referred to under sub-regulation (1) shall be a legal entity registered with a relevant Government body to benefit from a preference and reservation scheme.

m) Submission of a valid ZRA **Tax Clearance Certificate**.

n) Bidders are required to be registered on the **ZRA Smart Invoice System**. Bidders are therefore required to submit any document with a ZRA stamp indicating that they are registered on the Smart Invoice System or that they have applied to register. Failure to register on the Smart Invoice System will render the bid to be declared non-responsive.

o) Submission of a valid **certificate of compliance** from the National Pension Scheme Authority (NAPSA) or **valid evidence** of having fulfilled obligations concerning social security contributions with NAPSA.

p) Submission of **Litigation Status** of the bidder. The litigation status should come from the bidder's advocates/law firm. The Litigation status to be submitted by the bidder should be current and specific to this tender.

q) **Beneficial Ownership Disclosure.** pursuant to **Regulation 142(3)h of the** Public Procurement Regulation bidders are required to disclose who the Beneficial Owners in the tenders are. Failure to provide details of beneficial ownership as eligibility requirement shall render the bid to be declared non-responsive.

(ii) Schedule of Requirement

Suppliers are free to quote on any of the Lots below;

Schedule of Services for all the Locations

The Contractor shall provide the required Services as follows:

Lot 1: Schedule of Services Solwezi Office

The Contractor shall provide the required Services as follows:

Location: Solwezi Office	
1.0	**Introduction** ZRA intends to engage a Contractor to provide Cleaning and landscaping of offices at Solwezi Office. The Contractor shall be expected to meet the high level of standards that will be specified in this Contract.
2.0	**Schedule/Scope of Works** Contractor shall provide the required Services at ZRA Solwezi Office. The service will be required Six (6) days a week from 07:00 hours to 17:00 hours on Mondays to Fridays and 08:00 hours to 13:00 hours on Saturdays and Public Holidays. The Services shall consist of: **A. Cleaning** The cleaning services shall be carried out in the Office space where, the Contractor shall:

	a) provide a manpower of 3 No. cleaners with a minimum of one-year work experience in a similar role; b) sweep, dust, vacuum and remove stains three times per day; c) strip floors twice per week; d) clean all the windows and remove cobwebs monthly (the windows require special cleaning using scaffolding); e) shampoo, disinfect, mop, dry and buff the floors; f) disinfect door handles and other required surfaces every 2 hours in a day (COVID-19 prevention); and g) Provide adequate and appropriate PPE attire for staff at all times. **Schedule of Equipment** The Contractor shall provide the following tools during the term of this contract: a) Cleaning Equipment i. 6 x Mops (at all times) ii. 3 x Soft Brooms (at all times); iii. 2 x Maid Carts (at all times); iv. 3 x Feather Dusters (at all times); v. 3 x Cobweb Removers (at all times); vi. 1 X Shinning machine (at all times); vii. 3 x Caution signs; and viii. 3 x Dust Beaters
	C. Landscaping The Contractor shall, in relation to the lawn, indoor and outdoor flowerbeds and general surroundings: a) provide Three (03) gardeners; b) mow, water and weed the lawn; c) keep grass in the surrounding trim at all times (May require hiring of a tractor to achieve this); d) tend the flowers (this shall entail trimming, weeding, cutting and pruning); e) provide black soil, termite treatment, manual and any other required materials to enhance growth of plants and lawn sweep and pick litter in driveways daily; f) wash driveways, car park and drains once a week; g) plant flowers as and when need arises; and h) Provide adequate and appropriate PPE attire for all staff at all times. The Contractor shall devote its time, attention and abilities to the proper exercise of its duties and shall complete all the tasks diligently during the term of this Contract.
	Schedule of Equipment The Contractor shall provide the following tools during the term of this contract: **Landscaping Equipment/Tools;** i. 1 x Wheelbarrows;

	ii. 1 x Lawn mower; iii. 3 x Garden shears; iv. 3 x Leaf rakes; v. 2 x Picks; vi. 3 x Garden Forks; vii. 3 x Hosepipes; viii. 3 x Hard brooms; ix. 3 x Spades/Shovels; x. 3 x Hoes; xi. 4 x Sprinklers; xii. 3 x Weeders; **xiii.** 3 x Hedge Cutter; and xiv. 3 x slashers.

Other Information for Bidders

The bidder shall -

1. Quote per month x number of months annually. Note that all monthly bills are to be certified by the Estates Officer, Maintenance Officer, Station Manager or any other Officer so assigned before processing of payment;
2. State the number of employees; the minimum required is 3No. for cleaning and 3No. for landscaping;
3. Must conform to the **minimum wage requirement**;
4. State the approach to executing their work;
5. State the implements to be acquired for use;
6. State the anticipated consumption pattern of consumables for cleaning and sanitary services;
7. Include labour charges by providing anticipated monthly wage bill for the required staff and total charges per month. Note that operating hours are from 07:00 hours to 17:00 hours on Mondays to Fridays and 07:00 hours to 14:00 hours on Saturdays and Public Holidays.
8. Must have performed one or more similar contracts in the last five years. Bidder shall furnish documentary evidence such as contracts or purchase orders. The bidder shall obtain and present a Past Performance Certificate/clearance from ZRA if you have provided the same services to Zambia Revenue Authority before;
9. Conduct a site visit and present a site visit confirmation form issued by the Station;
10. Attach CV and copies of qualifications for the Supervisor and Contract Manager;
11. Provide health and safety Policy Statement; and
12. Provide valid Employers Registration Certificate from Workers Compensation Control Board.

Lot 2: Schedule of Services for Kasama Office

The Contractor shall provide the required Services as follows:

Location: ZRA Kasama – Compensation House	
1	**Introduction**

	ZRA intends to engage a Contractor to provide Cleaning services to ZRA Offices at Compensation House in Kasama. The Contractor shall be expected to meet the high level of standards that will be specified in this Contract.
2	**Schedule/Scope Of Works** The Contractor shall provide the required Services to ZRA offices at Compensation House, Kasama, Northern Province. The service will be required Six (6) days a week from 07:00 hours to 17:00 hours on Mondays to Fridays and 08:00 hours to 13:00 hours on Saturdays and Public Holidays. The Services shall consist of: **A. Cleaning** The cleaning services shall be carried out in the partitioned offices, pool offices, boardroom, storerooms, kitchens on various flooring such as ceramic, porcelain, parquet, terrazzo or composed of other material. In particular, the Contractor shall: a) provide a manpower of 2 cleaners with a minimum of one year work experience in a similar role; b) provide a supervisor dedicated to the station who has a minimum of a certificate in housekeeping and two to three years' experience in housekeeping; c) sweep, dust, vacuum and remove stains three times per day; d) strip floors twice per week; e) clean all the windows and remove cobwebs monthly (the windows require special cleaning using scaffolding); f) shampoo, disinfect, mop, dry, apply floor polish, shine and buff the floors; and g) Provide adequate and appropriate PPE attire for all staff at all times.
3	**Schedule Of Equipment** The Contractor shall provide the following tools during the term of this contract: a.) Cleaning Equipment i. 1 x Shining Machine; ii. 1 x Vacuum Cleaner; iii. 4 x colour coded Mops; iv. 4 x Soft Brooms (at all times); v. 2 x Maid Carts (at all times); vi. 2 x Feather Dusters (at all times); vii. 2 x Cobweb Removers (at all times); viii. 2 x Caution signs; and ix. 2 x Dust Beaters
	Other Information for Bidders The bidder shall - 1. Quote per month x number of months annual. Note that all monthly bills are to be certified by the Estates Officer, Maintenance Officer,

	Station Manager or any other Officer so assigned before processing of payment; 2. State the number of employees; the minimum required is 2No. for internal cleaning plus a supervisor (total 3); 3. Must conform to the **minimum wage requirement**; 4. state the approach to executing their work; 5. state the implements to be acquired for use; 6. state the anticipated consumption pattern of consumables for cleaning and sanitary services; 7. Include labour charges by providing anticipated monthly wage bill for the required staff and total charges per month. Note that operating hours are from 07:00 hours to 17:00 hours on Mondays to Fridays and 08:00 hours to 13:00 hours on Saturdays and Public Holidays. 8. Must have performed one or more similar contracts in the last five years. Bidder shall furnish documentary evidence such as contracts or purchase orders. The bidder shall obtain and present a Past Performance Certificate/clearance from ZRA if you have provided the same services to Zambia Revenue Authority before; 9. Conduct a site visit and present a site visit confirmation form issued by the Station; 10. Attach CV and copies of qualifications for the Supervisor and Contract Manager; 11. Provide health and safety Policy Statement; and 12. Provide valid Employers Registration Certificate from Workers Compensation Control Board

Lot 3: Schedule of Services for Mongu Office

The Contractor shall provide the required Services as follows:

Location: Mongu Office	
1.0	**Introduction** ZRA intends to engage a Contractor to provide Cleaning, Sanitary and Toilet cleaning services at Mongu Office. The Contractor shall be expected to meet the high level of standards that will be specified in this Contract.
2.0	**Schedule/Scope of Works** Contractor shall provide the required Services at ZRA Mongu Office. The service will be required Six (6) days a week from 07:00 hours to 17:00 hours on Mondays to Fridays and 08:00 hours to 13:00 hours on Saturdays and Public Holidays. The Services shall consist of: **A. Cleaning** The cleaning services shall be carried out in the Office space where, the Contractor shall:
	a) provide a manpower of 2 No. cleaners with a minimum of one-year work experience in a similar role;

	b) sweep, dust, vacuum and remove stains three times per day; c) strip floors twice per week; d) clean all the windows and remove cobwebs monthly (the windows require special cleaning using scaffolding); e) shampoo, disinfect, mop, dry and buff the floors; f) disinfect door handles and other required surfaces every 2 hours in a day (COVID-19 prevention); and g) Provide adequate and appropriate PPE attire for staff at all times. **Schedule of Equipment** The Contractor shall provide the following tools during the term of this contract: a) Cleaning Equipment i. 2 x Mops (at all times) ii. 2 x Soft Brooms (at all times); iii. 1 x Maid Carts (at all times); iv. 2 x Feather Dusters (at all times); v. 1 x Cobweb Remover (at all times); vi. 1 x Shining machine (at all times); vii. 2 x Caution signs; and viii. 2 x Dust Beaters
	B. Toilets The toilet facilities, comprising toilets, urinals, mirrors, sinks, ceramic wall tiles and other fittings, shall be cleaned in the following manner: a) scouring; b) disinfecting; c) deep cleaning; d) providing deodorised pee mats in all urinals: e) provide deodorised blocks and air freshener in all conveniences (both ladies and gents) f) providing liquid hand soap in all conveniences; g) Check Cleaning of all toilets (at least once every 30 minutes); h) Provide dedicated/stationed staff for the Public Toilets (both ladies and gents); and i) Provide adequate and appropriate PPE attire for all staff at all times. ,
	C. Sanitary The Contractor shall: a) provide Two (02) peddle sanitary bins; b) ensure that the sanitary bins are emptied at least twice a week; c) ensure that after being emptied, the sanitary bins shall always be disinfected; d) ensure that the used sanitary plastic bag is always replaced with a fresh sanitary plastic bag; and e) Provide adequate and appropriate PPE attire for all staff at all times. **Other Information for Bidders** The bidder shall -

	1. Quote per month x number of months annually. Note that all monthly bills are to be certified by the Estates Officer, Maintenance Officer, Station Manager or any other Officer so assigned before processing of payment; 2. State the number of employees; the minimum required is 2No. for cleaning and supervisor 1No.; 3. Must conform to the **minimum wage requirement**; 4. State the approach to executing their work; 5. State the implements to be acquired for use; 6. State the anticipated consumption pattern of consumables for cleaning and sanitary services; 7. Include labour charges by providing anticipated monthly wage bill for the required staff and total charges per month. Note that operating hours are from 07:00 hours to 17:00 hours on Mondays to Fridays and 07:00 hours to 14:00 hours on Saturdays and Public Holidays. 8. Must have performed one or more similar contracts in the last five years. Bidder shall furnish documentary evidence such as contracts or purchase orders. The bidder shall obtain and present a Past Performance Certificate/clearance from ZRA if you have provided the same services to Zambia Revenue Authority before; 9. Conduct a site visit and present a site visit confirmation form issued by the Station; 10. Attach CV and copies of qualifications for the Supervisor and Contract Manager; 11. Provide health and safety Policy Statement; and 12. Provide valid Employers Registration Certificate from Workers Compensation Control Board.

Lot 4: Schedule of Services for Musonko House - Chingola

The Contractor shall provide the required Services as follows:

Location: Chingola – Musonko House	
1.0	**Introduction** ZRA intends to engage a Contractor to provide Cleaning services to ZRA Offices at Musonko House in Chingola. The Contractor shall be expected to meet the high level of standards that will be specified in this Contract.
2.0	**Schedule/Scope of Works** The Contractor shall provide the required Services to ZRA offices at Musonko House, Chingola on the Copperbelt. The service will be required Six (6) days a week from 07:00 hours to 17:00 hours on Mondays to Fridays and 08:00 hours to 13:00 hours on Saturdays and Public Holidays. The Services shall consist of: **B. Cleaning** The cleaning services shall be carried out in the partitioned offices, pool offices, boardroom, storerooms, and kitchens on various flooring such as ceramic, porcelain, parquet, terrazzo or composed of other material. In particular, the Contractor shall:

	a) provide a manpower of 2 cleaners with a minimum of one year work experience in a similar role; b) provide a supervisor dedicated to the station who has a minimum of a certificate in housekeeping and two to three years' experience in housekeeping; c) sweep, dust, vacuum and remove stains three times per day; d) strip floors twice per week; e) clean all the windows and remove cobwebs monthly (the windows require special cleaning using scaffolding); f) shampoo, disinfect, mop, dry, apply floor polish, shine and buff the floors; and g) Provide adequate and appropriate PPE attire for all staff at all times.
3.0	**Schedule Of Equipment** The Contractor shall provide the following tools during the term of this contract: a) Cleaning Equipment b) 1 x Shining Machine; c) 1 x Vacuum Cleaner; d) 4 x colour coded Mops; e) 4 x Soft Brooms (at all times); f) 2 x Maid Carts (at all times); g) 2 x Feather Dusters (at all times); h) 2 x Cobweb Removers (at all times); i) 2 x Caution signs; and j) 2 x Dust Beaters
	Other Information for Bidders The bidder shall - 1. Quote per month x number of months annual. Note that all monthly bills are to be certified by the Estates Officer, Maintenance Officer, Station Manager or any other Officer so assigned before processing of payment; 2. State the number of employees; the minimum required is 2No. for internal cleaning plus a supervisor (total 3); 3. Must conform to the **minimum wage requirement**; 4. state the approach to executing their work; 5. state the implements to be acquired for use; 6. state the anticipated consumption pattern of consumables for cleaning and sanitary services; 7. Include labour charges by providing anticipated monthly wage bill for the required staff and total charges per month. Note that operating hours are from 07:00 hours to 17:00 hours on Mondays to Fridays and 08:00 hours to 13:00 hours on Saturdays and Public Holidays. 8. Must have performed one or more similar contracts in the last five years. Bidder shall furnish documentary evidence such as contracts or purchase orders. The bidder shall obtain and present a Past Performance Certificate/clearance from ZRA if you have provided the same services to Zambia Revenue Authority before;

	9. Conduct a site visit and present a site visit confirmation form issued by the Station; 10. Attach CV and copies of qualifications for the Supervisor and Contract Manager; 11. Provide health and safety Policy Statement; and 12. Provide valid Employers Registration Certificate from Workers Compensation Control Board

Lot 5: Schedule of Services for Mansa Office

The Contractor shall provide the required Services as follows:

Location: ZRA Mansa – NAPSA Building	
1.0	**Introduction** ZRA intends to engage a Contractor to provide Cleaning services to ZRA Offices to ZRA offices at NAPSA Building in Mansa. The Contractor shall be expected to meet the high level of standards that will be specified in this Contract.
2.0	**Schedule/Scope Of Works** The Contractor shall provide the required Services to ZRA offices at NAPSA Building in Mansa, Luapula Province. The service will be required Six (6) days a week from 07:00 hours to 17:00 hours on Mondays to Fridays and 08:00 hours to 13:00 hours on Saturdays and Public Holidays. The Services shall consist of: **C. Cleaning** The cleaning services shall be carried out in the partitioned offices, pool offices, boardroom, storerooms, passageways, common areas, kitchens on various flooring such as ceramic, porcelain, parquet, terrazzo or composed of other material. In particular, the Contractor shall: a) provide a manpower of 2 cleaners with a minimum of one year work experience in a similar role and 1No. supervisor ; b) provide a supervisor dedicated to the station who has a minimum of a certificate in housekeeping and two to three years' experience in housekeeping; c) sweep, dust, vacuum and remove stains three times per day; d) strip floors twice per week; e) clean all the windows and remove cobwebs monthly (the windows require special cleaning using scaffolding); f) shampoo, disinfect, mop, dry, apply floor polish, shine and buff the floors; and g) Provide adequate and appropriate PPE attire for all staff at all times.
3.0	**Schedule Of Equipment** The Contractor shall provide the following tools during the term of this contract: a.) Cleaning Equipment i. 1 x Shining Machine;

	ii. 1 x Vacuum Cleaner; iii. 4 x colour coded Mops; iv. 4 x Soft Brooms (at all times); v. 2 x Maid Carts (at all times); vi. 2 x Feather Dusters (at all times); vii. 2 x Cobweb Removers (at all times); viii. 2 x Caution signs; and ix. 2 x Dust Beaters
	Other Information for Bidders The bidder shall - 1. Quote per month x number of months annual. Note that all monthly bills are to be certified by the Estates Officer, Maintenance Officer, Station Manager or any other Officer so assigned before processing of payment; 2. State the number of employees; the minimum required is 2No. for internal cleaning plus a supervisor (total 3); 3. Must conform to the **minimum wage requirement**; 4. state the approach to executing their work; 5. state the implements to be acquired for use; 6. state the anticipated consumption pattern of consumables for cleaning and sanitary services; 7. Include labour charges by providing anticipated monthly wage bill for the required staff and total charges per month. Note that operating hours are from 07:00 hours to 17:00 hours on Mondays to Fridays and 08:00 hours to 13:00 hours on Saturdays and Public Holidays. 8. Must have performed one or more similar contracts in the last five years. Bidder shall furnish documentary evidence such as contracts or purchase orders. The bidder shall obtain and present a Past Performance Certificate/clearance from ZRA if you have provided the same services to Zambia Revenue Authority before; 9. Conduct a site visit and present a site visit confirmation form issued by the Station; 10. Attach CV and copies of qualifications for the Supervisor and Contract Manager; 11. Provide health and safety Policy Statement; and 12. Provide valid Employers Registration Certificate from Workers Compensation Control Board

Lot 6: Schedule of Services for Kabwe Office

The Contractor shall provide the required Services as follows:

Location: Kabwe Office

1.0	**Introduction** ZRA intends to engage a Contractor to provide Cleaning and landscaping of offices at Kabwe Office. The Contractor shall be expected to meet the high level of standards that will be specified in this Contract.
2.0	**Schedule/Scope of Works** Contractor shall provide the required Services at ZRA Chipata Office. The service will be required Six (6) days a week from 07:00 hours to 17:00 hours on Mondays to Fridays and 08:00 hours to 13:00 hours on Saturdays and Public Holidays. The Services shall consist of: **A. Cleaning** The cleaning services shall be carried out in the Office space where, the Contractor shall:
	a) provide a manpower of 3 No. cleaners with a minimum of one-year work experience in a similar role; b) sweep, dust, vacuum and remove stains three times per day; c) strip floors twice per week; d) clean all the windows and remove cobwebs monthly (the windows require special cleaning using scaffolding); e) shampoo, disinfect, mop, dry and buff the floors; f) disinfect door handles and other required surfaces every 2 hours in a day (COVID-19 prevention); and g) Provide adequate and appropriate PPE attire for staff at all times. **Schedule of Equipment** The Contractor shall provide the following tools during the term of this contract: h) Cleaning Equipment a. 2 x Mops (at all times) b. 2 x Soft Brooms (at all times); c. 1 x Maid Carts (at all times); d. 2 x Feather Dusters (at all times); e. 1 x Cobweb Removers (at all times); f. 1 X Shinning machine (at all times); g. 2 x Caution signs; and h. 2 x Dust Beaters
	D. Landscaping The Contractor shall, in relation to the lawn, indoor and outdoor flowerbeds and general surroundings: a) provide Three (03) gardeners; b) mow, water and weed the lawn; c) keep grass in the surrounding trim at all times (May require hiring of a tractor to achieve this); d) tend the flowers (this shall entail trimming, weeding, cutting and pruning); e) provide black soil, termite treatment, manual and any other

	required materials to enhance growth of plants and lawn sweep and pick litter in driveways daily; f) wash driveways, car park and drains once a week; g) plant flowers as and when need arises; and h) Provide adequate and appropriate PPE attire for all staff at all times. The Contractor shall devote its time, attention and abilities to the proper exercise of its duties and shall complete all the tasks diligently during the term of this Contract.
	Schedule of Equipment The Contractor shall provide the following tools during the term of this contract: **Landscaping Equipment/Tools;** i) 1 x Wheelbarrows; ii) 1 x Lawn mower; iii) 3 x Garden shears; iv) 3 x Leaf rakes; v) 2 x Picks; vi) 3 x Garden Forks; vii) 3 x Hosepipes; viii) 3 x Hard brooms; xi) 3 x Spades/Shovels; x) 3 x Hoes; xi) 4 x Sprinklers; xii) 3 x Weeders; xiii) 3 x Hedge Cutter; and xiv) 3 x slashers.
	Other Information for Bidders The bidder shall - 1. Quote per month x number of months annually. Note that all monthly bills are to be certified by the Estates Officer, Maintenance Officer, Station Manager or any other Officer so assigned before processing of payment; 2. State the number of employees; the minimum required is 3No. for cleaning and 3No. for landscaping and 1No. Supervisor; 3. Must conform to the **minimum wage requirement**; 4. State the approach to executing their work; 5. State the implements to be acquired for use; 6. State the anticipated consumption pattern of consumables for cleaning and sanitary services; 7. Include labour charges by providing anticipated monthly wage bill for the required staff and total charges per month. Note that operating hours are from 07:00 hours to 17:00 hours on Mondays to Fridays and 07:00 hours to 14:00 hours on Saturdays and Public Holidays. 8. Must have performed one or more similar contracts in the last

	five years. Bidder shall furnish documentary evidence such as contracts or purchase orders. The bidder shall obtain and present a Past Performance Certificate/clearance from ZRA if you have provided the same services to Zambia Revenue Authority before; 9. Conduct a site visit and present a site visit confirmation form issued by the Station; 10. Attach CV and copies of qualifications for the Supervisor and Contract Manager; 11. Provide health and safety Policy Statement; and 12. Provide valid Employers Registration Certificate from Workers Compensation Control Board

Lot 7: Schedule of Services for Chipata Office

The Contractor shall provide the required Services as follows:

Location: Chipata Office	
1.0	**Introduction** ZRA intends to engage a Contractor to provide Cleaning of offices at Chipata Office. The Contractor shall be expected to meet the high level of standards that will be specified in this Contract.
2.0	**Schedule/Scope of Works** Contractor shall provide the required Services at ZRA Chipata Office. The service will be required Six (6) days a week from 07:00 hours to 17:00 hours on Mondays to Fridays and 08:00 hours to 13:00 hours on Saturdays and Public Holidays. The Services shall consist of: **A. Cleaning** The cleaning services shall be carried out in the Office space where, the Contractor shall:

	a) provide a manpower of 3 No. cleaners with a minimum of one-year work experience in a similar role; b) sweep, dust, vacuum and remove stains three times per day; c) strip floors twice per week; d) clean all the windows and remove cobwebs monthly (the windows require special cleaning using scaffolding); e) shampoo, disinfect, mop, dry and buff the floors; f) disinfect door handles and other required surfaces every 2 hours in a day (COVID-19 prevention); and g) Provide adequate and appropriate PPE attire for staff at all times. **Schedule of Equipment** The Contractor shall provide the following tools during the term of this contract:

	h) Cleaning Equipment a. 2 x Mops (at all times) b. 2 x Soft Brooms (at all times); c. 1 x Maid Carts (at all times); d. 2 x Feather Dusters (at all times); e. 1 x Cobweb Removers (at all times); f. 1 X Shinning machine (at all times); g. 2 x Caution signs; and h. 2 x Dust Beaters
	B. Toilets The toilet facilities, comprising toilets, urinals, mirrors, sinks, ceramic wall tiles and other fittings, shall be cleaned in the following manner: a) scouring; b) disinfecting; c) deep cleaning; d) providing deodorised pee mats in all urinals: e) provide deodorised blocks and air freshener in all conveniences (both ladies and gents) f) providing liquid hand soap in all conveniences; g) Check Cleaning of all toilets (at least once every 30 minutes); h) Provide dedicated/stationed staff for the Public Toilets (both ladies and gents); and i) Provide adequate and appropriate PPE attire for all staff at all times. ,
	D. Sanitary The Contractor shall: a) provide Two (02) peddle sanitary bins; b) ensure that the sanitary bins are emptied at least twice a week; c) ensure that after being emptied, the sanitary bins shall always be disinfected; d) ensure that the used sanitary plastic bag is always replaced with a fresh sanitary plastic bag; and e) Provide adequate and appropriate PPE attire for all staff at all times.
	j) Landscaping The Contractor shall, in relation to the lawn, indoor and outdoor flowerbeds and general surroundings: a. provide Two (02) gardeners; b. mow, water and weed the lawn; c. keep grass in the surrounding trim at all times (May require hiring of a tractor to achieve this); d. tend the flowers (this shall entail trimming, weeding, cutting and pruning); e. provide black soil, termite treatment, manual and any other required materials to enhance growth of plants and lawn sweep and pick litter in driveways daily; f. wash driveways, car park and drains once a week; g. plant flowers as and when need arises; and h. Provide adequate and appropriate PPE attire for all staff at all

	times. The Contractor shall devote its time, attention and abilities to the proper exercise of its duties and shall complete all the tasks diligently during the term of this Contract.
	Schedule of Equipment The Contractor shall provide the following tools during the term of this contract: **Landscaping Equipment/Tools;** k) 1 x Wheelbarrows; l) 1 x Lawn mower; m) 2 x Garden shears; n) 2 x Leaf rakes; o) 2 x Picks; p) 2 x Garden Forks; q) 2 x Hosepipes; r) 2 x Hard brooms; s) 2 x Spades/Shovels; t) 2 x Hoes; u) 4 x Sprinklers; v) 2 x Weeders; **w)** 2 x Hag Cutter; and x) 2 x slashers.
	Other Information for Bidders The bidder shall - 1. Quote per month x number of months annually. Note that all monthly bills are to be certified by the Estates Officer, Maintenance Officer, Station Manager or any other Officer so assigned before processing of payment; 2. State the number of employees; the minimum required is 3No. for cleaning, 2No. for landscaping and 1No. Supervisor; 3. Must conform to the **minimum wage requirement**; 4. State the approach to executing their work; 5. State the implements to be acquired for use; 6. State the anticipated consumption pattern of consumables for cleaning and sanitary services; 7. Include labour charges by providing anticipated monthly wage bill for the required staff and total charges per month. Note that operating hours are from 07:00 hours to 17:00 hours on Mondays to Fridays and 07:00 hours to 14:00 hours on Saturdays and Public Holidays. 8. Must have performed one or more similar contracts in the last five years. Bidder shall furnish documentary evidence such as contracts or purchase orders. The bidder shall obtain and present a Past Performance Certificate/clearance from ZRA if you have provided the same services to Zambia Revenue Authority before; 9. Conduct a site visit and present a site visit confirmation form issued by the Station; 10. Attach CV and copies of qualifications for the Supervisor and Contract Manager; 11. Provide health and safety Policy Statement; and

	12. Provide valid Employers Registration Certificate from Workers Compensation Control Board

Lot 8: Schedule of Services for Choma Office

The Contractor shall provide the required Services as follows:

Location: ZRA Choma – Plot No. 398, Town Centre	
1.0	**Introduction** ZRA intends to engage a Contractor to provide Cleaning services to ZRA Offices at Plot No. 398, Town Centre, Choma. The Contractor shall be expected to meet the high level of standards that will be specified in this Contract.
2.0	**Schedule/Scope of Works** The Contractor shall provide the required Services to ZRA offices at Plot No. 398, Town Centre, Choma Southern Province. The service will be required Six (6) days a week from 07:00 hours to 17:00 hours on Mondays to Fridays and 08:00 hours to 13:00 hours on Saturdays and Public Holidays. The Services shall consist of: **13. Cleaning** The cleaning services shall be carried out in the partitioned offices, pool offices, boardroom, storerooms, passageways, common areas, kitchens on various flooring such as ceramic, porcelain, parquet, terrazzo or composed of other material. In particular, the Contractor shall: a) provide a manpower of 2 cleaners with a minimum of one year work experience in a similar role; b) provide a supervisor dedicated to the station who has a minimum of a certificate in housekeeping and two to three years' experience in housekeeping; c) sweep, dust, vacuum and remove stains three times per day; d) strip floors twice per week; e) clean all the windows and remove cobwebs monthly (the windows require special cleaning using scaffolding); f) shampoo, disinfect, mop, dry, apply floor polish, shine and buff the floors; and g) Provide adequate and appropriate PPE attire for all staff at all times.
3.0	**Schedule Of Equipment** The Contractor shall provide the following tools during the term of this contract: a.) Cleaning Equipment i) 1 x Shining Machine; ii) 1 x Vacuum Cleaner; iii) 4 x colour coded Mops; iv) 4 x Soft Brooms (at all times);

	v) 2 x Maid Carts (at all times); vi) 2 x Feather Dusters (at all times); vii) 2 x Cobweb Removers (at all times); viii) 2 x Caution signs; and ix) 2 x Dust Beaters
	Other Information for Bidders The bidder shall - 1. Quote per month x number of months annual. Note that all monthly bills are to be certified by the Estates Officer, Maintenance Officer, Station Manager or any other Officer so assigned before processing of payment; 2. State the number of employees; the minimum required is 2No. for internal cleaning plus a supervisor (total 3); 3. Must conform to the **minimum wage requirement**; 4. state the approach to executing their work; 5. state the implements to be acquired for use; 6. state the anticipated consumption pattern of consumables for cleaning and sanitary services; 7. Include labour charges by providing anticipated monthly wage bill for the required staff and total charges per month. Note that operating hours are from 07:00 hours to 17:00 hours on Mondays to Fridays and 08:00 hours to 13:00 hours on Saturdays and Public Holidays. 8. Must have performed one or more similar contracts in the last five years. Bidder shall furnish documentary evidence such as contracts or purchase orders. The bidder shall obtain and present a Past Performance Certificate/clearance from ZRA if you have provided the same services to Zambia Revenue Authority before; 9. Conduct a site visit and present a site visit confirmation form issued by the Station; 10. Attach CV and copies of qualifications for the Supervisor and Contract Manager; 11. Provide health and safety Policy Statement; and 12. Provide valid Employers Registration Certificate from Workers Compensation Control Board

Lot 9: Schedule of Services for Victoria Falls Border

The Contractor shall provide the required Services as follows:

Location: Victoria Falls Border	
1.0	**Introduction** ZRA intends to engage a Contractor to provide Cleaning of offices, Landscaping and toilet cleaning at Victoria Falls Border. The Contractor shall be expected to meet the high level of standards that will be specified in this Contract.

2.0	**Schedule/Scope of Works** Contractor shall provide the required Services at Victoria Falls Border. The service will be required Seven (07) days a week from 06:00 hours to 22:00 hours inclusive of all Public Holidays uninterrupted. The Services shall consist of: **A. Cleaning** The cleaning services shall be carried out in the Office space where, the Contractor shall:

	a) provide a manpower of 3 No. cleaner with a minimum of one-year work experience in a similar role; b) sweep, dust, vacuum and remove stains three times per day; c) strip floors twice per week; d) clean all the windows and remove cobwebs monthly (the windows require special cleaning using scaffolding); e) shampoo, disinfect, mop, dry and buff the floors; f) disinfect door handles and other required surfaces every 2 hours in a day (COVID-19 prevention); and g) Provide adequate and appropriate PPE attire for staff at all times. **Schedule of Equipment** The Contractor shall provide the following tools during the term of this contract: a) Cleaning Equipment a. 2 x Mops (at all times) b. 2 x Soft Brooms (at all times); c. 1 x Maid Carts (at all times); d. 2 x Feather Dusters (at all times); e. 1 x Cobweb Removers (at all times); f. 2 x Caution signs; and g. 2 x Dust Beaters
	B. Toilets The toilet facilities, comprising toilets, urinals, mirrors, sinks, ceramic wall tiles and other fittings, shall be cleaned in the following manner: a) scouring; b) disinfecting; c) deep cleaning; d) providing deodorised pee mats in all urinals: e) provide deodorised blocks and air freshener in all conveniences (both ladies and gents) f) providing liquid hand soap in all conveniences; g) Check Cleaning of all toilets (at least once every 30 minutes); h) Provide dedicated/stationed staff for the Public Toilets (both ladies and gents); and i) Provide adequate and appropriate PPE attire for all staff at all times. ,
	b) Landscaping The Contractor shall, in relation to the lawn, indoor and outdoor flowerbeds

and general surroundings:

a) provide Two (02) gardeners;
b) mow, water and weed the lawn;
c) keep grass in the surrounding trim at all times (May require hiring of a tractor to achieve this);
d) tend the flowers (this shall entail trimming, weeding, cutting and pruning);
e) provide black soil, termite treatment, manual and any other required materials to enhance growth of plants and lawn sweep and pick litter in driveways daily;
f) wash driveways, car park and drains once a week;
g) plant flowers as and when need arises; and
h) Provide adequate and appropriate PPE attire for all staff at all times.

The Contractor shall devote its time, attention and abilities to the proper exercise of its duties and shall complete all the tasks diligently during the term of this Contract.

Schedule of Equipment

The Contractor shall provide the following tools during the term of this contract:

Landscaping Equipment/Tools;

i. 1 x Wheelbarrows;
ii) 1 x Lawn mower;
iii) 2 x Garden shears;
iv) 2 x Leaf rakes;
v) 2 x Picks;
vi) 2 x Garden Forks;
vii) 2 x Hosepipes;
viii) 2 x Hard brooms;
ix) 2 x Spades/Shovels;
x) 2 x Hoes;
xi) 4 x Sprinklers;
xii) 2 x Weeders;
xiii) 2 x Hag Cutter; and
xiv) 2 x slashers.

Other Information for Bidders

The bidder shall -

1. Quote per month x number of months annually. Note that all monthly bills are to be certified by the Estates Officer, Maintenance Officer, Station Manager or any other Officer so assigned before processing of payment;
2. State the number of employees; the minimum required is 3No. for cleaning and 2 No for landscaping and 1No. supervisor;
3. Must conform to the **minimum wage requirement**;
4. State the approach to executing their work;
5. State the implements to be acquired for use;
6. State the anticipated consumption pattern of consumables for cleaning and sanitary services;
7. Include labour charges by providing anticipated monthly wage bill for the required staff and total charges per month. Note that operating hours are from 07:00 hours to 17:00 hours on Mondays to Fridays and 07:00 hours to

	14:00 hours on Saturdays and Public Holidays. 8. Must have performed one or more similar contracts in the last five years. Bidder shall furnish documentary evidence such as contracts or purchase orders. The bidder shall obtain and present a Past Performance Certificate/clearance from ZRA if you have provided the same services to Zambia Revenue Authority before; 9. Conduct a site visit and present a site visit confirmation form issued by the Station; 10. Attach CV and copies of qualifications for the Supervisor and Contract Manager; 11. Provide health and safety Policy Statement; and 12. Provide valid Employers Registration Certificate from Workers Compensation Control Board.

***The site visit is open during the entire tender running period.**

(ii) Commercial Requirements

a) Bidders are required to **declare on a company letterhead** that they have the documentary evidence such as bank statements, Audited Financial Reports or proof of professional indemnity for the last three (3) years, and are able to avail them when requested to do so in accordance with ZPPA Circular No. 19 of 2022, duly signed by a person granted power of attorney;

b) Bidders should be able to provide **30 days payment terms** upon submission of an invoice.

c) Bidders are required to state the **delivery period.**

(iii) Financial Requirements

a) The bidder is required to submit a priced schedule with all the quarters under Financial and should be equal to the amount on the bid form inclusive of applicable taxes and not subject to change in a readable format, such as PDF. Bidders are free to quote for any lot of their choice.

Section IV. General Conditions of Contract

Table of Clauses

1. General Conditions of Contract
   1. Definitions....46
   2. Relationship between the Parties....46
   3. Law Governing Contract....46
   4. Language....46
   5. Location....46
   6. Authorised representative....46
   7. Taxes and Duties....46
   8. Effectiveness of Contract....47
   9. Termination....47
   10. Commencement of Services....47
   11. Expiration of Contract....48
   12. Entire agreement....48
   13. Modification....48
   14. Force Majeure....48
   15. Standard of performance....48
   16. Prohibition of conflicting activities....48
   17. Confidentiality....49
   18. Liability of the Contractor....49
   19. Equipment....49
   20. Incidental Services....49
   21. Change Orders....49
   22. Liquidated damages....49
   23. Subcontracts....49
   24. Delays in the Contractor's Performance....50
   25. General....50
   26. Description of Personnel....50
   27. Good Faith....50
   28. Prices....23
   29. Payments....23
   30. Amicable settlement....51
   31. Dispute settlement....51
   32. Reporting Obligations....51

2. Special Conditions of Contract……..……25

3. Schedule of Requirements…..……26

I. General Provisions

1. Definitions

In this Contract, unless the context otherwise requires,

(a) "Contract" means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents of the signed Contract;

(b) "effective date" means the date on which this Contract comes into force and effect pursuant to Clause GCC 8;

(c) "GCC" means these General Conditions of Contract;

(d) "SCC" means Special Conditions of Contract by which the GCC may be amended or supplemented; and

2. Relationship between the Parties

Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and Contractor as between the ZRA and the Contractor. The Contractor shall, subject to this Contract, have complete charge of the Contractor's personnel performing Services and shall be fully responsible for the Services performed by such personnel on behalf of the Contractor.

3. Law Governing Contract

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the laws of Zambia.

4. Language

This Contract has been executed in the language specified in the SCC, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

5. Location

The Services shall be performed at such locations as are specified in the Schedule of requirements.

6. Authorised representative

Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by ZRA or the Contractor may be taken or executed by the officials specified in the SCC.

7. Taxes and Duties

Unless otherwise specified in the SCC, the Contractor shall pay the

taxes, duties, fees and other impositions as may be levied under the law.

II. Commencement, Completion, Modification of Contract

8. Effectiveness of Contract

This Contract shall come into force and effect on the date of signing of the contract.

9. Termination

9.1 Termination for default:

9.1.1 ZRA may, without prejudice to any other remedy for breach of Contract, by one month's written notice sent to the Contractor, terminate this Contract in whole or in part:

(a) if the Contractor fails to perform any or all the Services required within the period(s) specified in the Contract, or within any extension thereof granted by ZRA; or

(b) if the Contractor fails to perform any other obligation under the Contract.

9.1.2 In the event that ZRA terminates the Contract in whole or in part, ZRA may procure, upon the terms and in the manner that ZRA considers appropriate, services similar to those undelivered, and the Contractor shall be liable to ZRA for any excess costs for such similar services. However, the Contractor shall continue performance of the Contract to the extent not terminated.

9.2 Termination for Insolvency

ZRA may at any time terminate the Contract by giving written notice to the Contractor if the Contractor becomes bankrupt or insolvent. In this event, the termination shall be without compensation to the Contractor, provided that such termination does not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to ZRA.

9.3 Termination

9.3.1 This Contract may be terminated by either Party, giving three (3) months written notice to the other Party of such termination.

9.3.2 On the termination of this Contract the Contractor shall be permitted to remove all the Contractor's apparatus and equipment, which may have been placed by it upon ZRA's premises.

10. Commencement of Services

The Contractor shall begin carrying out the Services on the Effective Date as shall be specified in the SCC.

11. Expiration of Contract Unless terminated earlier, this Contract shall terminate at the date as shall be specified in the SCC.

12. Entire agreement This Contract contains all covenants, stipulations and provisions agreed by the Parties. Neither Party nor a representative of either Party has authority to make any statement, representation, promise or agreement not provided for in this Contract.

13. Modification Modification of the terms and conditions of this Contract, including any modification of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposal for modification made by the other Party.

14. Force Majeure 14.1 Notwithstanding the provisions of GCC Clause 9, the Contractor shall not be liable for forfeiture of its performance Sanitary, liquidated damages, or termination for default if and to the extent that the Contractor's delay in performance or other failure to perform the Contractor's obligations under this Contract is the result of an event of Force Majeure.

14.2 For the purposes of this clause, "Force Majeure" means an event that is not foreseeable and is beyond the control of the Contractor or ZRA and not involving the Contractor's or ZRA's fault or negligence. Such events may include, but are not restricted to, acts of either Party in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

14.3 If a Force Majeure situation arises, the Contractor or ZRA shall promptly notify the other Party in writing of such condition and the cause thereof. Unless otherwise directed by the other Party in writing, the Party shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

III. Obligations of the Contractor

15. Standard of performance The Contractor shall perform the Services and carry out the Contractor's obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices. The Contractor shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to ZRA, and shall at all times support and safeguard the ZRA's legitimate interests in any dealings with Third Parties.

16. Prohibition of conflicting activities The Contractor shall not engage, and shall not cause its Personnel to engage, either directly or indirectly, during the term of this Contract in any activities, business or professional activities which may conflict with the activities assigned to the Contractor under this Contract.

17. Confidentiality

The Contractor or the Contractor's Personnel shall not, either during the term of the contract or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to ZRA's business or operations without the prior written consent of the ZRA.

18. Liability of the Contractor

18.1 The Contractor shall indemnify ZRA, its servants and workmen against loss of or damage to property or bodily injury, sustained by ZRA, its servants or workmen by reason of any act, dishonesty or neglect of the Personnel of the Contractor whilst performing their duties within the scope of their employment with the Contractor .

18.2 Notice of all claims by ZRA in respect of any loss, damage or injury or consequential or indirect loss shall be given in writing, to the Contractor at the address given at the head of this Agreement, and in default of such notice the Contractor shall not be held responsible for such claim.

19. Equipment

All equipment, machinery or other materials, which the Contractor is required to possess for the successful execution of this Contract shall remain the sole property of the Contractor.

20. Incidental Services

The Contractor may be required to additional Services, if any, specified in the SCC.

21 Change Orders

20.1 ZRA may at any time, make changes within the general scope of the Contract in any one or more of the following and notify the Contractor of the changes, in writing :

(a) duration of the Agreement; and

(b) performance of any additional services outside the scope of the services as ZRA may require provided that such additional services shall be agreed between the Parties.

20.2 ZRA shall reimburse to the Contractor reasonable costs expended by the Contractor in carrying out any instructions under this clause.

22. Liquidated damages

Subject to clause 10, if the Contractor fails to perform any or all of the services, ZRA shall, without prejudice to its other remedies under this Contract, deduct from the contract sum, as liquidated damages, a sum equivalent to the actual loss or damage arising from the Contractor's default.

23. Subcontracts

The Contractor shall notify ZRA in writing of all subcontracts awarded under this Contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the Contractor from any liability or obligation under the Contract.

24. Delays in the Contractor's Performance

23.1 Performance of Services shall be made by the Contractor in accordance with the Time Schedule prescribed by the ZRA in the Schedule of Requirements.

23.2 If at any time during the performance of the Contract, the Contractor or its subContractors encounter conditions impeding timely performance of services, the Contractor shall promptly notify ZRA in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Contractor's notice, ZRA shall evaluate the situation and may at its discretion extend the Contractor's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the Parties by an amendment to the Contract.

IV. Contractor' Personnel

25. General

The Contractor shall employ and provide qualified and experienced Personnel required to carry out the Services.

26. Description of Personnel

The Contractor is required to state the title, agreed job description, minimum qualification and estimated period of engagement of each of the Contractor's key Personnel.

V. Fairness and Good Faith

27. Good Faith

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

VI. Payment to the Contractor

28. Prices

Prices charged by the Contractor for the Services performed under this Contract shall not vary from the prices quoted by the Contractor in its bid, with the exception of any price adjustments authorized in the SCC or in the ZRA's request for a bid validity extension, as the case may be. Change or replacement of spare part will not attract any labour charges.

29. Payment

28.1 The method and conditions of payment to be made to the Supplier under this Contract shall be specified in the SCC.

28.2 The Supplier's request(s) for payment shall be made to the Purchaser in writing, accompanied by an invoice describing, as appropriate, the Goods delivered and Services performed, and by documents submitted pursuant to GCC Clause 10, and upon fulfillment of other obligations stipulated in the Contract.

28.3 Payments shall be made promptly by the Purchaser, but in no case later than thirty days after submission of an invoice or claim by the Supplier.

VII. Settlement of Disputes

30. Amicable settlement	The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or the interpretation of the Contract.
31. Dispute settlement	Any dispute between the Parties as to matters arising pursuant to this Contract which cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement may be submitted by either Party for settlement in accordance with the provisions specified in the SCC.
32 Reporting Obligations	The Contractor shall submit to ZRA the following reports: • Quarterly operation reports on the collections of bins done.

1. Language (GCC 4)

The language of the Contract shall be English.

2. Authorised Representative (GCC 6)

The authorised representative for ZRA is the Secretary to the Procurement Committee.

The authorised representative for the Contractor is the Director of the Company.

3. Taxes and Duties (GCC 7)

The prices shall be inclusive of all local taxes.

4. Commencement of services (GCC 10)

The provision of the services shall commence once the contract has been signed.

5. Expiration of Contract (GCC 11)

The Contract shall expire by 2023. The ZRA shall conduct quarterly reviews and where service delivery is considered unsatisfactory; the ZRA may terminate the Contract.

6. Prices (GCC 28)

The rates quoted shall be fixed during the validity period of the Contract. Annual price reviews may be allowed where the bidder has provided enough justification acceptable to the Authority. Where the bidder applies for a rate adjustment, the Authority may award an adjustment or terminate the Contract and invite a fresh tender.

7. Payments (GCC 29)

Under GCC 28.1, ZRA will payment the contractor on a monthly basis upon submission of invoice.

8. Dispute settlement (GCC 31)

The ZRA and the Contractor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with this contract.

If, after thirty (30) days from the commencement of such informal negotiations, ZRA and the Contractor have been unable to resolve amicably a Contract dispute, either Party may refer the dispute for resolution to an Arbitrator in accordance with the Arbitration Act, No. 19 of 2000.

ection VII. Sample Forms

1. Bid Form and Price Schedules 54
2. Bid Security Form 55
2. Bid Securing Declaration 55
3. Contract Form 57
4. Bank Guarantee for Advance Payment 59
5. Format of CV 40

1a. Bid Form and Price Schedules

Date: _____

OBN Nº: **ZRA/OBN/044/2026**

To: [ ]

Gentlemen and/or Ladies:

Having examined the bidding documents including Addenda Nos. *[insert numbers],* the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide (*description of services]* in conformity with the said bidding documents for the sum of *[total bid amount in words and figures]* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to provide the services in accordance with the Schedule of Requirements.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to _____ percent of the Contract Price for the due performance of the Contract, in the form prescribed by the ZRA.

We agree to abide by this Bid for a period of *[number]* days from the date fixed for the Bid opening under Clause 22 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this _____ day of _____ 20_____.

_____ _____

[Signature] *[in the capacity of]*

Duly authorised to sign the Bid for and on behalf of _____

2. Bid Security Form

Whereas *[name of the Bidder]* (hereinafter called "the Bidder") has submitted its bid dated *[date of submission of bid]* for the supply of *[name and/or description of the goods]* (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that WE *[name of bank]* of *[name of country]*, having our registered office at *[address of bank]* (hereinafter called "the Bank"), are bound unto *[name of Purchaser]* (hereinafter called "the Purchaser") in the sum of for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 20____.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or

2. If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity:

    (a) fails or refuses to execute the Contract Form, if required; or
    (b) fails or refuses to furnish the performance Sanitary, in accordance with the Instructions to Bidders;

we undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including thirty (30) days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

_____

[Signature of the bank]

Bid-Securing Declaration

[The Bidder shall fill in this Form in accordance with the instructions indicated .]

Date: *[insert date (as day, month and year) of Bid Submission]*
OBN No.: *[insert number of bidding process]*
Alternative No.: *[insert identification No if this is a Bid for an alternative]*

To: *[insert complete name of Zambia Revenue Authority]*

We, the undersigned, declare that:

1. We understand that, according to your conditions, bids must be supported by a Bid-Securing Declaration.

2. We accept that we will automatically be suspended from being eligible for bidding in any contract with Zambia Revenue Authority for the period of time of *[insert number of months or years]* starting on *[insert date],* if we are in breach of our obligation(s) under the bid conditions, because we:

(a) have withdrawn our Bid during the period of bid validity specified by us in the Bidding Data Sheet; or

(b) having been notified of the acceptance of our Bid by Zambia Revenue Authority during the period of bid validity, (i) fail or refuse to execute the Contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the ITB.

3. We understand this Bid Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of a copy of your notification of the name of the successful Bidder; or (ii) twenty-eight days after the expiration of our Bid.

4. We understand that if we are a Joint Venture, the Bid Securing Declaration must be in the name of the Joint Venture that submits the bid. If the Joint Venture has not been legally constituted at the time of bidding, the Bid Securing Declaration shall be in the names of all future partners as named in the letter of intent.

Signed: *[insert signature of person whose name and capacity are shown]* In the capacity of *[insert legal capacity of person signing the Bid Securing Declaration]*

Name: *[insert complete name of person signing the Bid Securing Declaration]*

Duly authorized to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of _____, _____ *[insert date of signing]*

3. Contract Form

THIS AGREEMENT made the _____ day of March 2016 between the **Zambia Revenue Authority,** a statutory body established under the Zambia Revenue Authority Act Chapter 321 of the Laws of Zambia with its head office at Revenue House, Kabwe Roundabout, Lusaka (hereinafter called "ZRA") of the one part and (*name of supplier)***,** a company incorporated in Zambia and having its registered office at ……. (hereinafter called "the Supplier") of the other part: Jointly referred to as the 'Parties';

WHEREAS the ZRA invited bids for the provision of Sanitary services on long term contract and has accepted a bid by the supplier and WHEREAS the Supplier has undertaken to provide air travel arrangements on long term contract;

NOW IT IS HEREBY AGREED AS FOLLOWS:

1. The following documents shall be part of this Agreement, viz.:

   (i) the Purchaser's Notification of Award (Appendix 1);
   (ii) the Bid Form and Price Schedule (Appendix 2); and

2. In consideration of the payments to be made by the ZRA to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the ZRA to provide the services and to remedy defects therein in conformity, in all respects, with the provisions of this Contract.

3. The ZRA hereby covenants to pay the Supplier in consideration of the provision of services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the Parties hereto have caused their common seals to be hereunto affixed the day and year first before written.

Signed, sealed, delivered by:

Signature: _____

Name: _____

Position: Commissioner General

On behalf of the Zambia Revenue Authority (ZRA)

In the presence of:

Signature: _____

Name: _____

Position: Board Secretary

On behalf of the Zambia Revenue Authority (ZRA)

Signed, sealed, delivered by:

Signature: _____

Name: _____ Position: Director

On behalf of …… (the Supplier)

In the presence of:

Signature: _____

Name: _____ Position: Manager

On behalf of …… (the Supplier)

4. Bank Guarantee for Advance Payment

To: *[name of Purchaser]*

[Name of Contract]

Gentlemen and/or Ladies:

In accordance with the payment provision included in the Special Conditions of Contract, which amends Clause 16 of the General Conditions of Contract to provide for advance payment, *[name and address of Contractor]* (hereinafter called "the Contractor") shall deposit with the Purchaser a bank guarantee to guarantee its proper and faithful performance under the said Clause of the Contract in an amount of *[amount of guarantee in figures and words]*.

We, the *[bank or financial institution]*, as instructed by the Contractor, agree unconditionally and irrevocably to guarantee as primary obligator and not as surety merely, the payment to the Purchaser on its first demand without whatsoever right of objection on our part and without its first claim to the Contractor, in the amount not exceeding *[amount of guarantee in figures and words]*.

We further agree that no change or addition to or other modification of the terms of the Contract to be performed there under or of any of the Contract documents which may be made between the Purchaser and the Contractor, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall remain valid and in full effect from the date of the advance payment received by the Contractor under the Contract until *[date]*.

Yours truly,

Signature and seal of the Guarantors

_____

[Name of bank or financial institution]

_____

[Address]

_____

[Date]

5. format of curriculum vitae (CV) for a proposed professional member of staff

Proposed position: _____

Name of firm: __

Name of staff: __

Profession: _____

Date of birth: ___

Years with firm/entity: __Nationality: ____

Membership in Professional Societies: ____

Detailed tasks assigned:__

Key Qualifications:

[*Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page.*]

_____

Education:

[Summarise *college/university and other specialised education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.*]

_____

Employment Record:

[*Starting with the present position, list in reverse order every employment held. List all positions held by staff member since graduation, providing dates, names of employing organisations, titles of positions held, and locations of assignments. For experience over the last ten years, also provide types of activities performed and Purchasers' references, where appropriate. Use about two pages.*]

_____

Languages:

[*For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.*]

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this data correctly describes my qualifications, my experience, and myself.

_____Date: __
[Signature of staff member and authorised representative of the firm] Day/Month/Year

Full name of staff member:_____

Full name of authorised representative: _____