



Version 3
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Owner: Grants & Contracts

REQUEST FOR QUOTATION – FOR THE SUPPLY AND DELIVERY OF AIRTIME AND DATA BUNDLES TO SUPPORT PACT ZAMBIA STAFF, UNDER A BLANKET PURCHASE ORDER (BPA)

RFQ Number:	3255_FY26_3762
Date of Solicitation:	December 12, 2025
Submission Date and time:	December 22, 2025, 17:00 Hours (Zambian Time)
Questions and Clarifications Due by:	December 16, 2025, 17:00 Hours (Zambian Time)
Estimated Delivery/ Performance Date:	January 5, 2026 – September 30, 2026
Submission email:	procurement-integratedhealth@pactworld.org

A. Introduction

Pact, a Washington, DC–based non-profit organization, is implementing the U.S. Department of State– funded Zambia Integrated HIV and Health Activity (Zambia Integrated Health Activity) The Activity supports the Department of State and PEPFAR’s 95–95–95 objectives and delivers both service delivery and technical assistance to strengthen Maternal, Newborn, and Child Health (MNCH) services. The Zambia Integrated Health works to improve, sustain, and integrate lifesaving HIV/AIDS and MNCH services at both health facility and community levels, ensuring that client-centered, high-impact, high-quality services are accessible to all Zambians.

Pact invites eligible vendors to submit quotations for the provision of airtime and data bundles to Pact Zambia staff on MTN, Airtel and Zamtel networks for the period of January 5, 2026 to September 30, 2026

The purpose of this Request for Quotation (RFQ) is to solicit competitive offers from qualified and reputable service providers for the provision of airtime and data bundles for Pact Zambia staff on all three networks in Zambia - MTN Zambia, Airtel and Zamtel- to ensure uninterrupted communication for its staff.

As a result of this RFQ, Pact Zambia anticipates issuing a Blanket Purchase Agreement (BPA) – or possibly multiple BPAs - to establish pricing levels and parameters for the provision of talk time and data bundles. This BPA will enable Pact Zambia to issue service orders/purchase orders (call offs), on an as-needed basis, for provision of talk time and bundles during the period January 5, 2026 through September 30, 2026.

The BPA will be established with one or more qualified service providers on a non-exclusive, as-needed basis. Individual service orders (“call-offs”) will be issued to the vendor(s) demonstrating the best combination of availability, pricing, and past performance during the BPA period.

The prospective vendor shall provide the talk time and data bundles services described in any service orders/purchase orders issued by Pact Zambia under this BPA. Pact Zambia is only obligated to pay for services ordered through service orders/purchase orders issued under this BPA and delivered/accepted in accordance with the terms and conditions of this BPA.

Prospective vendors are responsible for ensuring that their offers are received by Pact Zambia in accordance with the instructions, terms, and conditions described in this RFQ. Failure to adhere to these instructions may result in disqualification from further consideration.

B. Requirements /Technical Specifications

The selected service provider shall supply and distribute airtime and data bundles to Pact Zambia staff across all three major network providers in Zambia - Airtel, MTN, and Zamtel - on a monthly basis, by the 25th day of each month throughout the contract period.

The detailed requirements are provided in the table below:

No	Description	Specifications	Quantity (Months)
1	Airtime	Monthly provision of airtime on Airtel, MTN, and Zamtel networks	9
2	Data Bundles	Monthly provision of data bundles on Airtel, MTN, and Zamtel networks	9

a) Delivery Schedule

- The service provider shall ensure that all airtime and data bundles are successfully credited to Pact Zambia staff accounts no later than the 25th day of each month.
- Delivery confirmation reports must be submitted to Pact Zambia immediately after each monthly top-up, indicating the name, phone number, amount of airtime/data, and network for each recipient.

b) Delivery Method

- Airtime and data bundles shall be distributed electronically to individual mobile numbers provided by Pact Zambia.
- The service provider must guarantee timely delivery and accurate distribution across all three networks — Airtel, MTN, and Zamtel.
- Any failed or incomplete transactions must be rectified within 24 hours of notification at no additional cost to Pact Zambia.

c) Invoicing

- Invoices shall be issued monthly, following the successful delivery of airtime and data bundles.
- Each invoice must be accompanied by a delivery confirmation report verified by Pact Zambia.
- Payment will be made within thirty (30) days of receipt of a valid invoice and supporting documentation, in accordance with Pact's standard payment terms.

d) Service Quality and Support

- The vendor shall provide a dedicated account manager or point of contact to address any issues, updates, or billing queries.
- Pact reserves the right to withhold or delay payment for any month in which the delivery or reporting requirements are not satisfactorily met.

C. Eligibility

To be considered for the award, vendors must meet the following minimum requirements:

1. **Experience:** Possess at least three (3) years of proven experience in providing Airtime and data bundles services.
2. **Network Coverage:** Demonstrate the ability to provide airtime and data bundles on all three major networks in Zambia: MTN, Zamtel and Airtel.
3. **Capacity and Volume:** Demonstrate sufficient technical and operational capacity to meet the required monthly volumes of airtime and data bundles without delay.
4. **Delivery Schedule:** Be able to deliver all services no later than the 25th day of each month as stipulated in this RFQ.
5. **Client Experience:** Demonstrate experience delivering similar services to international organizations, NGOs, or donor-funded projects.
6. **Mandatory Documentation:** Include the following valid documents in the submission package:
 - a. Zambia Revenue Authority (ZRA) Tax Clearance Certificate.
 - b. Certificate of Incorporation
 - c. ZICTA License authorizing the provision of telecommunications services
7. **Quotation Format:** Submit quotations on official company letterhead, signed and stamped by an authorized representative.
8. **Legal Registration:** Be legally registered in Zambia and authorized to sell or distribute airtime and data bundle services.
9. **Past Performance:** Provide at least three (3) client reference demonstrating satisfactory past performance in similar work, including contact details for verification.
10. **Offer Validity:** Ensure the quotation remains valid for a minimum period of ninety (90) days from the submission deadline.
11. **Currency:** All prices must be quoted in Zambian Kwacha (ZMW) and must be inclusive of all applicable taxes and charges.

D. Submission Instructions

1. **Questions and Clarifications:** All questions or requests for clarification regarding this RFQ must be submitted in writing to procurement-integratedhealth@pactworld.org no later than December 16, 2025, 17:00 Hrs. (Zambian Time). Responses will be shared via email with all prospective bidders to ensure equal access to information.
2. **Submission Deadline:** Electronic submissions must be received no later than **December 22, 2025 at 17:00 hours (Zambian Time)** at the email address specified below. Submissions must be clearly titled with the exact RFQ title and number as indicated on the cover page of this solicitation.
3. **Submission Method:**
 - All quotations must be submitted electronically to: procurement-integratedhealth@pactworld.org .
 - Submissions must be in PDF, Microsoft Word, or Excel format.
 - Zipped (compressed) files will not be accepted.
 - Pages requiring original manual signatures must be scanned and submitted in PDF format as part of the email attachment.
 - The RFQ title and number must be clearly referenced in the email subject line.
 - Quotations received after that time or at a different address may not be accepted
4. **Formatting and Presentation** Quotations should be concise and free from unnecessary promotional materials or elaborate designs. Simple black-and-white formatting is preferred.

5. Mandatory Attachments

- A completed Quote Cover Sheet (Attachment 1) must accompany the submission.
 - Quotations submitted in hard copy or to any address other than the one specified will not be considered.
6. **Late Submissions** Quotations received after the deadline or sent to a different email address may not be accepted.
7. **Validity Period**- All quotations, including delivery dates and pricing, must remain valid for at least ninety 90 days following the submission deadline.

E. Evaluation Criteria

An award will be made to an Offeror whose quotation complies with all RFQ instructions, meets the eligibility and technical requirements, and is determined- through a trade-off analysis to represent the most advantageous approach based on the evaluation criteria outlined in the table below:

S/N	Evaluation Criteria	Weight (%)
1	Price Competitiveness - Pact will evaluate the reasonableness and overall cost competitiveness of the quotation, including clarity and transparency of pricing structure.	10%
2	Network Coverage & Service Capacity – Pact will evaluate the Offeror ability to provide timely and accurate top-ups on all three networks (MTN, Airtel, Zamtel) with minimal service disruption.	40%
3.	Delivery & Customer Support - Pact will evaluate the Offeror ability to meet delivery timelines (by the 25th of each month) and availability of a dedicated account manager or support channel.	40%
4.	Past Performance - Evidence of relevant past performance with international NGOs, donor-funded projects, or large organizations (supported by reference checks). Pact may conduct reference checks to validate past performance scores.	10%
	Total Weight	100%

F. Terms and Conditions

Disclaimers

- Pact reserves the right to modify by written notice the terms of this solicitation at any time in its sole discretion. Pact may cancel the solicitation at any time
- Pact may reject any or all proposals received.
- Issuance of solicitation does not constitute award commitment by Pact.
- Pact reserves the right to disqualify any quotation based on the vendor's failure to follow solicitation instructions.
- Pact will not compensate vendors for their response to the solicitation.
- Pact reserves the right to issue an award based on initial evaluation of applications without further discussion.
- Pact may choose to award only part of the scope of work in the solicitation or to issue multiple awards of the scope of work.
- Pact reserves the right to waive minor proposal deficiencies that can be corrected prior to award determination to promote competition.
- Pact may contact vendors to confirm the contact person and address, and that the

proposal was submitted for this solicitation.

- Pact may contact listed past performance references without notice to the vendor. Pact also reserves the right to contact other past performance information sources that the vendor did not list in the proposal.
- By submitting a proposal, the vendor confirms they understand the terms and conditions.
- Information pertaining to and obtained from the vendor as a result of participation in this solicitation is confidential. The vendor consents to the disclosure of the documents submitted by the vendor to the reviewers involved in the selection process. Please note that all reviewers are bound by non-disclosure agreements.
- The resultant award will be governed by Pact's standard terms and conditions and any applicable funder requirements.
- Pact reserves the right to negotiate final pricing prior to award.

Attachment 1: Quotation Cover Sheet

Instructions: Fill in the information requested highlighted in yellow below and include it in your submission.

Pact RFQ No.:			RFQ Number		
RFQ Title:			The title of the activity of the RFQ		
Submission Date:			Month/Day/Year - Time AM/PM – Time Zone		
Vendor Contact information			Name		Insert here
			Title		Insert here
			Email		Insert here
			Phone		Insert here
			Address		Insert here
			Type of Entity		Insert here
			Persons authorized to negotiate for Vendor		Insert Name, title, and contact information
Line Item NO.	Product or Service	Specifications (attach full specifications and warranty information)	Unit	Qty	Quoted Price
1	Insert here	Insert here	Insert here	Insert here	Insert here
2	Insert here	Insert here	Insert here	Insert here	Insert here
Validity Period of Offer		Insert here			
Credit Payment Term Offered		Insert here			
Estimated Delivery Date		Insert here			
Vendor Agreement					
By signing this Quotation, Vendor hereby certifies the currency, accuracy, and completeness of all pricing information, technical data, delivery dates, representations, and certifications included in their quotation as well the acceptance of all of the terms and conditions set forth in this RFQ/Solicitation. Pact reserves the right to make an award on the basis of this information and proposal without further discussions.					
Signature:					
Name and Title:					
Date:					