

RE-TENDERED: REQUEST FOR PREQUALIFICATION FOR A BILLING SYSTEM –FIBRECOM/01/2026

1.0 INTRODUCTION

Fibrecom Limited is a leading ICT service provider in Zambia, offering fibre and LTE broadband solutions to local and international customers. The company invites experienced and qualified vendors to submit proposals for the supply, implementation, and support of a modern Online Charging and Billing System.

The proposed solution must be robust, scalable and industry-proven, capable of supporting real-time billing, customer management and seamless integration with existing systems, in line with Fibrecom's digital transformation objectives.

2.0 BACKGROUND AND SCOPE OF WORKS

Fibrecom is a leading telecommunications provider specializing in fibre-optic infrastructure and the delivery of end-to-end telecommunications solutions. Through its Internet Service Provider (ISP) portfolio, the Company currently delivers two primary service offerings: Wireless-to-the-x (WTTx) and Fibre-to-the-x (FTTx).

In response to continued business growth and increasing service complexity, Fibrecom intends to implement a modern, scalable billing system to support efficient, accurate and automated service delivery. The proposed solution is expected to streamline and digitize core business processes, including but not limited to:

- i) End-to-end customer lifecycle management, including onboarding, account management and service provisioning
- ii) Real-time and batch charging for prepaid, post-paid and hybrid service models
- iii) Accurate usage metering, rating, billing, invoicing, and payment processing
- iv) Support for flexible pricing models, bundled services, promotions and discounts
- v) Integration with OSS, CRM, ERP/Finance systems, payment gateways, and communication channels
- vi) Robust reporting, analytics and regulatory compliance capabilities
- vii) Revenue assurance, credit control and dunning processes
- viii) Customer and partner self-service portals and automated notifications

The scope of work includes, among other things, but is not limited to the following areas:

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- (i) Full system development or customization of an off-the-shelf solution.
- (ii) Integration with existing systems.
- (iii) Data migration from legacy tools.
- (iv) User training and change management.
- (v) Post-implementation support for at least 12 months.
- (vi) Ongoing maintenance options.

3.0 CRITERIA FOR PREQUALIFICATION

Interested applicants may obtain further information on the criteria for prequalification and request the detailed pre-qualification document from the undersigned through the following email addresses mkositimu@fibrecom.co.zm and copied to procurement@fibrecom.co.zm upon payment of a non-refundable fee of K2,000.00 or its equivalent in any convertible currency at the prevailing exchange.

The method of payment will be Cash or Bank (Managers) Cheque issued by a recognized Commercial Bank acceptable to the Purchaser, or direct deposit or transfer of funds into the Purchaser's Bank account with evidence of such deposit. The Bank account details are as follows:

BANK NAME	:	STANBIC BANK
ACCOUNT NAME	:	FIBRECOM LIMITED
ACCOUNT NUMBER	:	9130003080483
BRANCH	:	ARCADES MALL
SORT CODE	:	040010

Fibrecom Limited now invites interested and qualified firms to express interest to be prequalified for the provision and implementation of a billing system. The requests for prequalification must be deposited in the tender box located on the 1st Floor, Block A, Reception Area Fibrecom Offices Plot No. 2374 Kelvin Siwale Road Green City Office Complex, Lusaka, Zambia. TELEFAX APPLICATIONS WILL NOT BE ACCEPTED.

The closing date for the receipt of the request for prequalification is **Wednesday, 25 March 2026** at 10.30 hours, Zambian time and any applications received after the time and date stipulated above shall not be accepted. The requests for prequalification shall be opened in the Boardroom at Fibrecom Offices Plot No. 2374 Kelvin Siwale Road Green City Office Complex, Lusaka, Zambia immediately thereafter in the presence of applicants and or their representatives who shall choose to attend.

The Applications must be deposited in the tender box situated in the Foyer at the Fibrecom Offices, Lusaka, clearly labeled **"REQUEST FOR PREQUALIFICATION FOR PROVISION OF A BILLING SYSTEM – FIBRECOM/01/2026"**

NANG'ALELWA SITWALA
CHIEF EXECUTIVE OFFICER