

**DIGITAL ZAMBIA ACCELERATION PROJECT
(DZAP)**

**REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES – FIRMS SELECTION)**

COUNTRY: Zambia

NAME OF PROJECT: The Digital Zambia Acceleration Project (DZAP)

Loan No./Credit No./ Grant No.: P505094

Name of Implementing Agency: Smart Zambia Institute (SZI)

**Assignment Title: Consulting Services for the Design, Piloting,
Implementation and Scale-Up of the Digital Ambassadors Program (DAP)**

Reference No.: ZM-SZ-554960-CS-QCBS

Background

The Government of the Republic of Zambia (GRZ) has received financing from the World Bank to accelerate countrywide digital transformation through the Digital Zambia Acceleration Project (DZAP) and intends to use part of the proceeds of the credit to accelerate country-wide digital transformation under the Digital Zambia Acceleration Project (DZAP) and intends to apply part of the proceeds for Consulting Services for the Design, Piloting, Implementation and Scale-Up of the Digital Ambassadors Program (DAP).

Objectives of the assignment

The overall objective of this consultancy is to design, pilot, and prepare for scale-up of a national and inclusive approach to digital literacy and online-safety competencies among underserved Zambians, across a range of core services. This will include exploration of the role and design of a Digital Ambassadors Program and Digital Transformation Center network, as well as other potential alternatives for scaling of digital literacy, based on exploration of the needs, conditions and resources of different groups of Zambians. This will include exploration of options for financial sustainability over the long term.

Capacity building and transfer of knowledge are integral, cross-cutting objectives of this assignment.

The Scope of services

The Scope of services shall include undertaking the full set of tasks described below. The scope is organized in five (5) work streams.

- i. Work Stream A - DAP Model Refinement and Institutional Framework;
- ii. Work Stream B - Digital Literacy Curriculum and Training Package;
- iii. Work Stream C - DAP Pilot Design, Rollout and Evaluation;
- iv. Work Stream D - DTC Scale-Up Assessment and Implementation Plan; and
- v. Work Stream E - Financial Sustainability Model and Bidding Documents.

Invitation to eligible Consulting Firms

The SZI now invites eligible consulting firms ("Consultants") to indicate their interest in providing the Services by submitting Expressions of Interest (EOI). Interested Consultants should submit EOI complete with information demonstrating that they have the required qualifications and relevant experience to perform the required Services. The selection criteria include:

- i. Core business of the firm(s) and years in business.
- ii. Relevant experience which should specifically include the following:

The Consultant shall demonstrate the following minimum firm-level experience, evidenced by contracts signed within the **last ten (10) years**. Each reference assignment or certificate of completion for similar works must be supported by client contact details and be verifiable.

#	Specific Experience Requirement	Minimum Number of Assignments
E1	Design and/or implementation of institutional reviews and assessment of programs targeting underserved populations (women, youth, elderly, PwDs, rural), each of value not less than US\$300,000 USD or equivalent . For ongoing assignments, the contract must have achieved at least 70% or more completion at the time of proposal submission.	At least three (3) assignments
E2	Development of skills, curricula, training manuals, and facilitator guides in various sectors adopted by a government, UN agency, or multilateral development bank, with special emphasis on digital and innovation	At least two (2) assignments
E3	Design of minimum viable interventions, financial sustainability and business models for social impact programs and/or PPPs.	At least one (1) assignment
E4	Work in the innovation to scale continuum and leadership organizational change	At least two (2) assignments
E5	Satisfactory experience working directly with government, UN agency, multilateral development banks and donors, including knowledge of bidding documents from World Bank.	At least two (2) assignments
E6	Assignments in sub-Saharan Africa, of which at least one (1) in a low- or lower-middle-income country	At least three (3) assignments
E7	Monitoring and Evaluation (M&E) framework design for skills or education programs, with sex- and disability-disaggregated indicators	At least one (1) assignment

iii. Technical and Managerial capability of the firm(s) (Provide only the structure of the organization and CVs of the Directors or Principals of the firm. Do not provide CVs of the Experts). Key Experts will not be evaluated at the short-listing stage.

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, 3.17 and 3.20 of the World Bank's "Procurement Regulations for IPF Borrowers – 7th Edition" dated September 2025 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest and eligibility.

Consultants may associate with other firms to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.

The firm will be selected using selection method Quality Cost Based Selection (CQBS) using Open – International market approach as specified in the World Bank's "Procurement Regulations for IPF Borrowers - Procurement in Investment Projects Financing" Seventh edition, September 2025".

Further information can be obtained at the address below during office hours from 08:00 hours to 13:00 hours and 14:00 hours to 17:00 hours Central African Time (CAT) or by email.

The detailed Terms of Reference (TOR) for the assignment can be accessed from the following link: <https://www.szi.gov.zm> and can also be obtained following written request to the emails indicated below.

Expressions of Interest must be delivered in written form and deposited in the tender box at the address below (in person) or electronically submitted via the following link: dzap_procurements@grz.gov.zm with copy to Vincent.Haachitwe@dzap.gov.zm by **Wednesday, 1st July, 2026 at 10:00 hours CAT** to the address indicated below:

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