

**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: Selection of a Consulting Firm for the Design, Development,
and Deployment of a Digital Data Protection Compliance**

Management System for the Data Protection Commission of Zambia

Reference No.: ZM-SZ-554941-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, Development, and Deployment of a Digital Data Protection Compliance Management System for the Data Protection Commission of Zambia

Objectives of the assignment

The overall objective of this assignment is to deliver a fully functional, secure, and scalable digital DPCMS that serves as the digital backbone of the DPC's regulatory operations, a single, integrated platform through which data handlers register and manage their compliance obligations; data subjects exercise their statutory rights under the Act; the DPC conducts investigations, issues determinations, and enforces the law; and the public accesses transparent regulatory information through open registers and published decisions.

The Scope of services

The Consultant shall design, develop, test, deploy, and support a digital DPCMS comprising integrated functional modules. The system shall be responsive across desktop, tablet, and mobile devices; accessible in conformity with WCAG 2.1 Level AA; built in compliance with ISO/IEC 27001, ISO/IEC 27701, and OWASP Top 10 security standards; and integrated with the Government Service Bus through ZamConnect and ZamPay as the mandatory primary channel for all DPC revenue collection.

Invitation to eligible Consulting Firms

The SZI hereby invites eligible consulting firms ("Consultants") to indicate their interest in providing the Services. Interested Consultants shall submit Expressions of Interest (EOIs), including documentation and information demonstrating that they possess the requisite qualifications, relevant experience, and capability to undertake and successfully deliver the Services.

Firms Qualifications

The firm shall meet the following minimum qualifications:

i. Core business of the firm(s) and years in business.

- Legal registration as a firm or consortium in Zambia or a country with recognised bilateral trade relations with Zambia.
- Valid Tax Compliance Certificate (Zambian firms) or equivalent

i. Core business of the firm(s) and years in business.

- Legal registration as a firm or consortium in Zambia or a country with recognised bilateral trade relations with Zambia.
- Valid Tax Compliance Certificate (Zambian firms) or equivalent

ii. Relevant experience which should specifically include the following:

- Minimum five (5) years of operation as an ICT or software development enterprise, with at least three (3) completed government or regulatory compliance management system projects within the last seven (7) years fully delivered, not ongoing with client references and completion certificates.
- Demonstrated technical capacity in full-stack web application development; cloud or on-premises hosting architecture; RESTful API design and integration; mobile application development for Android and iOS; AI/ML integration for chatbot and predictive analytics; and cybersecurity in conformity with ISO/IEC 27001 and OWASP standards.
- Experience integrating with government digital ecosystems, payment gateways, or national identity infrastructure; prior experience with Zambia's Government Service Bus, ZamPay, or ZamConnect is an advantage.

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 consulting firm will be selected using the Quality and Cost-Based Selection (QCBS) method through an Open International Market Approach, in accordance with the World Bank Procurement Regulations for IPF Borrowers: Procurement in Investment Project Financing, 7th 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 by **Friday, 21st August, 2026 at 10:00 hours CAT** to the address indicated below:

The National Coordinator
Office of the President, E-Government Division,
SMART Zambia Institute,
Corner of Nationalist Road and Independence Avenue
P.O. Box 31998,
Lusaka, ZAMBIA.
City: **Lusaka**
ZIP Code: **10101**
Country: **Zambia**
Telephone: **+260-211-254478, 253438,**
253652, 254599, 254657